

## **APPENDIX 3**

### **Key achievements in Middlesbrough since stock transfer**

1. Met all the commitments within the Transfer Agreement.
2. Delivered £170.4m of investment to provide homes with 3,800 new bathrooms, 7,300 new kitchens, 4,500 replacement windows, 8,500 house rewires and 6,400 new heating systems.
3. Demolished 1,000 unpopular and outdated houses.
4. 100% of the homes achieved Decent Homes Standard within the targeted time frame.
5. Invested £7m in environmental improvements to provide car parking, improve amenity spaces and enhance neighbourhoods.
6. Demolished two 90 unit multi-storey blocks of flats in Netherfield.
7. Invested £3.4m in Welton House to provide internal/external works, new communal facilities and a new base for the concierge service.
8. Spent £100,000 per annum on neighbourhood projects as directed by area housing forums to address local priorities.

### **New Homes Delivery**

1. Middlesbrough has benefitted from Thirteen delivering 441 new homes (2011-2017). An investment of £50.7m
2. Secured housing grant from the Homes and Communities Agency of £6m to be delivered in Middlesbrough over the next three years.
3. Committed to delivering supported accommodation such as the Dementia Scheme in Hemlington.

### **Repairs**

1. Programmed to deliver new repairs IT system by June this year.
2. Started weekly independent customer satisfaction surveys for Repairs and Gas in November 2016. 80-90% satisfaction range.

### **Community**

1. Fund adaptations to Thirteen homes so tenants can get out of hospital and residential care and remain independent at home. Since 2014 spent £1.3m adapting homes within the town.
2. Increased resources in contact centre - on average in February, 75% of calls were answered within 27 seconds – despite being one busy period.
3. Provide Middlesbrough's homeless and housing advice service. The added value is that the homeless and housing advice team sit alongside the letting team. This allows applicants potentially presenting themselves as homeless, and in priority need, having immediate access to available accommodation. This helps reduce homeless figures/numbers in the borough from a performance perspective and reduces any temporary accommodation costs

i.e. applicants coming through this route are fast tracked. Thus benefitting the Council.

4. Delivery Agent for the Homelessness Trailblazer across the Tees Valley (where Middlesbrough is the Lead Authority) to prevent homelessness.
5. Introduced sub-regional Choice Based Letting scheme we administer the housing register for the borough. This is facilitated for no cost and many of the queries regarding the housing register and the priority groups within it (e.g. rehousing of war veterans)

### **Regeneration schemes**

1. agreement to deliver new homes in Grove Hill and Middlehaven.
2. Co-investing in North Ormesby purchasing properties, refurbishing and letting them. Jointly funded the neighbourhood coordinator with the Council