

HOUSING LANDLORD STRATEGY 2024/25



SOUTH HOLLAND DISTRICT COUNCIL

Introduction

This Strategy sets out the Council's vision for Council-owned social housing within the district of South Holland. With over 3,700 properties, South Holland District Council is the largest landlord in South Holland providing lettings, tenancy and estate management, repairs, programmed maintenance and rent collection directly for its tenants.

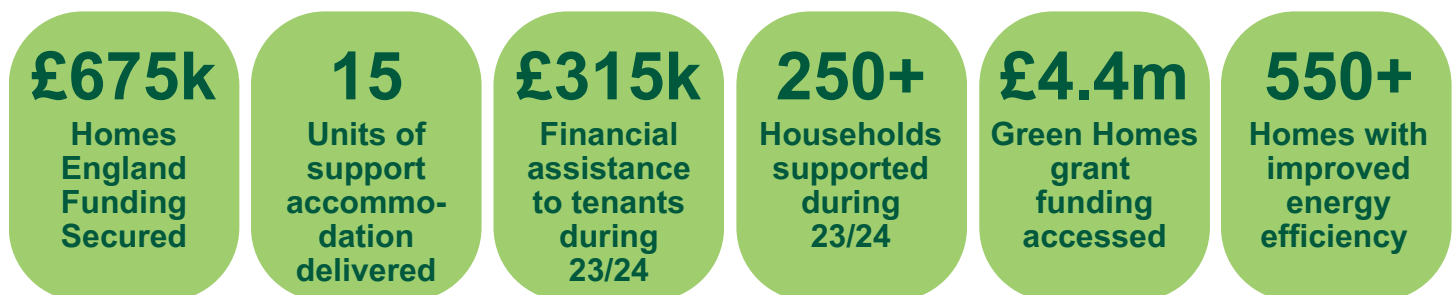
A Housing Transformation Team has been established to ensure the Strategy is delivered. A copy of the full strategy and Housing Transformation and Improvement Programme Mandate can be found at www.sholland.gov.uk/Housing-policies

Strategic vision

As a social landlord, South Holland District Council aims to go beyond the minimum statutory and regulatory requirements placed on local authority landlords, where the tenant's voice is heard and acted upon. We will determine our vision, as a landlord, with our tenants as part of one of our first tenant engagement pieces during 2024/25.

Supporting our tenants

The Council prides itself in supporting its tenants, including the following examples:



Our properties

The Council manages a portfolio of over 3,700 homes across the district consisting of bed-sits, flats, bungalows and houses let as general needs and sheltered housing, plus shared owners and leaseholders. 1025 units are let as sheltered housing to residents aged 55 and over and/or residents that would benefit from a wellbeing alarm system connected to a telecare service available 24/7.

All money received from tenants and leaseholders for rent and service charges pays for housing management services, reactive repairs, planned maintenance, estates, and asset management.



Our ambitions

This Strategy covers areas of service delivery related to landlord functions and how the Council shapes, engages, and improves services for tenants. The Strategy follows four themes:

Accountability and Transparency



We will be well governed and financially resilient, operating efficiently and responsibly, and investing wisely to fulfil our social purpose.

Quality Homes and Connected Neighbourhoods



We will deliver well maintained, safe, affordable homes and neighbourhoods, where people are proud to live that supports their health and wellbeing.

Culture and Operational Excellence



We will deliver a service that meets the needs and aspirations of our tenants, whilst keeping them safe.

Tenant Voice and Opportunity



Tenants will be at the heart of everything we do and every decision we make.

Measuring success

The Council will measure the success of our Strategy using a series of key performance indicators including:

- National Tenant Satisfaction Measures
- Satisfaction surveys with our tenants
- Repair response times and satisfaction
- Quality, time and satisfaction of void properties
- EPC rating of our homes
- Regulator of Social Housing inspection
- New policies adopted
- Complaints data and insight
- Employee satisfaction surveys
- Call and email response times to tenants.

Monitoring delivery of the strategy

The Council is committed to being open and transparent about our performance, and accountable to all our stakeholders, ensuring there is clarity about the accountability and structures framework.

The work of teams, and the results of performance, will be scrutinised and regulated collaboratively by Council boards and committees, our tenants, the Regulator of Social Housing and the Housing Ombudsman Service.

Want to know more?

A copy of our Landlord Strategy and Housing Transformation and Improvement Programme Mandate can be found at www.sholland.gov.uk/Housing-policies Please phone 01775 761161 if you would like a copy posting to you.