

Joint Presentation from the Registered Social Landlords in Surrey Heath

Portfolio	Transformation
Ward(s) Affected:	All

Purpose

To receive a presentation from Accent, Thames Valley Housing and Sentinel to understand the current challenges for the sector and whether there are any specific obstacles or opportunities to delivering more affordable housing in Surrey Heath.

Introduction to Accent

1. Accent have been providing high quality social housing for rent and sale for 50 years and remain firmly committed to providing their residents with the excellent homes and top quality services they have a right to expect.
2. They currently own and manage over 21,500 homes across the country, which over 34,000 residents call home. Their residents' homes and services are managed by their regional offices in Middlesbrough, Burnley, Bradford, Camberley and Peterborough. The head office is located in Shipley, West Yorkshire.
3. Their vision is "Making a Difference". Their three objectives are:
 - Improving homes.
 - Improving communities and lives..
 - Delivering a personal, modern and better service.
4. Their core values are: respectful, creative, dependable and open and honest.

Introduction to Thames Valley Housing

5. Thames Valley Housing Association (TVHA) is a medium-sized housing association based in Twickenham, South West London. TVHA own or manage some 15,000 homes in London, Berkshire, Surrey, Hampshire, Oxfordshire, Buckinghamshire, Wiltshire and Sussex. These include traditional rented housing, shared ownership, key worker and student accommodation.
6. Their vision is: For everyone to have the chance to build their lives from a base of a good home. They believe that a good, safe, secure home is a critical foundation for successful people, families and communities. Without one, it's difficult to do well at school, hold down a job, or raise a family.
7. Their Mission is: To provide good quality affordable homes and invest in communities. The housing crisis is particularly acute in London & the South. They aim to build good quality, new homes and manage them well and grow the social capital of the communities they work in.
8. In order to generate a profit to help fund their social purpose, they also have a market rent business called "Fizzy" and a joint venture to build housing for sale.

Introduction to Sentinel

9. Sentinel is a single organisation of just over 200 staff, who own and manage 10,000 homes, 3,400 garages and 20 shops. As a not-for-profit landlord, any surplus from our £60m a year turnover is reinvested back into their neighbourhoods, such as on more upgrades of existing homes, regenerating outdated estates, or simply building more homes.
10. Sentinel is run by a board including two resident board members, plus others drawn from a wide mix of backgrounds in both the public and private sectors. The board's role is to lead, direct, control and challenge and monitor all their work, from where to build new homes to how much they invest in improving existing homes. Although they are an independent housing association, and not part of a group, they do have affiliations and partnerships to ensure the best possible deal for their local area. Their purpose is: "To provide homes for those who are unable to access housing on the open market." Their vision is "Making a difference to communities by providing quality homes and services that people value".
11. Their Values are: We believe that good quality affordable housing is the bedrock that so many other things in life depend on. But it's about more than bricks and mortar – it's about people, communities and opportunities. And this is reflected in their values:
 - Putting customers at the heart of what we do - we'll listen, be transparent and deliver our promises.
 - Being open and honest – we'll give clear explanations and be consistent.
 - Valuing and respecting people – we'll treat people as individuals.
 - Encouraging challenge and change – we'll be positive, forward thinking and adaptable
 - Demonstrating passion and commitment – we'll take ownership and have a can do approach.

Purpose

12. The purpose of inviting our local registered social landlords to the External Partnerships Select Committee is for Members to understand the current challenges for the sector and whether there are any specific obstacles or opportunities to delivering more affordable housing in Surrey Heath.

Recommendation

13. The Committee is asked to consider the presentation and consider any future steps which Members would wish to recommend to the Executive and/or Council.

Background Papers: None.

Author: Sarah Groom Transformation Team Manager
e-mail: sarah.groom@surreyheath.gov.uk 01276 707263

Service Head: Louise Livingston Executive Head of Transformation
01276 707
e-mail: louise.livingston@surreyheath.gov.uk 01276 707403