

HOUSING SERVICES ANNUAL REVIEW 2018-19

This has been a busy year for Housing Services. Firstly we implemented the Homelessness Reduction Act which has significantly increased the Council's statutory responsibilities for homeless households. This has increased demand for temporary accommodation. Secondly, we introduced a significantly expanded Additional House in Multiple Occupation (HMO) scheme which now covers all shared housing type HMOs in Bath. We were also successful in securing significant Government funding to help reduce rough sleeping in the district which resulted in our lowest official rough sleeper count in many years.

KEY FACTS...

2,418 
Customers receiving help and advice

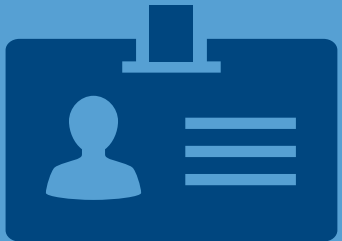


873

Households housed

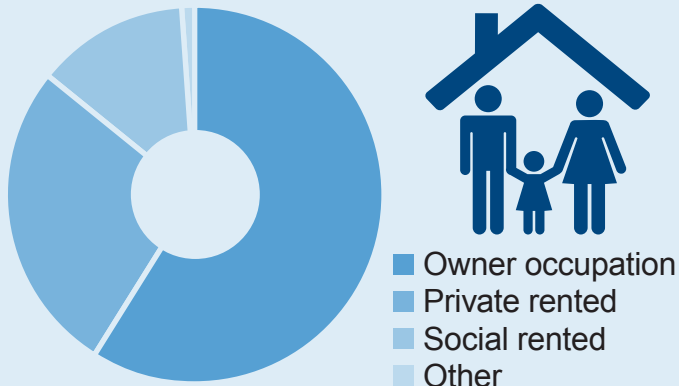
28,061 
Calls answered



44 
FTE Members of staff

UNDERSTANDING THE HOUSING MARKET IN BATH AND NORTH EAST SOMERSET

HOUSING TENURE



Average cost for a 2 bed property

Average gross annual residential wage in B&NES is £23,760

	£ pw	Gross income needed*
Standard mortgage**	£274	£40,709
Private rent	£225	£33,429
Affordable rent	£136	£20,206
Social rent	£104	£15,451

*based on 35% of gross income spent on housing

**based on lowest quartile

DEVELOPING NEW HOMES

1,582  Affordable homes completed since 2011



Affordable homes completed in 2018/19

284

88 New affordable homes secured through the planning process on 4 sites



IMPROVING EXISTING HOMES



Properties improved

516

54 Empty homes brought back into use



310 Households provided with energy advice by the Energy at Home service

24 Homes assessed and improved by the Energy at Home service




REGULATING THE PRIVATE RENTED SECTOR


2,200
Licensable HMOs


825
Initial property inspections


351
Tenant complaints about housing conditions

ALLOCATING SOCIAL HOUSING

657
Households housed via the Homesearch register



Bids placed **76,623**

5,138
Number of households on the Homesearch register


CREATING INDEPENDENCE

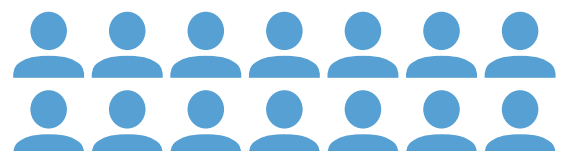
190

DFGs completed


Disabled Facilities Grants (DFGs) provide adaptations to enable people to remain independent at home at an average cost of £5,743 and an average enquiry to completion time of 30 weeks

14

Young people housed by supported lodgings providers



HELPING HOMELESS HOUSEHOLDS

29 

England rate = 3.40 per 1000 households, Bath and NE Somerset rate = 0.40 per 1000 households. If same rate in BANES there would be 258 households in temporary accommodation.

Households in temporary accommodation

20

(0.26 per 1000 population). From rough sleeper count and BANES population figures against the national rate of 0.2 per 1000 population.





Rough sleepers

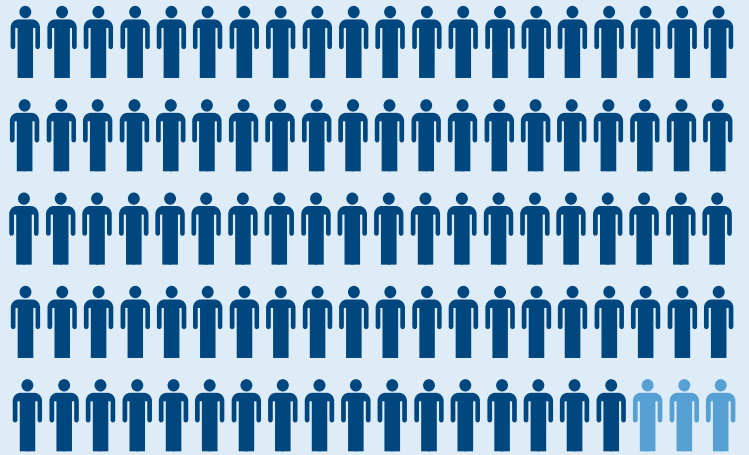
626

Homeless cases prevented or relieved

CUSTOMER SERVICE

97%  of customers either very satisfied or satisfied with our service

19  Complaints received



ATTRACTING FUNDING INTO THE AREA



£300,563

Amount generated from the Rough Sleeping initiative

£834,179

Amount generated from New Homes Bonus since 2011