

Crawley Homes

Crawley Homes is the Council's landlord service, managing just under 8000 tenancies and 1500 leasehold properties. Included within the total is a portfolio of 600 units of sheltered property for people aged over 60 years. In addition the service manages a portfolio of over 5000 garages, and 8 hostels providing 53 rooms used for temporary accommodation. A further building is currently being converted and will provide 7 family sized rooms.

The income derived is kept within the ring-fenced Housing Revenue Account with expected total income for 2018/19 at £46.962m. Click to read the [annual report for tenants](#) 2016/17. This gives an overview of the priorities for expenditure, numbers of repairs and other key activities.

We have a strong record in recovering income, with rent arrears fluctuating around £500,000, although we expect this to increase as more households are moved on to Universal Credit. The housing management team includes two Financial Inclusion Officers and a specialist Tenancy Support Officer who will work with tenants who are struggling to maintain their tenancy.

The maintenance teams ensure that our existing properties are maintained to a good standard. The major works areas include renewal of heating systems; kitchen and bathroom renewal and external wall insulation to improve thermal efficiency and combat fuel poverty. Improvement works in blocks of flats are balanced with the resulting cost of service charges to leaseholders.

Where possible we focus improvement work when properties are empty and we have around 400 properties coming empty during the course of each year. Through the [Tenancy Policy](#) adoption all new tenancies are let as Flexible (Fixed Term) Tenancies, with a one year Introductory Tenancy.

We are currently procuring our Gas Servicing contract for commencement in April 2019, with all of our Repairs, Voids and Planned works contracts following for commencement in April 2020. The gas servicing contract will have the ability to run for 11 years so that in future it can be co-terminus with the other repair contracts.

A group of involved tenants, known as the Tenant and Leaseholder Action Panel (TLAP) provide scrutiny of our services and are given access to staff, contractors, and customers in order to carry out their investigations.

A programme of hostel refurbishment is nearing completion, with one hostel building left to refurbish. The aim has been to provide ensuite facilities and limited kitchen facilities for each room (with larger communal kitchens provided in each building).

Since the self-financing of the HRA in 2012 (and resultant £260m debt) there has been a development programme with new properties being let at affordable rent, although capped at LHA rates. 99 properties have been handed over so far this financial year. We currently have 336 units in development with a further 351 at an earlier stage. HRA resources have reached capacity over the medium term.