



Colchester Borough Homes Performance 2020/21

Presented by Dirk Paterson, Board Chair
and Philip Sullivan, Chief Executive

Scrutiny Panel
12 October 2021

#WE
ARE
CBH



NUMBER OF GENERAL
NEEDS PROPERTIES



NUMBER OF SHELTERED
TENANT PROPERTIES



NUMBER OF
LEASEHOLDERS



NUMBER OF HOMES LET
TO NEW TENANCIES



NUMBER OF MUTUAL
EXCHANGES WHICH TOOK
PLACE BETWEEN
APR 2020 – MAR 2021



AVERAGE COST OF
WEEKLY RENT FOR
GENERAL NEEDS HOMES



NUMBER OF HOMES
SOLD THROUGH
RIGHT TO BUY



LEAD TENANTS
ARE FROM BAME
COMMUNITY



LEAD TENANTS
ARE A WOMAN



TENANTS HAVE
HELD A
TENANCY FOR
MORE THAN 10
YEARS



LEAD TENANTS
HAVE A KNOWN
DISABILITY

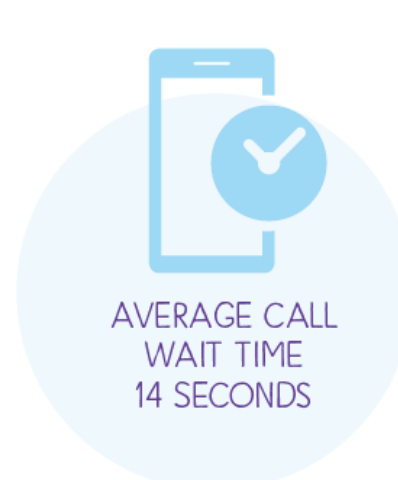


LEAD TENANTS
ARE OVER 55

CBH AT A GLANCE

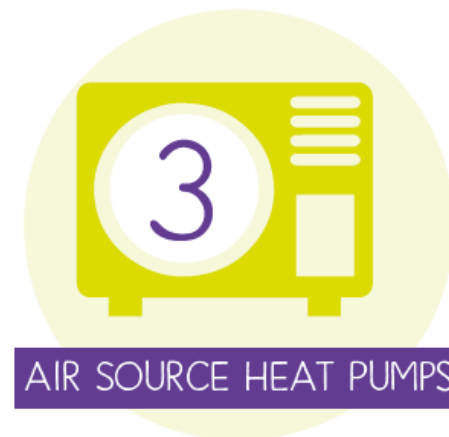
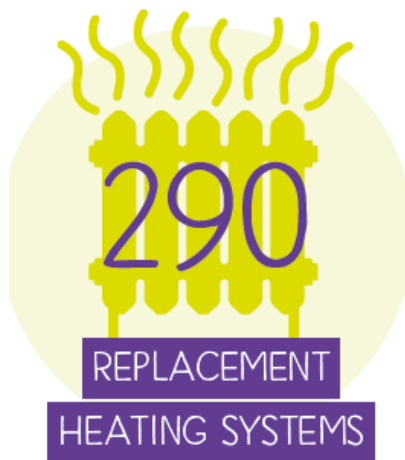


LOCKDOWN – CBH WAS THERE FOR RESIDENTS



Repairs to corporate properties completed on time 100%

OUR PERFORMANCE



PROVIDING QUALITY HOMES

LATEST PERFORMANCE AGAINST PEERS



- 1 Responsive repairs
- 2 Voids and lettings
- 3 Rent arrears and collection
- 4 Tenancy management
- 5 Resident engagement
- 6 Customer services
- 7 Neighbourhood management
- 8 Community investment

HOUSEMARK



NO. HOMELESS
APPLICATIONS RECEIVED
DURING THE YEAR

NO. OF TIMES WHERE
HOMELESSNESS WAS
PREVENTED/RELIEVED:



NO. OF PEOPLE
WHO WERE SUPPORTED
WITH HOMES THROUGH
ROUGH SLEEPING
INITIATIVES



NO. OF PEOPLE ON
HOUSING REGISTER
MAR 2021



TACKLING HOMELESSNESS



LISTENING AND ACTING ON RESIDENTS VIEWS



SUPPORTING OUR LOCAL COMMUNITIES



CELEBRATING 100 YEARS OF COUNCIL HOUSING



DEVELOPING MAJOR PROJECTS



Dirk Paterson



Karen Smout



Justin King



Fiona Marshall



Nicola Davey

CBH Board strengthened in 2020/21
Broad range of skills and expertise
Oversight and assurance on risk, finances and performance
Maintained close connection with CBC



Paula Goddard



Nigel Chapman



Michelle Burrows



Tina Bourne

STRONG GOVERNANCE

CHALLENGES:

- Compliance and changing external environment
- Cost inflation e.g. materials for repairs and improvements
- Embedding new housing system and maximising benefits

AREAS FOR IMPROVED PERFORMANCE:

- 100 Homes
- Capital investment programme post lockdown

CHALLENGES & IMPROVEMENTS

- New Management Agreement to 2028
- New Strategic Plan being prepared
- Ready to meet the challenges and take advantage of opportunities
- Looking forward to the next chapter and to working with our closest partner, CBC

THE FUTURE

ANY QUESTIONS

