



Broadland Housing



OVERVIEW AND SCRUTINY COMMISSION PRESENTATION

THURSDAY 22ND OCTOBER 2020

JUSTIN O'CONNOR – HEAD OF ASSET MANAGEMENT



Background

Traditional Housing Association formed in 1963

"We do more than simply build houses. At the end of the day, our business is about people, helping to create thriving neighbourhoods and communities"

"We want to continue building great living environments – where our tenants have real choice and real control"



Where you will find our homes?

Attleborough – 26

Dereham – 463

East Harling – 31

Watton – 28

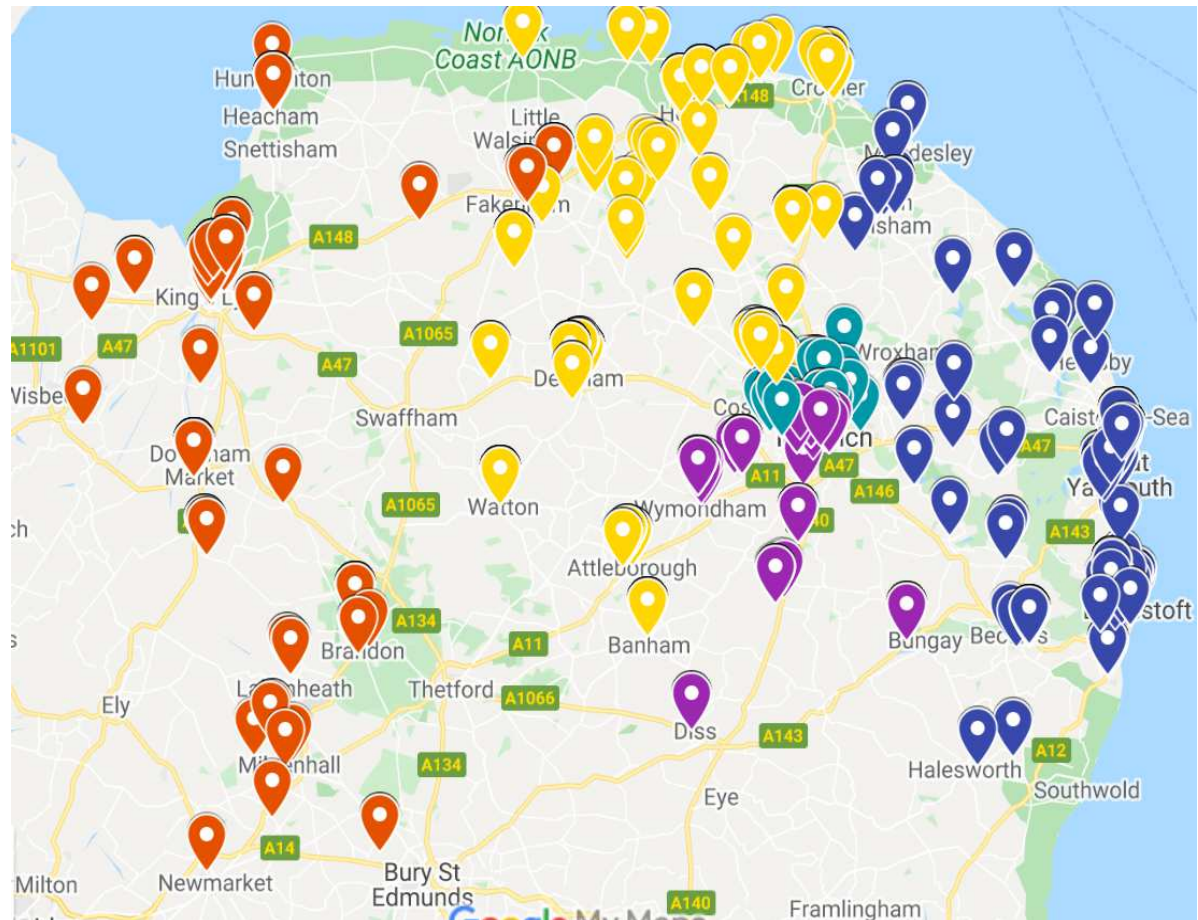
Weeting – 45

Total = 593

In Development

Beeston – 4

Gt. Hockham -18



Fit for Purpose Homes



Total number of repairs

20,385



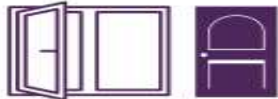
Bathrooms

35



Storage heaters

62



External windows
& or doors

339



Electrical rewires

11



Electrical upgrades

38



Gas heating
systems

89



Radiators upgrade

24



Solar PV panels
installed

55



Gas services

3,845



External
decorations

203



Aids and
adaptations

38



Building Communities





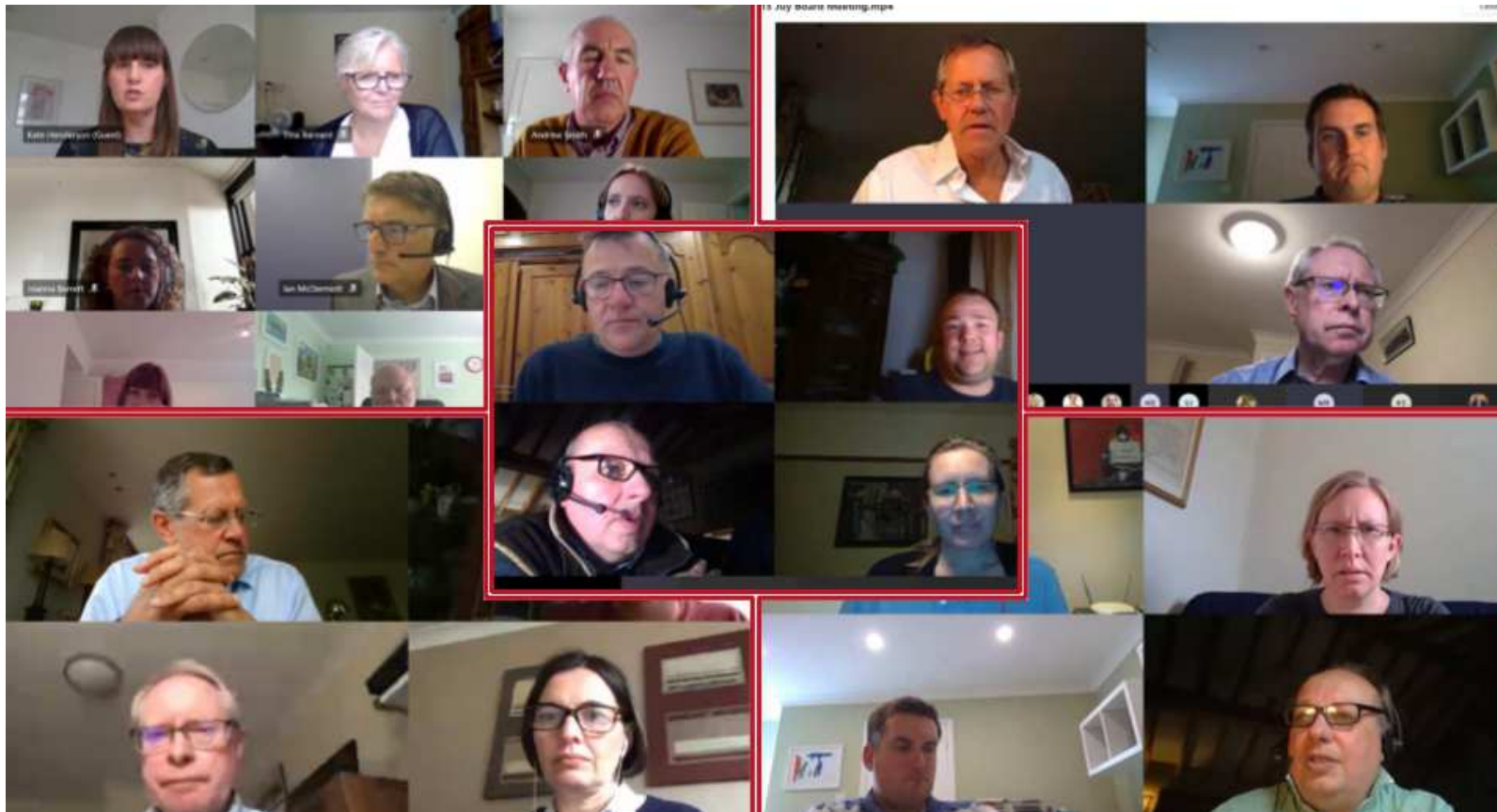
Tenancy Support

Homes for Cathy KPIs

	2017-18	2018-19	2019-20
Evictions for rent arrears	18	11	3
Gross current tenant arrears	3.82%	3.75%	3.49%



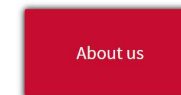
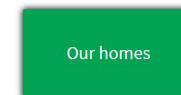
Accessible Services





Communication

- Visit our Website: broadlandgroup.org
- Get in touch
- Community Engagement Groups
- Customer relationship Management
- Complaints process





Joined up approach

