

Presentation to Housing Scrutiny Sub Committee 26 September 2018

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The Tower Hamlets Common Housing Register

- Currently 19280 households on the housing register (11,280 in HN) (August 2018)
- Over 7961 categorised as being overcrowded – 1649 lacking 2 or more bedrooms
- **Number of under occupiers 1013 – bedroom(s) surplus to need**
- 8000 of these have no identified housing need
- In 2017/18 only 1680 properties were let
- Over 2000 households have been on the register for more than 12 years



Lettings

Performance 17/18

- 1,680 households rehoused, 518 into Tower Hamlets Homes and 1,160 into RP properties
- Rehoused 897 overcrowded households (53% of total lets, ↑ 4ppts since March 16)
- Rehoused 67 under occupying CHR tenants, 40 of which gave up 3 beds+ (down 52% and 59% respectively since March 16)
- 42 lets to project 120 households, 200+ families rehoused since project inception

Priority Bands

Band 1A

- Currently 19280 households on the housing register (11,280 in Housing Need - August 2018)
- Emergencies
- Medical/Disability need for ground floor or wheelchair
- Priority decants
- Under-occupiers

Band 1B

- Priority medical
- Priority social
- Decants
- Priority Target Groups

Band 2

- 2 A – Overcrowded, and Homeless
- 2B – in housing need but **do** not meet 3 years residency criterion

Band 3 – Applicants not in housing need



The Common Housing Register

- The Council offers a Choice Based Lettings Scheme – allowing applicants to bid for homes they consider suitable for them.
- Properties are advertised on the Tower Hamlets Homeseekers website: www.thhs.org.uk
- There is no average time for how long people will wait – applicants given queue position at point of bidding
- Waiting time for an offer depends on a number of factors; priority band, bedroom size needed and bidding strategy
- Families in Band 3 unlikely to receive an offer
- Applicants in other Bands who do not bid will not receive an offer
- Applicants who limit their choices will wait far longer e.g. only bidding for properties with gardens, or on the ground floor or in very limited area
- Applicants need to be flexible and realistic with their bidding strategies to achieve a quicker offer
- Offers refused – 3 offers then demotion for 12 months. Homeless, management and quota group cases receive one offer only.

Health Assessments

Will only be awarded where a household member has a severe, long term limiting illness or a permanent and substantial disability including mental illness or disability

AND

their health and quality of life is severely affected by the home they live in

A priority medical award is not given on the basis of the medical condition or disability alone, but on how this is affected by the current living conditions



Health Assessments

- In reaching their decisions officers have access to advice and guidance from Occupational Therapists, GPs and Consultant Psychiatrists
- Each individual assessment will be based on its own merits, each application is different
- Applicants are informed at all stages about progress of their application
- Decisions can take up to eight weeks depending on the level of information required
- Applicants can request a review if they do not agree with the decision. This will be carried out by a different health advisor and more senior officer
- Project 120 – Rehousing wheelchair cases to suitable homes

Next Steps

- On-line housing applications and customer self-service provisions
- Better customer service through a streamlined housing application process
- Work with CHR partners to maximise housing opportunities for applicants
- Engage residents and staff in delivering service improvements