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Photo(s) of new build properties

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HEADING - Foreword by Cllr. Vanessa Smith

HEADING - Introduction

A Housing Strategy is a local authority's vision for housing in its area. It sets out objectives on how we aim to manage and deliver its strategic housing role. It provides a framework against which the authority and relevant partners can deliver their services and create policies on specific housing issues.

Why is it important?

Housing is about much more than bricks and mortar, it is a key factor in contributing to a person's health and wellbeing and affects their life opportunities and their living standards.

The Housing Strategy sets out our strategic housing delivery priorities that we aim to deliver over the three-year period from 2025 to 2028. Housing market conditions and housing needs will change over time and it is important to establish direction and to set out strategies and targets for improving housing.

Who is this strategy for?

Our residents and communities – we want to provide homes that people need and can afford, and address specific needs to allow them to stay in their homes and live independently. Our population is growing, increasing from 109,487 in 2011 to 110,940 in 2021 (2021 Census), and our population is ageing.

To reduce the number of strategies and make it clearer for our residents, the Housing Strategy brings together the Neighbourhood Strategy and the Engagement Strategy within this document.

Ourselves – we want to be an excellent landlord, and we want to deliver homes that local people need, where they need them. We want to provide the right advice and guidance to those who need it, and have measures in place to reduce homelessness and rough sleeping. We want to provide a safe, warm and secure home for people to live in and carry out necessary enforcement of housing standards.

Our partners – to enable us to deliver on our aspirations, we need the help of our partners.

Our Vision

Broxtowe's vision for the Housing is:

“A good quality home for everyone”

This means ensuring that our residents have access to affordable, suitable, safe and secure homes.

The key priorities to meet this vision are directly linked to the [Council's Corporate Plan 2024-2027](#):

- Corporate Priority 1: Build more houses, more quickly on under used or derelict land
- Corporate Priority 2: Invest to ensure our homes are safe and more energy efficient
- Corporate Priority 3: Regulate housing effectively and respond to housing needs

(3 different colours which will link to the relevant pages in the Strategy)

HEADING - Profile of the Borough - map with infographics to include:

Broxtowe's population (2021 ONS Census): 110,940

51,780 households

Covers approx. 31 square miles (81 square km)

Housing tenure (2021 ONS):

- Homeowner Market – 34454 – 71.3%
- Social Rent – 5337 – 11%
- Private Rent – 8355 – 17.3%
- Living Rent Free – 65 – 0.1%
- Shared Ownership – 151 – 0.3%

Ages – (2021 ONS Census):

- 0-19 – 23,004
- 18-64 – 63,712
- 65-84 - 21,035
- 85+ - 3,189

Ethnicity (2021 ONS Census):

- 88.9% of residents identified their ethnic group as White
- 5.5% as Asian, Asian British, Asian Welsh
- 2.5% Mixed Heritage
- 1.7% Black, Black British, Black Welsh, Caribbean or African
- 1.4% Other

7.3% of Broxtowe residents were identified as being disabled and limited a lot, and 11.0% disabled and limited a little (2021 Census).

5.3% of Broxtowe residents (aged five years and over) provide up to 19 hours of unpaid care each week (2021 ONS Census).

HEADING - National and Local Context

This strategy has been developed against the backdrop of evolving national policy and legislation in housing, welfare and planning. There is a wide consensus that there is a shortage of housing in the country, and rising housing costs have meant that housing that was affordable is now unaffordable.

A summary of key legislation and significant changes for the housing sector includes:

The **Homeless Reduction Act 2017** was regarded as the most significant change in homelessness legislation in 40 years. It introduced new duties on local authorities to work with homeless households and prevent or relieve homelessness before a main homeless duty is accepted.

The **Domestic Abuse Act 2021** promotes awareness of domestic abuse, protecting victims and ensuring that safe accommodation is available to victims. Under the Act, all eligible homeless victims of domestic abuse are regarded as being in priority need under the Housing Act 1996 and Homelessness Act 2002.

The **Care Act 2014** outlines how housing can support a more integrated approach to care and accommodation and the role of the local authority in sharing and developing the market for services to meet care and support needs.

The **Children and Social Work Act 2017 (CSWA)** places a duty on local authorities to provide suitable accommodation for all care leavers aged 16 and 17.

The **Town and Country Planning (General Permitted Development) (England) Order 2015 (as amended)** sets out classes of development for which a grant of planning permission is automatically given.

The **First Homes** legislation which was implemented in June 2021 introduced a new affordable home ownership product, giving first time buyers a minimum of 30% discount on the full purchase price of a home. All residential developments where an affordable housing requirement applies is expected to provide 25% of this in the form of First Homes.

The **National Planning Policy Framework (NPPF)** sets out the Government's planning policies for England and how these should be applied¹. It provides a framework within which locally-prepared plans can provide for sufficient housing and other development in a sustainable manner. The NPPF is currently under review.

The **Social Housing (Regulation) Act 2023** gives the Regulator of Social Housing (RSH) stronger powers to regularly inspect social landlords, including issuing Performance Improvement Plans and penalties for non-compliance of standards. Social housing providers must now send the RSH health and safety compliance data, as well as conducting an annual survey of all tenants on set questions regarding their satisfaction with their landlord.

Awaab's Law forms part of the Social Housing (Regulation) Act 2023, and it will mandate social landlords to address and repair reported serious health hazards within specified timeframes. Tenants will be able to hold their landlords to account by taking legal action in court.

New **Consumer Standards for Social Housing** were introduced from April 2023. These include Safety and Quality, Transparency, Influence and Accountability, Neighbourhood and Community and Tenancy. The Regulator of Social Housing will inspect each social housing provider against these standards, and they will be given a rating.

The Regulator of Social Housing set a standard requiring providers to inform tenants about their rights, the ability to complain and the expectations of how complaint procedures should operate.

The **Building Safety Act 2022** was an outcome of the recommendations of the 2018 review of fire safety and building regulations after the Grenfell Tower fire. The Act is intended to help people feel and be safer in their homes, and it changes the way that buildings are designed, constructed and managed.

The **Renters' Rights Bill** proposes significant reforms relating to the private rented sector, and proposes to reform tenancies by abolishing assured shorthold tenancies and section 21 'no fault' evictions. Other reforms proposed include the creation of a new ombudsman service for the private rented sector; the creation of a private rented sector database and the creation of a legal standard for property conditions (a decent homes standard). It also proposes to expand enforcement powers.

The **Licensing of Houses in Multiple Occupation (Prescribed Description) (England) Order 2018** reformed the mandatory licencing regime for Houses in Multiple Occupation (HMOs). This included flats, and homes occupied by five or more persons in two or more households, regardless of the number of storeys. It prescribed minimum room sizes, and assigned a maximum number of occupants permitted to use each room.

The **Homes (Fitness for Human Habitation) Act 2018** seeks to ensure that homes are safe, healthy and free from things that could cause serious harm. Tenants have the right to take their landlord to court in cases where their rented property poses health risks.

The **Future Homes Standard** April 2019 introduced changes to Part L and Part F of the Building Regulations for new dwellings so that from 2025, new homes will be zero-carbon ready. Homes built under the Future Homes Standard should produce 75-80% less carbon emissions compared to current levels.

The **Heat and Buildings Strategy 2021** sets out government plans to decarbonise homes, and to achieve a net zero carbon target by 2050. Funding can be obtained via the Social Housing Decarbonisation Fund and Home Upgrade Grant to help to improve the energy performance of low-income households' income and reduce fuel poverty.

The **Levelling Up and Regeneration Act 2023** provides a framework for changes to the planning system. This includes ensuring homes are built where needed and are of suitable quality.

The **Armed Forces Act 2021** ensures the national Armed Forces Covenant in law for the first time to help prevent service personnel and veterans being disadvantaged when accessing essential services like housing.

Strategic Context

The Housing Strategy and associated actions plans are approved by the Cabinet, and progress will be reported annually to allow them to provide scrutiny and challenge. An annual summary will be provided to residents of the Borough.

Broxtowe Borough Council is committed to ensuring that all parts of the community can access services, and aims to be a community leader by striving to embed [equality and diversity](#) in everything we do. Equality Impact Assessments accompany each policy and strategy, and employees are regularly trained on the importance of equality and diversity.

The Council's [Part 2 Local Plan](#) was formally adopted in October 2019, identifying specific site allocations to meet the housing need set out in the Core Strategy, as well as the policies against which planning applications are assessed.

While this strategy covers the strategic direction of housing in the Borough over the next four years, it is agile and can adapt to changes. This includes maximising opportunities to work with partners such as the East Midlands Combined County Authority.

Regulatory Context

In order to raise the standards of social housing to ensure that tenants live in a good, safe home, a number of regulatory measures have been introduced.

As a social housing landlord, we must adhere to recent updates to the consumer standards issued by the Regulator of Social Housing, and the requirements of the Housing Ombudsman.

Regulator of Social Housing:

The [Regulator of Social Housing](#) regulates providers of social housing, and were given more powers as part of the Social Housing (Regulation) Act 2023. This regulation is to promote a viable, efficient and well-governed social housing sector able to deliver homes and services that meet a range of needs.

The RSH does this by setting standards and carrying out robust regulation focusing on driving improvement in social landlords, including local authorities, and ensuring that

housing associations are well-governed, financially viable and offer value for money. They take appropriate action if the outcomes of the standards are not being delivered.

Following on from extensive consultation, the revised Consumer Standards as of April 2024 are:

- Safety and Quality Standard – ensures that tenants' homes are safe and of good quality.
- Transparency, Influence and Accountability Standard – focuses on providing tenants with clear information to enable them to influence services and mechanisms to hold their landlord to account.
- Neighbourhood and Community Standard – focuses on having a sense of community and ensuring that neighbourhoods are well-maintained and safe.
- Tenancy Standard – ensures fair treatment and respect for tenants, and addresses the rights and responsibilities of tenants and landlords.

These are designed to improve living conditions and provide tenants with more influence over the services they receive.

There is also the existing Rent Standard and Guidance. This sets the requirements of how registered providers set and increase rents for all their social housing properties in line with government policy.

Housing Ombudsman:

The [Housing Ombudsman's](#) role was expanded to provide tenants with a more robust mechanism for resolving complaints. The role of the Ombudsman is to resolve disputes, including making awards of compensation or other remedies when appropriate, as well as to support effective landlord and tenant dispute resolution by others. They relaunched the 'Complaints Handling Code' and consider wider systemic issues responsible for generating complaints. They make recommendations to individual landlords and share learning with all landlords through publications.

HEADING - Evidence Used to Inform the Housing Strategy

Council housing demand data provides us with the number of bids we receive on Council homes, the location and the property types. It provides information on the demographics of those on the Housing Register, and their needs (e.g. disabilities).

The Greater Nottingham and Ashfield Housing Needs Update Report by Icenl was completed in March 2024 and provides information on future housing needs and projected affordable housing numbers.

Performance information was used to provide key data, and Council Tax data was used to calculate how many empty homes are in the Borough.

The Office for National Statistics provided demographic data about the Borough via the [Census 2021](#). This includes information about the [population](#), [local house prices](#) and information on [private rent](#).

[LG Inform](#) from the Local Government Association provided local intelligence on a number of topics, including housing, health, age, disabilities.

The [UK House Price Index](#) reports from the Land Registry provided up to date information on house prices.

Evidence from surveys from our tenants, such as the [results of the 'Tenant Satisfaction Survey'](#) conducted between November 2023 and January 2024.

Key Documents and Data Sources

(Infographic = Corporate Plan in the middle with the 3 Housing priorities, scatter these around it) – Housing Strategy; Housing Allocations Policy; South Nottinghamshire Homelessness and Rough Sleeping Strategy; the Local Plan; Greater Nottingham and Ashfield Housing Needs Update Report; Broxtowe Housing Needs Assessment; Climate Change & Green Futures Strategy; Empty Homes Strategy; Anti-Social Behaviour Policy; Nottinghamshire Joint Health and Wellbeing Strategy – links to each document

Consultation

To ensure that as many people as possible could provide their views to feed in to the Housing Strategy, we held four engagement events in Beeston, Chilwell, Stapleford and Eastwood throughout August 2024. We asked residents and stakeholders to complete a survey. Drop-in sessions were held in the Council Offices, Beeston and in Eastwood. The consultation was advertised via the Council's website, bulletins, social media channels and on posters throughout the Borough. Internally, briefing sessions were held with employees to give them the opportunity to provide their views.

Challenges

Our consultation highlighted a number of challenges that we took into account when developing the strategy. This included:

- Housing affordability – making sure that local people can afford local housing.
- Welfare support – support for low income families to be able to afford their home and living costs.
- Energy efficiency – support needs to be provided to private homeowners.
- Availability of housing – competition for housing is high, and we need to ensure that we have housing that meets local needs.
- Preventing homelessness – having the right processes in place to prevent homelessness at an early stage.

- Empty homes – bringing empty homes back into use to assist with alleviating pressure on housing in the local area.
- Property condition – addressing damp and mould is a priority. There are high levels of non-decent homes in the private sector. We need to hold landlords to account for the condition of their properties, and ensure enforcement action is taken as required.
- Student Accommodation – we should focus on encouraging purpose built accommodation for students to free up other accommodation for private rent.

(In a box) **Partnership Working**

Partnership working will be integral to the delivery of the Housing Strategy. Working with Homes England to access funding opportunities is vital, along with other partners including the East Midlands Combined County Authority and our preferred Housing Association partners to help to meet the housing need across the borough.

HEADING – Corporate Priority 1: Build More Houses, More Quickly on Under-Used or Derelict Land

SUB-HEADING - Priority 1A: Deliver a range of affordable homes that meet the needs of local residents and workers

Photos of Field Farm properties, garage redevelopments (Gayrigg, Selside, Felton etc.)

Key Facts:

4372 Council homes, 319 leaseholders, 4 shared ownership homes owned by the Council, 723 garages

259 Council homes let in 2023/24, 398 in 2022/23, 282 in 2021/22.

790 on housing register in September 2024.

77 Right to Buy sales over past 3 years.

£254,000 - average house price in Broxtowe in September 2024. £247,000 in September 2023.

Average Rent Per Month				
	Broxtowe Council Housing	Broxtowe Area	Broxtowe Council Housing	Broxtowe Area
Beds	2022/23	2022/23	2023/24	2023/024
1	£534	£267	£580	£286
2	£699	£289	£757	£312
3	£839	£312	£909	£335
4+	£1,195	£337	£1,286	£360
Average	£855	£288	£855	£310

First time buyers in Broxtowe paid on average £222,000 in September 2024. This was £215,000 in September 2023.

14% of the residents of Broxtowe are economically inactive.

Everyone needs a safe and secure home that they can afford. We want to shape the housing market so that a diverse range of housing options that meets the needs, demands and aspirations of residents are available at a price they can afford. Access to good quality, well-maintained housing that is affordable is key to addressing housing needs and preventing homelessness.

There is currently a lack of suitable housing sites within the Borough to meet the increasing need.

Funding pressures mean that Registered Providers are preferring to build their own properties and not taking on affordable housing units on new developments. We need to ensure that robust section 106 arrangements are in place to deliver the affordable housing we need on sites.

What we have achieved so far:

- Built 27 high quality, energy efficient homes. This has included the redevelopment of 4 garage sites into 9 homes in Chilwell, and 18 in Stapleford. A further 19 homes are in the pipeline to be completed in 2025.
- Acquired 85 properties into the Council housing stock since 2019.
- Worked with private developers to purchase the affordable homes provided as part of Section 106 Planning policy requirements to bring into the Council's housing stock in Stapleford.
- Built our first four Shared Ownership properties, enabling local people to afford low cost homeownership.
- Worked with a partner to deliver 25 Discount Market Sale homes at a site in Brinsley, enabling local people to buy a new build property with a 20% discount.
- Established a Development team to deliver the Housing Delivery Programme, including two trainees.

Over the next three years, we will:

- Review and prioritise land and assets the Council owns to help deliver housing and regeneration priorities.
- Continue to support the Local Plan presumption for development to build homes where they are needed, ensuring they are affordable, have good security of tenure and support the needs of local people and workers.
- Continue to acquire homes into the Council's housing stock.
- Review and refresh our ambitious Housing Delivery Plan to deliver a minimum of 230 Council homes by 2029.

- Increase the supply, mix and quality of affordable housing.
- Create a list of approved Registered Providers who are able to deliver affordable housing on site.
- Create a Design Quality Framework for Council-built homes.
- Work in partnership with Registered Providers, developers and partners such as Homes England and the East Midlands Combined County Authority to maximise funding, accelerate delivery and maximise investment in the Borough.
- Increase the Council's portfolio of Shared Ownership and other low cost homeownership products.
- Continue to invest Right to Buy receipts in new affordable homes.
- Conduct a stock condition survey of Council-owned garages and land, identifying potential sites for redevelopment.
- Ensure homes are well designed in terms of their infrastructure (for example, capacity for electric vehicle charging and their digital connectivity).
- Maximise delivery of adapted homes on Council-led or enabled developments.
- Ensure homes are well designed in terms of their structure (for example, their accessibility, layout etc.)
- Ensure homes include energy efficiency measures.
- Introduce a new build survey to capture customers' views on the quality, space and functionality of their new home and use this to plan new developments.
- Seek new uses for under-used HRA land such as garage sites.

(In a box) What is affordable housing?

'Affordable Housing' is a broad term used to describe homes which are provided at below market prices to households who cannot afford to buy or rent a home which meets their needs on the open market. This includes a number of government schemes to assist people to obtain homeownership, such as Shared Ownership, First Homes and Discount Market Sale, as well as subsidised rental properties such as social housing.

Who are Homes England? (in a box)

Homes England is the non-governmental public body that funds new affordable housing in England. Homes England funding through the Affordable Homes Programme (AHP) is the main delivery subsidy used by Registered Providers, and enables them to ask for funding.

What is Discount Market Sale housing (DMS)? (in a box)

DMS housing is an affordable homeownership scheme that enables those who are in housing need and unable to afford to buy a home on the open market to purchase a property at a discount, usually 20%. Eligibility criteria applies.

What are Registered Providers? (in a box)

Registered Providers, also referred to as Housing Associations, provide social rented, affordable and leasehold housing.

What is the East Midlands Combined County Authority? (in a box)

This is a combined county authority and consists of all local authorities within Derbyshire and Nottinghamshire. It is led by a directly elected Mayor, and it is granted funding and decision-making powers from Central Government. They work with local authorities, landlords, developers and housing providers to create affordable, good quality housing and to retrofit existing homes to make them more environmentally sustainable.

SUB-HEADING - Priority 1B: Encourage Development

Key Facts:

1315 new homes completed in Broxtowe since 2019 - 241 of these were affordable.

The latest HNA study (Iceni, 2024) suggested the following mix of affordable housing in Broxtowe:

	1-Bed	2-Bed	3-Bed	4+ Bed
Market Housing	10%	36%	40%	14%
Affordable Home Ownership	18%	43%	30%	9%
Affordable Housing - Rented	36%	35%	24%	5%

Source: Greater Nottingham and Ashfield Housing Needs Update, 2024

Need for rented affordable housing by number of bedrooms:

	Gross Annual Need	Gross Annual Supply	Net Annual Need	As a % of total need annual need	Supply as a % of gross need
1-bed	173	77	97	21.1%	44.2%
2-bed	279	94	185	40.4%	33.6%
3-bed	177	36	140	30.6%	20.5%
4-bed	38	2	36	7.9%	5.0%
Total	666	208	458	100.0%	31.2%

Source: Greater Nottingham and Ashfield Housing Needs Update, 2024

Increasing the supply, mix and quality of new homes is a priority, as well as increasing the availability of low cost and affordable homes.

What we have achieved so far:

- Applied a 100% levy on Council Tax charges for properties that have been empty for 2 or more years, 200% for homes that are empty for 5-9 years and 300% for 10 or more years.
- Actively promoted the delivery of mixed communities, e.g. requesting that there are no clusters of more than 6 properties of affordable/social housing on large developments.
- Agreed to an off-site affordable housing contribution of £85,000 per unit.

Over the next three years, we will:

- Act as a strategic enabler and partner by supporting Registered Providers to develop affordable housing.
- Explore options to transform empty spaces that could be repurposed to provide new homes
- Actively promote the delivery of mixed communities to support integration.
- Increase the number of homes that are accessible and adaptable across all tenures in line with planning policy.
- Promote success stories and provide support to home owners to understand how they can help with meeting local housing need.
- Support the delivery of new homes to the Nationally Described Space Standards (NDSS) including in new social housing.
- Publish a Residential Supplementary Planning Document for Affordable Housing.
- Continue to support other organisations to deliver affordable homes.
- Strengthen our relationship with Registered Providers to maximise their contributions to meeting housing need within the Borough.
- Reuse and regenerate land and homes not in use.
- Allocate s106 monies as quickly as possible.
- Design new developments with connectivity to safe and attractive walking, cycling and public transport networks.
- Engage with local residents and stakeholders on all Council-led developments
- Encourage developers to engage with local schools and consult young people on their plans.
- Lead on any affordable housing opportunities as part of the Towns Fund.

HEADING – Corporate Priority 2: Invest to ensure our homes are safe and more energy efficient.

SUB-HEADING - Priority 2A: Ensure homes are fit for purpose

Photos of properties that have had EWI and other energy efficient measures

Stats:

The percentage of Council properties that are decent has increased from 97% in 2022/23 to 97.9% in 2023/24.

(Add box – What is ‘decent’? The Decent Homes Standard was introduced by the Government in 2000 and sets the minimum standards for the condition of social homes. It is currently being reviewed to apply to the private rented sector for the first time).

£4.6million spent on carrying out 884 capital works on Council homes during 2023/24.

A reduction in the number of private homes that had a Category 1 hazard from 85 in 2022/23 to 76 in 2023/24.

252 Council homes fitted with external wall insulation (EWI) by the end of March 2025.

Having a high quality, energy efficient home is important to everyone. Climate change poses a significant threat to our future, and this priority aims to improve the quality of housing in the Borough and is a key part of addressing this emergency.

The Council will lead on a range of improvement initiatives and encourage others across all tenure types to raise standards, address energy efficiency, reduce fuel poverty and decrease the number of poor quality homes.

What we have achieved so far:

- Introduced a Damp and Mould Policy to ensure reports in our housing stock are dealt with quickly and effectively.
- Reviewed the Empty Homes Strategy.
- Restructured our Housing Repairs team to provide more resources and resilience.
- Recruited an Energy Improvement and Grants Coordinator to identify and apply for funding and conduct surveys to improve energy efficiency in Council homes.
- Established a ‘Housing Improvement Board’ to drive and deliver improvements in the Council’s Housing Repairs and Capital Works departments.
- Implemented changes to our Aids and Adaptations Service, making it easier for them to be approved.

Over the next three years, we will:

- Maintain decent standards in Council stock and implement the findings of the ongoing Decent Homes Standard review (in the Renters’ Rights Bill).
- Implement a plan to improve the energy efficiency of our Council housing.
- Bid for further funding to retrofit our housing stock and support Private Sector homeowners to improve the energy efficiency of their homes by sign-posting.
- Consider the provision of electrical vehicle charging points.
- Implement a new five-year Capital programme to update our homes.
- Conduct a full stock condition survey of our properties.

- Continue to review and implement improvements to the Council's Housing Repairs Service to ensure timely responses to customer queries; high quality record keeping; full legal compliance and high satisfaction rates
- Continue to focus on dealing with damp and mould complaints quickly and in line with the Policy, including implementing the obligations on us by Awaab's Law.
- Consider and utilise emerging technology to help us manage our housing stock
- Implement actions as part of the Council's Climate Change and Green Futures programme.
- Continue to meet our compliancy obligations as per the RSH's consumer standards.
- Deliver new homes that are at EPC 'A' rating.
- Implement changes to the Decent Homes Standard across all relevant tenures
- Developing a Decarbonisation Strategy for all Council properties to achieve EPC 'C' rating by 2030. As of June 2024, 59% of Council properties with a valid EPC were 'C' or above. Properties with the lowest EPC rating ('E' or below) will be the highest priority for decarbonisation measures. This will include improving insulation, ventilation, installing solar panels and low carbon heating technologies.
- Applying for available Government funding to assist with decarbonisation measures.

SUB-HEADING - Priority 2B: Help people to stay in their homes

Photos: Activities Coordinators, Independent Living properties

The 2021 Census confirmed that there are more people than ever before in older age groups, with 30,372 people projected to be over 65 in 2034 compared to 24,224 in 2021. This is likely to increase demand on housing related support and other forms of social care to enable residents to remain in their homes.

This priority will help the Council to provide an effective response to demographic changes in the Borough. It will encourage offering a personalised approach based on peoples' needs, and promote self-management and increase independence.

What we have achieved so far:

- Reviewed the Aids and Adaptations Policy
- Reviewed the Disabled Facilities Grants Policy
- Delivered five veteran properties in Stapleford
- Provided £1.2million in funding (in the previous 3 years) for aids and adaptations into Council homes.
- Increased the number of Activities Coordinators who help to reduce loneliness and isolation in our Independent Living Schemes.
- Introduced 'Introductory' Council tenancies to provide support to new tenants for the first 12 months.

- Provided a telecare 'Lifeline' service with over 800 customers.
- Developed a Financial Inclusion Service to provide financial advice and assistance to Council tenants.
- Partnership working, for example with the Green Doctor who has helped vulnerable people to keep warm and reduce their energy bills
- Developed a Tenancy Sustainment Service for Council tenants to support them to maintain their tenancy.
- Support new tenants for 12 months
- Sanctuary Scheme – the Council works with survivors of domestic abuse to enable them to stay in their homes if they do not wish to move and to do so in a safe and sustainable way.

Over the next three years, we will:

- Deliver new tenant training with partners.
- Review the tenancy sign up process to ensure that appropriate support is provided to new tenants.
- Increase the volume of properties that can be adapted via new build or acquiring properties and remodelling them to our needs.
- Explore the possibility of expanding the activities delivered by the Activities Coordinators, working together with our partners and other organisations.
- Maximise the use of aids, adaptations and assistive technology to support independence in the home.
- Accessibility and adaptability will be designed into the fabric of new Council housing developments to ensure that we can meet the needs of a range of people, for example fitting wet rooms with a bath that can be removed if required.
- Investigate the possibility of using innovative and adaptive technologies as a tool to help support people to manage their own health and enable better coordination and personalisation of care.
- Ensure that the Council are meeting the housing needs of the most vulnerable groups, such as those with mental health issues, learning and physical disabilities or those leaving care.
- Improve integrated working with health and social care partners to identify the appropriate housing required.
- Work in partnership with Registered Providers and private developers to enable new specialist provision to come forward.
- Work with our health partners to get people out of hospital and back into their community, maintaining independence as soon and as much as possible.
- Continue to support residents to apply for Disabled Facilities Grants to adapt their homes when they have disabilities.

HEADING - Corporate Plan Priority 3: Regulate housing effectively and respond to housing needs.

SUB-HEADING - Priority 3A: Drive up housing standards across all tenures, taking enforcement action as required.

Key Facts (in box):

332 licensed Houses in Multiple Occupation (HMOs) in 2023/24, total of 703 estimated within the Broxtowe. This is an increase of 37 on the figure from 2022/23 (666).

Number of proactive HMO inspections conducted in 2023/24 was 94, 57 in 2022/23 and 21 in 2021/22.

2 notices to tackle hazards in private rented housing were served in 2023/24 (1 improvement notice and 1 Emergency Prohibition Order)

9 Remedial Notices issued under the Electrical Safety Standards in the Private Rented Sector (England) 2020, including a £2,000 civil penalty issued for failure to comply.

2 Notices served under the Housing Act 2004, consisting of 1 Emergency Prohibition Order (prohibiting occupation of a property) and 1 Improvement Notice.

2 Notices to install either a smoke detector and/or carbon monoxide detector served under the Smoke and Carbon Monoxide Alarm (England) Regulations 2015 (as amended)

Between April – November 2024:

Civil Penalties issued for:

- Failure to comply with a remedial notice served under the Electrical Safety Standards in the Private Rented Sector (England) 2020 - £2000
- Occupation of a licenced HMO exceeding the permitted number of occupiers a licensable HMO - £3,500
- Failure to licence a licensable HMO - £3,000
- Failure to licence a licensable HMO - £5,000
- Breaches of HMO Management Regulations - £6,500

3 Remedial Notices issued under the Electrical Safety Standards in the Private Rented Sector (England) 2020 - Request to provide a copy of the most recent electrical inspection and testing certificate relating to the fixed electrical installation to the local authority

Housing Act 2004 Notices served:

Emergency Prohibition Order – prohibiting use for sleeping of the second floor of a property

Hazard Awareness notice

Prohibition Order – prohibiting occupation of the whole property

The Smoke and Carbon Monoxide Alarm (England) Regulations 2015 (as Amended) Regulations

3 x Remedial notice requiring installation of smoke detector

Formal Caution

Issued for Failure to Licence a HMO that was required to be licenced.

Photos: Stock photos of houses/flats

The Housing Act 2004 places a duty on local authorities to tackle housing related hazards that present the most serious risk of harm to health. There are a high number of vulnerable people who live in poor housing conditions in the private sector.

The Homes (Fitness for Habitation) Act 2018 came into force on 20 March 2019. This requires all landlords to ensure that their properties, including common parts, are fit for human habitation at the beginning of the tenancy and throughout.

Our Private Sector Housing team deal with complaints from tenants about unhealthy and dangerous living conditions and work cooperatively with landlords wherever possible.

What we have achieved so far:

- Attended landlords' forums in conjunction with other local authorities and the East Midlands Property Owners (EMPO).
- Introduced new policies in line with legislation, including the Civil Penalties Policy in February 2021 and the Energy Efficiency in Private Rented Sector Policy in May 2021.
- Refreshed the Disabled Facilities Grant Policy and the Enforcement Policy.
- Increased the resources within the Private Sector Housing team, allowing for a programme of proactive inspection of HMO properties to commence.
- Worked together with the University of Nottingham's Community Ambassador project to support and educate the students living off campus in the Beeston area to ensure community cohesion focused on educating students on how to be good neighbours and reducing complaints, for example noise and refuse.
- Re-established links with Unipol (the student housing charity aiming to ensure student accommodation is good quality).

Over the next three years, we will:

- Strengthen regulatory enforcement of private sector rented housing, including considering the use of Banning Orders to tackle poor housing conditions and protect vulnerable people in privately rented homes.

- Achieve the right balance of student housing and continue to manage the provision of student accommodation through working with partners to agree a new Student Accommodation strategy.
- Adhere to the obligations placed upon us as part of the Renters' Rights Bill.
- Continue to engage with and provide support and guidance to owner-occupiers and private landlords to help them to improve their housing standards, particularly the most vulnerable in the worst housing conditions.
- Use evidence to monitor the quality of existing housing stock within the Borough across all tenures to assess where stock improvements can be implemented. This includes participating in a countywide Stock Condition Survey which will provide information about properties in a state of disrepair and identify Category 1 hazards.
- Help empty property owners to bring their properties back into use through advice and assistance, including early intervention and preventative measures.
- Explore enforcement options for bringing empty homes back into use, including Compulsory Purchase Orders (CPO), enforced sale, Empty Dwelling Management Orders (EDMO) and improvement notices.
- Establish closer partnership working with Registered Providers who operate in Broxtowe to tackle priorities such as housing conditions, homelessness, neighbourhood issues and improving the energy efficiency of their homes.
- Increase proactive inspections of both licensed and non-licensable HMO's in the Borough with the aim of improving housing conditions and management.
- Consider if any additional licensing is required.
- Review the HMO property standards.

(In a box) What are Category 1 hazards? If a hazard is a serious and immediate risk to a person's health and safety, this is known as a Category 1 hazard and we must take action.

(In a box) What are HMOs? Homes are HMOs if at least 3 tenants live there, forming more than 1 household and you share a toilet, bathroom or kitchen facilities with other tenants. Your home is a large HMO if at least 5 tenants live there, forming more than 1 household and you share a toilet, bathroom or kitchen facilities with other tenants.

SUB-HEADING - Priority 3B: Prevent Homelessness

Key Facts:

In 2023/24:

- 722 housing advice interviews conducted - 367 resulted in a homeless application being taken.
- 367 Homeless Applications were received.
- 136 Homeless Preventions were recorded, with 91 being prevented.

50 households in temporary accommodation in 2023/24

73 households in temporary accommodation outside of the Borough, with 26 for more than 7 days in 2023/24

£109,000 spent on temporary accommodation in 2023/24

As with most local authorities, we are seeing a year-on-year increase in the number of households approaching us for help with preventing or relieving their homelessness situation.

This priority requires us to work in partnership with a range of external agencies and charities to ensure that the best housing outcomes are achieved for Broxtowe's most vulnerable groups.

What we have achieved so far:

- Introduced Tenancy Sustainment Officer roles to proactively support Council tenants from losing their homes.
- Improved partnership working with Broxtowe Women's Project and Citizens Advice.
- Increased the amount of temporary accommodation available to 21 units.
- Repurposed some hard-to-let Council homes into temporary accommodation.
- Built up a good working relationship with a local hotel within the Borough to temporarily place homeless households.

Over the next three years, we will:

- Continue to provide an effective Housing Options service.
- Proactively support tenancy sustainment to prevent homelessness and repeated homelessness.
- Adhere to the upcoming changes that will be implemented as part of the Renters' Rights Bill.
- Maximise the supply of suitable permanent housing options available to accelerate a move into settled housing for those in temporary accommodation and provide solutions for households seeking our assistance prior to becoming homeless.
- Reduce the flow of households into temporary accommodation through early intervention and prevention work, for example joint working with our partner agencies to identify and support households who may need assistance.
- Mitigate the overuse of B&B accommodation by sourcing quality temporary accommodation.
- Explore increasing the number of temporary accommodation units in the Borough.

- Cultivate and strengthen relationships with private sector landlords to increase access to private rented housing as a viable solution.
- Continue to minimise void times in Council homes to enable households to move on from temporary accommodation quicker.
- Increase the supply of new affordable housing and ensure the most appropriate mix of new build affordable homes are delivered and the best use is made of existing stock.
- Support the delivery of the Care Leavers Pathway and Protocol for accommodation.
- Continue to meet the actions in the South Nottinghamshire Homeless and Rough Sleeper Strategy.
- Assess the current and future housing requirements for vulnerable groups.

SUB-HEADING - Priority 3C: Provide excellent customer service to residents

Photos: Tenant Panel, Tenant Information Network, other engagement events, staff on the phone, staff inspecting properties.

Key Stats:

Tenants told us in the 2023/24 'Tenant Satisfaction Measures' that:

66% were satisfied overall with services provided by us

71% were satisfied with the repairs we carried out on their property

69% were satisfied that their home was safe

48% were satisfied that we listened to their views and acted on them

57% were satisfied that we kept them informed about things that matter to them

26% were satisfied with our approach to handling complaints

Our first 'Tenant Satisfaction Measures' survey sent to all tenants during 2023/24 provided us with valuable insight into the key areas we need to improve and focus on as a social landlord. Over 1,153 tenants (over 25%) responded.

We acknowledge that we need to work harder to build trust with our tenants and leaseholders, and we aspire to be an excellent landlord.

Tenant empowerment and involvement is the key to providing an excellent service, and we must ensure that when people are willing to give us their opinions and ideas, we are providing feedback and being clear and transparent.

What we have achieved so far:

- Tailored our approach to residents who want to be engaged with by increasing the range of methods available, for example introducing customer satisfaction surveys for each service area, creating a closed Facebook group and creating a remote policy group.
- Established monthly evening tenant engagement meetings in the community, all over the Borough (Tenant Information Network).
- Established a Leasehold Information Network to improve communication and engagement with Council housing leaseholders.
- Introduced a Housing Repairs Customer Services team.
- Introduced regular reporting of complaints to the Council's General Management Team and Councillors, with a dedicated Councillor now being responsible for overseeing complaints.
- Utilised the feedback we received from the 'Tenant Satisfaction Measures' survey and established a Housing Complaints Panel to discuss complaint handling and learning points with residents.
- Conducted targeted engagement activity in the areas with the highest dissatisfaction.
- Delivered a new set of Housing service standards, with progress being reported back to tenants and leaseholders.
- Introduced a new Choice Based Lettings system which enables applicants to upload their own documents and allows them to communicate with the Lettings team via message.
- Introduced regular 'Housing Drop-In' sessions out in the community to improve accessibility and engagement with our tenants.
- Reviewed the Anti-Social Behaviour Policy in 2023, ensuring that there is a joined up approach with relevant departments and stakeholders in tackling anti-social behaviour complaints.
- Recruited a Change Delivery Manager to be responsible for the delivery of key projects and improvements across the Housing Repairs and Asset Management teams.
- Introduced a communal cleaning regime in our General Needs housing blocks.
- Developed a mediation service in conjunction with Broxtowe Youth Homelessness and Broxtowe's Citizen's Advice.

Over the next three years, we will:

- Ensure that as a landlord, we maintain compliancy against all regulatory standards.
- Develop an Engagement Framework to provide clarity to staff and residents on how engagement should be conducted.
- Embed scrutiny and oversight by bringing residents closer to service areas to help us to continuously improve and build a more resident centred working culture.

- Continue to work with residents to understand if we are doing what we say we will and whether we are making a positive difference for residents.
- Ensure there is transparency and accountability by sharing how we are performing on the areas that concern residents most and speaking with one voice on what we are doing to improve their experience with us.
- Continue to build a culture where residents feel genuinely respected and listened to and get an improved experience when they speak to us, even when there are service issues.
- Improve our knowledge and information about our residents, and ensure that our data is up to date and relevant.
- Introduce patch-based collaboration and information sharing which will support front line teams to get to know their patch by working in partnership with the people that live there. This will be supported by Neighbourhood Champions.
- Provide excellent customer services by upgrading the telephone system for Housing Repairs and improving options for customers to contact us how they want to.
- Review our website and all documents to ensure that information about our services are easy to find and easy to understand.
- Introduce a 'Digital First' approach, including the introduction of a portal, a review of our web based forms, and reviewing how our residents want to be contacted.
- Encourage employees to complete formal qualifications in housing management.
- Review our housing register to understand the need for social housing from the different equality strands.
- Apply for accreditations to provide assurance to our residents.
- Work with partners to provide new housing and improved accommodation for older populations, care leavers, veterans and the most vulnerable groups, in the most appropriate and accessible way utilising local services and facilities.

SUB-HEADING - Priority 3D: Getting the most out of homes that already exist

Photos: Internal photos of houses

Key data:

790 applications on the housing register

No. bedrooms required for those on the housing register:

No. Beds	No. Applicants
1	416
2	212
3	129
4+	33
TOTAL	790

Breakdown of Council housing stock:

No. Beds	No. Properties
1	1653
2	1478
3	1184
4+	57
TOTAL	4372

2607 empty homes in Broxtowe.

Empty homes brought back into use was 34 in 2023/24, 26 in 2022/23 and 25 in 2021/22.

(In a box) One of our key priorities is to protect the Council's current housing stock and add to it, expanding the types of properties available for those on our housing register.

The demand for housing exceeds the supply in Broxtowe. This is evidenced by the Council's housing register, and fact that private rents are consistently rising, as well as house prices. Making the best use of existing homes plays an important role in meeting housing need.

Each year, approximately 300 Council properties become empty and available for re-let. The re-letting of these properties is governed by the Council's Allocations Policy, which ensures that those in the greatest need have priority for the housing that becomes available. This means that a lot of applicants will not be allocated a home. These households are provided with advice and assistance by our Housing Options team, and they are sign-posted to other options such as private rented accommodation.

Empty properties can be detrimental to an area, encouraging anti-social behaviour and crime as well as reducing property values. Our Private Sector Housing team tackles this by being proactive in finding out who owns the long-term empty properties, and liaising with them where possible to bring them back into use.

What we have achieved so far:

- Introduced a 'Home Release Scheme' to address under-occupation and downsizing. The aim of the scheme is to offer financial incentives to those tenants who may not be fully occupying their current property.
- Encourage mutual exchanges. It also supports tenants with the downsizing process.
- Re-designated the Council's Independent Living properties to General Needs and vice versa, freeing up bungalows and other appropriate accommodation to be used by Independent Living.

- Utilise planning policy to encourage new housing building and ensure that a certain number of affordable homes are built (when a development is 10 or more units).
- Applied a matrix scoring system to all long-term empty dwellings to provide information for a “worst first” approach to dealing with them.
- Established ownership details of all known long-term empty dwellings.

Over the next three years, we will:

- Market and further encourage tenants to utilise the ‘Home Release Scheme’.
- Continue to monitor and review empty Council properties and work to reduce the time it takes for us to re-let homes.
- Explore the possibility of utilising the attic spaces as bedrooms in Council homes.
- Review the Empty Homes Strategy.
- Continue making use of enforcement tools available to resolve empty homes and bring them back into use, for example compulsory purchase orders.
- Explore opportunities to bring empty flats over shops back into use.
- Improve the data we hold about our housing stock, enabling us to make informed decisions on remodelling properties as required. There is an acute shortage of 4 bed+ properties, so considering remodelling 3-bed properties could increase supply.
- Continue to encourage mutual exchanges.
- Have up to date information about our tenants, e.g. information about disabilities and any changes to their needs.
- Ensure all computer systems are fully utilised and updated in a timely manner.

(In a Box) What is the HRA?

The Housing Revenue Account (HRA) is intended to record expenditure and income on running a council’s own housing stock and closely related services or facilities, which are provided primarily for the benefit of the council’s own tenants.

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