

Breckland District Council Overview and Scrutiny Committee

Service Delivery Presentation 13 October 2016



Approach to void properties

- Void Inspection prior to tenant leaving
- Aim for a 7 day turnaround to minimise void time
- Major repairs carried out after tenant moves in where possible
- Reduce void costs
- Good letting standard



Repairs and Maintenance

- Broadland Repairs Service
- Recent Restructure
- Investing in technology
- Intelligent Scheduling
- Convenient appointment times



Tenancy Management

- Reduce Evictions
- Review of Anti Social Behaviour Policy & Procedures
- Tenant Damage
- Hoarding Policy
- Pro- active Estate Management



Tenancy Support Service

- Internal Support Service
- Average 21 referrals per month
- Referral Criteria
- Case Studies



Challenges Ahead.....

- Benefits Cap
- Universal Credit
- Under 35's Shared Room Rate
- Limiting HB to Local Housing Allowance Rates
- Rent Decrease



Questions



DO YOU HAVE:

Any questions?
Queries?
Comments?