

Housing Select Committee			
Title	Invitation to Registered Housing Providers	Item No.	3
Contributors	Scrutiny Manager		
Class	Part 1	Date	11 March 2015

1. Purpose

- 1.1 As part of the Committee's work programme for the 2014/15 year, the Committee agreed to invite some of the borough's Registered Housing Providers
- 1.2 This paper provides background information about the invitation and the remit for the Committee to establish links with social housing providers in the borough.

2. Recommendations

The Select Committee is asked to:

- note the contents of the report
- direct questions to the five Registered Housing Providers at the meeting on 11 March 2015.

3. Policy context and Background

- 3.1 The Council's constitution sets out the Committee's powers. This Committee has a responsibility for scrutinising the Council's strategic housing functions as well as the work of Lewisham Homes and the Brockley Private Finance Initiative (PFI). The strategic housing division is responsible for delivering housing objectives based on the borough's sustainable communities strategy and delivered through the borough's housing strategy, which is currently been renewed for 2015-2020.
- 3.2 The Council is responsible for a stock of approximately 18,000 homes. These are managed by the Council's Arm's Length Management Organisation, Lewisham Homes and the Brockley Private Finance Initiative. In previous years, the Committee has scrutinised the Lewisham Homes and Brockley PFI annual reports and business plans. Members of the Committee have also resolved to receive six monthly updates from these organisations. The Committee's terms of reference also give it the remit to establish links with social housing providers in the borough.

3.3 As part of the Committee's constitutional powers, it has decided to invite the five largest Registered Housing Providers to its meeting on 11 March 2015. These providers are:

- L&Q
- Phoenix Community Housing
- The Hyde Group
- Hexagon Housing Association Ltd
- Family Mosaic

The Committee met with a representative of Phoenix Community Housing at its meeting on 20 June 2012 to discuss the Community Gateway transfer model, with a representative of Family Mosaic at its meeting on 11 September 2012 to discuss the re-development of Heathside and Lethbridge, and most recently with a representative of L&Q as part of its Communal Heating Systems Review.

3.4 The Committee has suggested a number of areas that it would like the Registered Housing Providers to address at the meeting. These areas are:

- Their work to support eligible households to downsize
- Their thoughts on the recent decline in re-lets
- Plans for new supply
- An update on the use of fixed term tenancies
- Update the Select Committee about affordable rents in your properties
- Their plans for tackling homelessness in the borough: more specifically how can they help Lewisham address increased homelessness in the borough

3.5 The Committee received some information on each Registered Housing Provider in its Work Programme Report for the 28 January meeting. This comprised of the following for each provider:

- **London and Quadrant Housing Trust (L&Q)**
 - L&Q manages over 70,000 homes in London and South-East England. As well as building homes, they also help manage the homes after completion and are involved in community regeneration projects. Their 'L&Q Foundation' also invests £4 million each year in opportunities for local communities, including employment training, activities for young and older residents, financial advice and community building. L&Q are partnered with local authorities, voluntary organisations, faith groups, social enterprises and business networks.

- L&Q had a resident satisfaction rating of 78% in 2014, compared to 80% in 2013. In 2014, L&Q had a turnover of £579 million and a surplus of £174 million.
- L&Q manages over 7,000 properties in Lewisham. Their property portfolio in the borough mainly consists of properties the Council has transferred to them in the Grove Park, Catford, Rushey Green, Forest Hill and Sydenham areas. The first stock transfer from the Council to L&Q was Lewisham Park which took place in 2007.
- **Phoenix Community Housing Association Limited**
 - Phoenix Housing is a not-for-profit housing association operating mainly in Bellingham, Whitefoot and Downham. Properties were transferred from Lewisham Council in a large-scale voluntary transfer in December 2007 following a positive ballot of all tenants. They use the “Community Gateway” approach, which allows tenants and leaseholders to be elected by residents and be part of the company’s management board, allowing Phoenix to support local community initiatives.
 - Phoenix had an overall resident satisfaction rating of 75.11% in 2012, in a customer survey that is conducted every 3 years. In 2013, Phoenix had a turnover of £34.1 million and a surplus of £7.4 million.
 - Their stock numbers in Lewisham are presently around 6,500 and mainly consist of properties the Council transferred to them in 2007 in the areas of Bellingham, Downham and Whitefoot.
- **Hyde Housing Association Limited**
 - Hyde Housing operates in London, East and South-East England and the East Midlands. They manage 49,000 homes, with £2.5 billion in assets. Their services with ‘Hyde Plus’ also manages youth activities, financial support and

advice, employment advice, work placements and training for residents. 'Hyde Housing supports 'Homes for Britain' which is a campaign steered by Chartered Institute for Housing, Crisis, Home Builders Federation, National Housing Federation, NHBC, RIBA, RLA and RTPI. Homes for Britain, backed by housing associations and organisations throughout the country, that wants the next government to publish a long-term plan within a year of taking office that sets out how they will put an end to the housing crisis.

- In October 2014, Hyde received an overall resident satisfaction rating of 64.5%. In 2014, they had a group turnover of £282 million and an underlying surplus of £41.6 million.
- Hyde manages just over 2,400 properties in Lewisham, and spread across the borough. Around 80 of these properties were transferred to Hyde by the Council in 2008 as part of the Foreshore and Albermarle transfer in 2008.

- **Hexagon Housing Association Limited**

- Hexagon Housing manages approximately 4000 self-contained homes for single people or families, building around 70 new homes a year. They also provide specialist housing for those with support needs and two nursing homes for elderly people. Hexagon also partner with other organisations to provide temporary housing and help with maintaining homes after building work is completed, particularly regarding gas services.
- In 2014, Hexagon had a turnover of £26.2 million and a surplus of £8.8 million.
- Hexagon manages over 1,000 properties in Lewisham, predominantly in the south of the borough.

- **Family Mosaic**

- Family Mosaic has 24,000 homes in London, Essex and South-East England, operating with over 2,000 staff members. As well as building homes to rent, they provide a range of care in registered care homes from occasional visits to complex care. In 2012, Family Mosaic launched a manifesto for change through housing called 'Health, Wealth and Wellbeing', that set out a number of commitments for their future direction
- In 2014, Family Mosaic had an overall tenant satisfaction rating of 79%. In 2014, they had a turnover of £224 million and a surplus of £53 million
- Family Mosaic's manage approximately 1,000 properties in Lewisham, situated across the borough.

4. Legal implications

- 4.1 There are no specific legal implications arising as a result of the implementation of the recommendation in this report.

5. Further implications

- 5.1 At this stage there are no specific financial, environmental or equalities implications to consider.

Background documents

The Constitution of the Council

<http://www.lewisham.gov.uk/mayorandcouncil/aboutthecouncil/how-council-is-run/Pages/constitution.aspx>

Housing Select Committee work programme report – 28 January 2015

<http://councilmeetings.lewisham.gov.uk/documents/s33505/07Workprogrammereport280115.pdf>

Housing Select Committee meeting minutes - 20 June 2012

<http://councilmeetings.lewisham.gov.uk/documents/g2537/Printed%20minutes%2020th-Jun-2012%2019.00%20Housing%20Select%20Committee.pdf?T=1>

Housing Select Committee meeting minutes– 11 Sept 2012

<http://councilmeetings.lewisham.gov.uk/documents/g2538/Printed%20minutes%2011th-Sep-2012%2019.30%20Housing%20Select%20Committee.pdf?T=1>

Housing Select Committee meeting minutes – 11 November 2014

<http://councilmeetings.lewisham.gov.uk/documents/g3345/Printed%20minutes%2011th-Nov-2014%2019.30%20Housing%20Select%20Committee.pdf?T=1>

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