

# **A2Dominion & Spelthorne Borough Council**

8<sup>th</sup> July, 2014

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# Introductions

- John Knevett, Chief Commercial Officer and Deputy Chief Executive
- Andrew Evans – Executive Director (Operations)
- Simon Potts – Executive Director (Commercial) – South East
- Anna Burridge – Area Director (South), Housing Services

# History and Current Operating Environment

- Approaching 70 years old
- British Airways Staff Housing Society (B.A.S.H.) – 1947
- Staines Urban District Council
- Now over 35,000 homes in the A2Dominion Group
- Turnover of £280m, Business Value of £3bn, 1000 new homes p.a.
- Not just a Housing Association, now a property business – “Profit with Purpose”
- Largest borough – Spelthorne with over 7000 homes

# History and Current Operating Environment – Cont'd

- Regional Office in Staines – Spelthorne House with over 120 staff
- Low or no grant regime, need to be self sustaining
- Welfare Reform – need to support our residents
- Huge demand for housing – low supply
- Even greater pressures on Spelthorne BC
  - Edge of London
  - Green Belt / Flood plain constraints

# Investment in New Homes

- Currently live:
  - Stanwell New Start
  - Sunna Lodge, Sunbury
  - Garage sites
  - Ashford Hospital Phase I
  - Ashford Hospital Phase II (PRS)
  - Spelthorne House
- Above total of around 500 new homes

# Investment in New Homes Cont'd

- Future prospects on radar (not in our control)
  - Staines Central
  - Elmsleigh Centre
  - Bridge Street
  - Kempton Park

# Re-investment in Stock

- Planned Programme 2009 – 2013 = £10.4m
- Planned Programme 2014 – 2018 = £4m
- Responsive Repairs year ending March 2014 = £3.8m



# Investment in the Community

## Welfare Reform

- Investment in staff resources = £350k per annum
- Investment in IT = £500k
- TSO's dealt with 1,837 referrals
- 224 under occupation moves completed
- Obtained £1.5m in benefits/grants/discretionary payments

# Investment in the Community Cont'd

## Ongoing projects (All Residents)

- Digital Deal
- Be inspired
- Work apprenticeships (8 painting skills), 3 with contractors, 4 in housing & estate services
- Support SBC – Staines upon Thames Day, Mayoral Ball, Signage

## Stanwell – Priority Area

1<sup>st</sup> aid course , dog training, graffiti art workshop, employment & training workshop, weekly boxing sessions & multi-sport activities, cultural event to be arranged

# Reviewing and Improving Our Services

- **RESIDENT SCRUTINY** - Residents scrutinise through CSC and service improvement groups
- **LEAN REVIEW PROGRAMME** - Front line services reviewed
- **REPAIRS** - Joint Venture launched last year.
- **ASB** - Robust action taken – 57 injunctions/possession orders last year. Satisfaction currently 83% (last year 72%)
- **ESTATE SERVICES** - New Group wide estate services contracts let in November 2012 across all major boroughs A2Dominion operate in. Working with Lotus Landscapes (who also work with Spelthorne BC) in the Spelthorne area.
- A dedicated Estate Services team also now operate within A2Dominion that comprise of contract management staff, and performance & data analysis staff to help manage and monitor contracts.

# The Future

- Development of New Homes only limited by land and planning - £350m to invest
- Support and investment in existing community, stock and wider SBC initiatives, more of the same or as agreed between us.
- Q & A