



Housing Scrutiny Committee

22 February 2018

Report from the Strategic Director of Community Wellbeing

Oversight of Registered Providers Operating in Brent – Genesis Housing Association

Wards Affected:	All
Key or Non-Key Decision:	Non-Key
Open or Part/Fully Exempt: (If exempt, please highlight relevant paragraph of Part 1, Schedule 12A of 1972 Local Government Act)	Open
No. of Appendices:	None
Background Papers:	None
Contact Officer(s): (Name, Title, Contact Details)	Geeta Le Tissier External Contracts Manager geeta.letissier@brent.gov.uk Tel. 0208 937 1261

1.0 Purpose of the Report

- 1.1 Housing Scrutiny Committee seeks to have an oversight of service delivery in the borough as housing is increasingly delivered by a number of landlords, including the Council, Registered Providers (RP), private landlords and partowned part –rent schemes such as Shared Ownership. The Committee has requested that Registered Providers active in the borough report on the level and quality of services they deliver to local residents in partnership with the Council.
- 1.2 In view of the long standing role of Genesis Housing Association in Brent and the number of residents receiving services from Genesis HA, the February 2018 Scrutiny Committee meeting is dedicated to a scrutiny of its housing services and resident engagement.

2.0 Recommendation(s)

- 2.1 That the Scrutiny Committee welcomes the representatives from Genesis, note and consider the contents of this report and any report and/or information to be presented by Genesis representatives.
- 2.2 That the Scrutiny Committee asks Genesis representatives questions they consider relevant, bearing in mind the information presented.
- 2.3. That the Scrutiny Committee consider making recommendations to both Genesis and Cabinet on action(s) they consider necessary.

3.0. Detail

- 3.1 One of the UK's leading housing associations, Genesis owns or manages around 33,000 homes across London and the east of England - its stock portfolio includes a range of properties - from temporary housing to rented homes, homes for sale, and supported housing.

GENESIS	Total number in Brent as at 31/03/17
flats	4673
houses	1066
maisonettes	66
Shared acc/bedsits	212
	6017

Figure 1. Brent Stock

In Brent Genesis Housing Association counts 6017 homes in Brent as at 31st March 2017. It demonstrates the strong presence of the organisation in Brent, namely in Harlesden, Kilburn, Kingsbury, Wembley and Willesden. It follows that Genesis is a key partner in maintaining and improving the quality of life of Brent Residents.

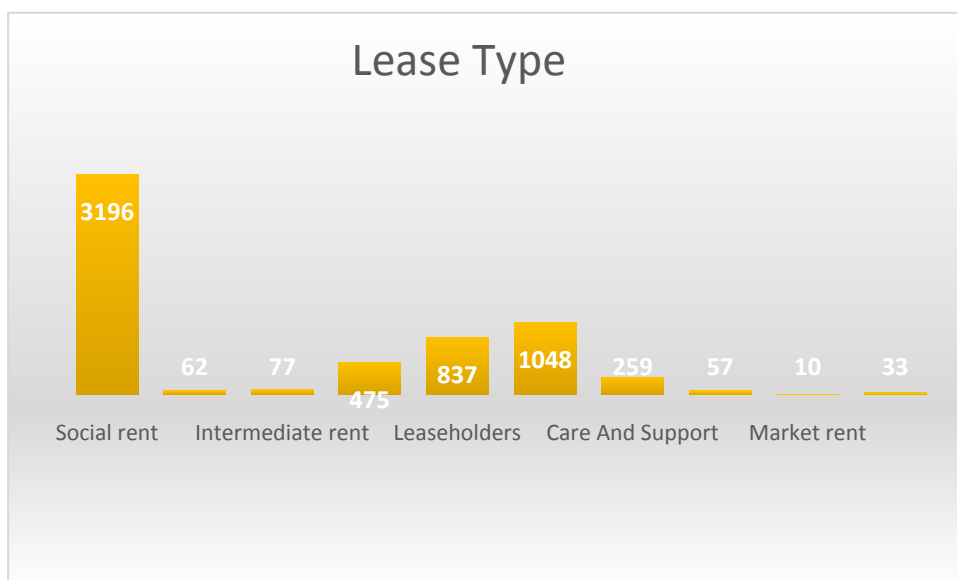


Figure 2. Lease Type

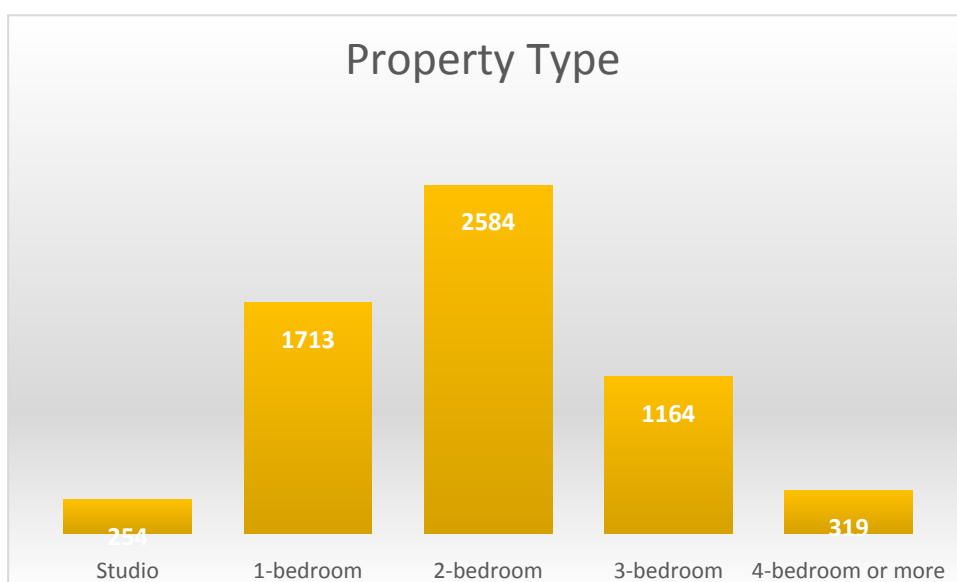


Figure 3. Property Type

- 3.2 2016/7 Financial Results. Genesis Housing Association owns or manages around 33,000 properties in London and the South East. It announced the surplus and a turnover of £264.3m for 2016/17. Its operating margin also improved from 17.31 per cent to 19.98 per cent year on year, as a result of work to improve void losses, control direct costs and make the temporary housing arm of the business more profitable. Debt was reduced by £70m.
- 3.3 The figures highlight expenditure of £50m on repairs and maintenance of existing assets, up from £47.2m in the previous financial year, as part of Genesis' sustained focus on investing in bringing its homes above the 'decent

homes' standard and driving improvements to the customer experience. Partly as a result of this investment, customer satisfaction with the repairs service reached a three-year high of **79.9 per cent**, up from 73.6 per cent in 2016.

- 3.4 On 1st February 2018 shareholders of Genesis Housing Association passed the confirmatory vote with a clear majority in favour of a merger with Notting Hill Housing. Notting Hill's shareholders also voted in favour. The vote, passed on 1 February 2018, followed the Special General Meetings held by both housing associations on 16 January, where both sets of shareholders overwhelmingly voted in favour of the merger proceeding.

Commenting on the vote, a Genesis spokesperson said:

As Notting Hill Genesis, we will have greater capacity and influence to play our part in addressing the housing crisis in London and South East. We will be able to build 400 more homes than we would separately, as well as delivering better quality, enhanced services to our customers.

Other highlights from the publication of the Annual Review and Financial Statements include:

- *Social and economic initiatives realised a Housing Associations' Charitable Trust (HACT) social value of £4.1m (£3.7m in 2015/16), making a significant contribution to improving wellbeing in the communities Genesis serves.*
- *A customer satisfaction rate of **80.8 per cent** among care and support service users.*
- *Over 9,000 downloads since its launch of the Genesis app, a key cornerstone of Genesis' ambition to be a new style provider for the digital age. The app now has added functionality for residents to make direct payments.*
- *809 volunteering placements created for residents, up from 476 in 2016.*
- *44 apprenticeship roles in place (up from 41 in 2016).*

- 3.5 The following shows the breakdown of properties owned/managed by Genesis in LB Brent – differences are accounted for by the characteristic and type of unit and by the date the stock take was reported to the GLA.

General Needs Accommodation	Self Contained - Managed	4438	Includes 3348 owned and managed
General Needs Accommodation	Self-Contained - Owned	3348	
General Needs Accommodation	Non Self-Contained	59	
Supported Housing	Owned & Managed	186	
Supported Housing	Managed	41	
Housing for Older People	Owned and Managed	69	
General Needs Accommodation	Part-Ownership	849	

Figure 4. Breakdown of stock

3.6 Genesis also contributes to the provision of approximately 1,000 units to the borough under the Housing Association Leasing Scheme (HALS) for Temporary Accommodation.

3.7 Development – Current schemes include:

4, Oxford Road -

This is at planning stage and completion is forecast for June 2019.

Brent House –

Work began in December 2016 and completion is forecast for March 2019. It will deliver 45 affordable homes for rent and 149 shared ownership homes.

3.8 Resident Involvement is strong. Genesis undertakes customer forums which focus on specific Housing related services such as Anti-Social Behaviour, Gas Services and Care & Support. Their main Board counts 2 residents and the Customer Services Committee has 3 residents.

4.0 Financial Implications

4.1. There are no financial implications arising from this report.

5.0 Legal Implications

5.1 The review falls within the General Terms of Reference for Scrutiny Committees as set out in the Constitution.

6.0 Equality Implications

6.1 Registered providers shall:

- treat all tenants with fairness and respect
- demonstrate that they understand the different needs of their tenants, including in relation to the equality strands and tenants with additional support needs.

6.2 There are no equality implications directly arising from this report.

7.0 Consultation with Ward Members and Stakeholders

7.1 No ward members nor stakeholders have been consulted.

8.0 Human Resources/Property Implications (if appropriate)

8.1 None

Report sign off:

Phil Porter

Strategic Director of Community Wellbeing