



# Hart District Council Housing Strategy 2020-2025

Helping local people find housing solutions

Date: January 2020

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## Foreword

The district of Hart has been voted the best place to live in the Halifax annual quality of life survey five times since 2012, however for a number of people living within the district it is a struggle to afford suitable and decent quality housing, resulting in many living in overcrowded accommodation often relying on renting in the private sector which can be insecure and expensive.

With a change in welfare, cuts to public services, and the continuing rise in costs to purchase or privately rent a property, demand for affordable housing remains high.

Hart's Housing Strategy 2020 - 2025 sets out the Council's commitment to everyone living within the district to enjoy a good quality of life with access to suitable, and affordable housing regardless of their income. The strategy reflects our focus on improving standards, energy efficiency and accessibility across the range of housing types available locally. It also looks to maximise the provision of new, good quality affordable housing through Hart's development programme.

This strategy outlines how we intend to make the best use of available existing homes, setting out how we aim to improve standards, increase energy efficiency, better sustain tenancies and continue to assist those wishing to remain living independently in their own homes.

We are acutely aware how access to good housing and a healthy happy living environment positively contributes to a person's health and wellbeing. The strategy aims to continue to improve the service provided to members of our community so that everyone is treated with a holistic approach from working with our statutory, private and voluntary sector partners to provide better outcomes and opportunities for our clients.

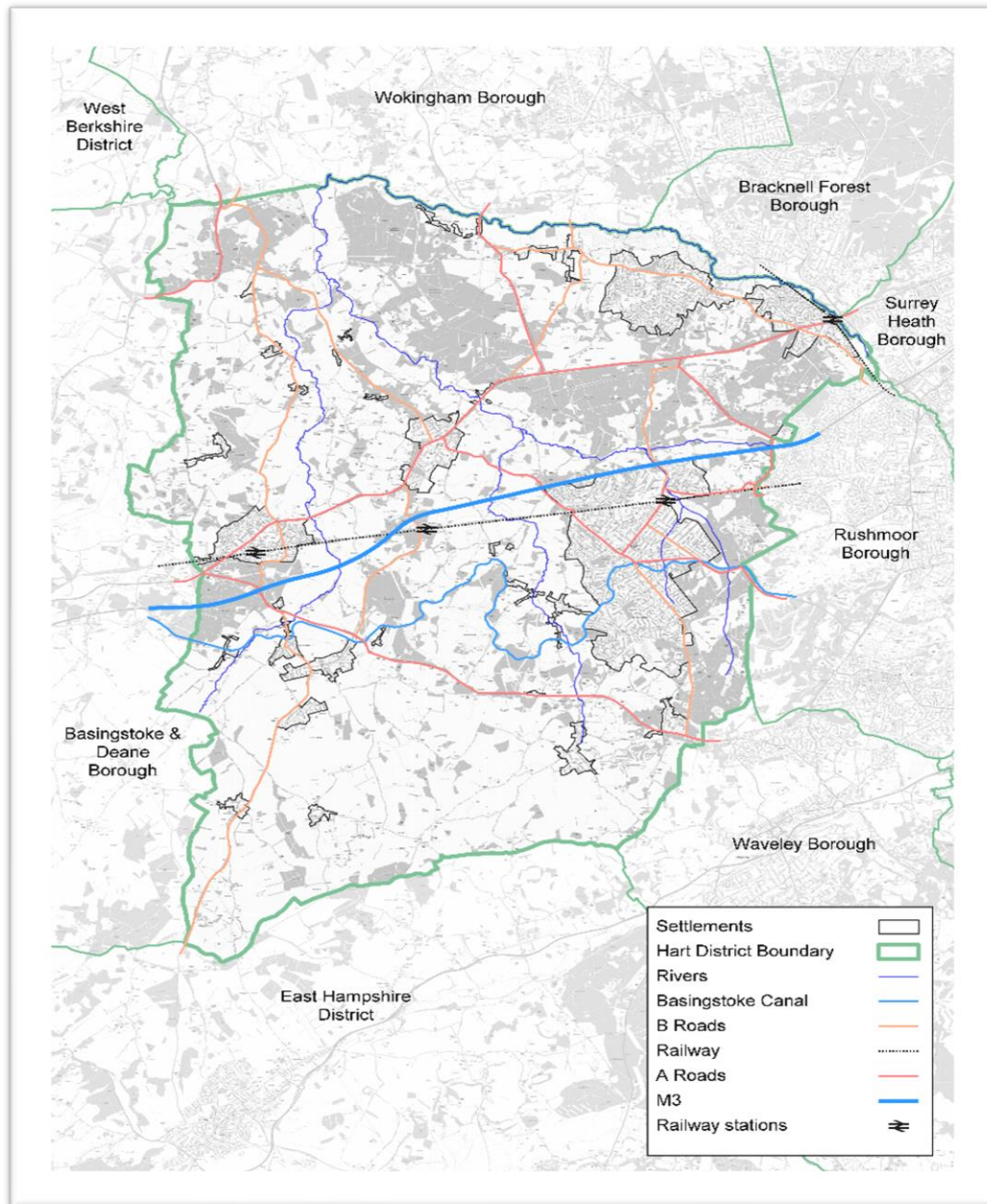
The strategy demonstrates Hart's commitment to work with our Registered Provider partners to deliver new affordable homes which are well designed, well built and help to create communities which work well not only now, but into the future and will be places where our residents will be proud to call home. We welcome community involvement, looking to encourage opportunities to provide housing which will meet specific need within the district, working with the community to shape their neighbourhoods through neighbourhood plans, community-led housing, and housing in rural areas.

Many achievements have been accomplished over the period of the outgoing strategy. We are aware of the on-going challenges and uncertainty ahead. The key priorities and aims encompassed in the strategy objectives will focus the direction of the service over the next five years, pushing the service forward and building upon the good work we have achieved so far.

Stuart Bailey

**Cabinet Member for Housing**

## Key features of the district



- Hart is a predominantly a rural district situated in North Hampshire with a population of 95,500.
- There are an estimated 35,500 homes in the district with 30% of the population living in rural areas.
- Around half the population of the district lives within the two main urban areas of Fleet and Yateley.
- Homes in the district are mainly larger, detached houses and overall there are less small houses for first time buyers.

- There are approximately 9% black and minority ethnic (BME) households in Hart (Census 2011)
- Hart has an ageing population.
- Housing affordability is a real challenge for many people as the average house price in Hart is £418,717 higher than the South East at £321,174 and England at £244,567 (UK house price index, Jan 2019).
- Gross average annual earnings for full time workers in Hart is £37,544, which is 4.4% higher than the rest of Hampshire (ONS 2018)
- The Council does not own its own housing stock. It was transferred to a housing association in 1994
- As of April 2019 there were 1,477 people on the Council's housing register for social rented housing
- As of April 2019, there were 748 people on the Help to Buy South register looking for shared ownership properties within the Hart area.
- During 2018/19, Hart provided housing advice to 285 households, and of these households 176 were assessed to be at risk of homelessness and assisted to resolve their housing need by the Council's Engagement & Support Team.





## Introduction

The Hart Housing Strategy 2020-2025 is Hart's vision for housing in its area and sets out the objectives and actions that the Council and its partners will undertake in order to deliver our strategic role to meet housing need. It will also focus on how local services can contribute to meeting the housing aspirations of local residents. The 2015-2020 Housing Strategy was successful in delivering many achievements which are summarised in Appendix 1.

Over the past 5 years there have been several changes relating to housing nationally including changes to welfare and planning policy requiring the Council to find new ways to support residents and work with key partners to continue developing affordable housing and sustainable communities within the district.

There has also been growing emphasis on the proven link between housing and health and wellbeing. The Hampshire Health and Wellbeing Board's 'Strategy for the Health and Wellbeing of Hampshire 2019-2024' is a multi-agency strategy for local government, NHS, other public services and the voluntary and community sector. A key aim of this strategy is to narrow the gap in life expectancy between those with the best and worst health and wellbeing and improve healthy life expectancy. Developing healthier communities is a key priority that will help to achieve this ambition and the Council has an important role to play in influencing the social determinants of health including housing. Health and wellbeing is a 'golden thread' running throughout this strategy and the housing team are committed to working in partnership to achieve this.

To find out about the Council's approach to improving the health and wellbeing of communities, follow links to the [Hart Health and Wellbeing Plan 2019-2024](#).

Hart is a non-stock holding authority that works with a range of partners to deliver new affordable homes and housing services.

This strategy sets out how the Council will work with its partners to continue to deliver improvements to the housing services we provide for our residents.

**The following three objectives have been identified, on which this strategy is founded:**

**Objective 1:** Maximising delivery of high quality, suitable and affordable new homes throughout the district.

**Objective 2:** Making best use of all housing, both new-build and existing stock.

**Objective 3:** Working in partnerships to create sustainable and healthier communities.

This strategy provides background information for each objective and actions identified within these areas based on research, evidence and consultation with our partners and stakeholders.

## A Strategic Framework

The Housing Strategy is an overarching strategic document that draws together all aspects of the Housing Service. With the exception of the Council's Preventing Homelessness Strategy 2018-21, all areas of strategic housing operations and plans are brought together in this strategy. This includes work with the private sector, rural housing, the provision of aids and adaptations, specialist housing, older persons housing and through the enabling of new housing supply more broadly. The strategy links with many corporate and housing documents and reflects the priorities and actions identified within them.



## Policy Context

Since the outgoing Housing Strategy was written in 2015, there have been significant changes to national policy that have had an impact on our residents and for the way that the council delivers its housing services.

### **The development of this Housing Strategy for Hart has considered the following:**

The continued national deficit reduction programme, including reduced public spending, welfare reform and the effects on local services and residents in Hart

- [The Localism Act 2011](#)
- [The Welfare at Work Act 2016](#)
- [The Housing White Paper 2017](#)
- [The Homelessness Reduction Act 2017](#)
- [The National Planning Policy Framework 2018](#)
- [Autumn Budget 2018](#) and [Spring Statement 2019](#)
- [The Tenant Fees Act 2019](#)
- The on-going transformation and integration of health, social care and other public sector services.

### **Locally, this Housing Strategy has been developed with regard to:**

- Hart's Vision (September 2019)
- Hart's Corporate Plan 2017 to 2022
- Hart's Local Plan 2016-2032
- Hart's Review of Homelessness and Housing Strategy Evidence Base 2017
- All outgoing housing related strategies for the district
- Hart's Preventing Homelessness Strategy 2018-2021
- Hart's Allocations Policy 2019
- Hart's Health and Wellbeing Plan 2019-2024
- Hampshire Health and Wellbeing Board's 'A Strategy for the Health and wellbeing of Hampshire 2019-2024'
- Hart's Community Services Service Plan 2019/20



## Local response to key national messages:

Listed below are the main focus areas identified by Hart to meet specific local housing need and priorities in response to legislation changes, and key messages from national government.

- Increase the number of houses available to rent and buy, with an increase in the amount of funding available for both affordable rent, social rent and shared ownership from Homes England.
- Make better use of the existing housing stock including homes with existing adaptations.
- Create good quality neighbourhoods and places where people want to live.
- Protect vulnerable and disadvantaged people, by providing a holistic approach to tackle homelessness.
- Ensure that homes are of high quality, accessible and sustainable.
- Improve standards in the private sector e.g. regulating landlords and licensing Houses in Multiple Occupation (HMO's).
- Ensure that decisions about housing are taken in conjunction with local communities.
- Improve the flexibility of social housing and promote home ownership.
- Support people to help them stay in their homes.
- Affordability is a key issue for the district.
- Help individuals to take responsibility for meeting their own and their families' housing need.
- Encourage people into work.
- Work in partnership to improve services and housing for local people.
- Support and enable appropriate development in rural areas.
- Support and enable communities to develop their own homes.
- Make the most of opportunities to secure Government funding to improve and develop housing services.
- Utilise mechanisms and funding to support the provision of social rented housing in expensive areas like Hart.
- Work in partnership to keep people well, prevent ill health and enable people to be in control of their health and wellbeing.

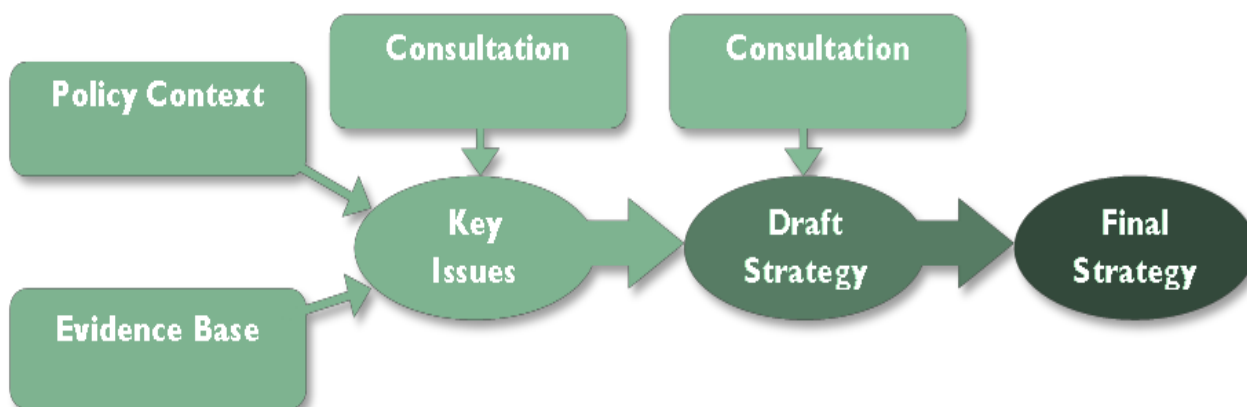
## Consultation

This strategy has been written with input from and in consultation with a range of stakeholders and partners.

Small consultation groups were held with key partners including health professionals and housing associations operating within the district.

Further consultation was carried out using an online questionnaire which was available for the public, neighbouring local authorities, Councillors and other groups of professionals with links to different aspects of the housing service.

The comments received were used to inform this document and identify actions to be included in the strategy.



## **Objective 1: Maximising delivery of high quality, suitable and affordable new homes throughout the district**

Providing suitable affordable housing that meets the needs of all local residents is a priority for the Council. This is a challenge in our district where land values are high, affordability is a real issue for many people and new homes to buy command a high price.

The Housing Strategy will ensure that local housing need is assessed and informs the development of affordable housing in the district. Making the best use of the planning system and working in partnership with registered providers is essential to providing housing that meets local needs.

### **A Local Plan that delivers for Hart**

The Local Plan 2016 - 2032 will be adopted by early 2020 and responds to the high need for affordable housing by including a requirement for 40% affordable housing on all sites providing 10 or more homes, or a site that has an area of 0.5 hectares or more and with a split of 65% rented housing to 35% shared ownership.

The Local Plan introduces the requirement for all new build affordable housing to be built to the nationally described space standards (NDSS). This is particularly important for residents in social/ affordable rented properties as they are expected to live in properties to maximum occupancy levels due to a shortage of rented affordable homes in the area. Where properties are smaller than the national described space standards this can have a negative impact on family life, health and wellbeing.

The Local Plan also requires at least 15% of all affordable new build units to be accessible and adaptable. This should enable people to remain in their homes for longer as they get older or their needs change, and also provides accommodation for people to move into if and when they need a more accessible and adaptable home. The provision of 15% accessible homes will help people move within the affordable housing stock to more suitable homes when required, and as a result will free up homes to be re-let to households registered on Hart's Housing Register.

The Plan also aims to meet the need of local people living in rural areas by encouraging rural exception sites (Policy H3) and as Hart is predominantly a rural district, sustaining rural communities is a priority, and providing appropriate affordable housing to meet local needs is a significant part of this.

To support the Local Plan an Affordable Housing Supplementary Planning Document (SPD) has been created to ensure that applicants, developers, registered providers (RP's) and other key stakeholders are aware of the requirements for affordable housing, and will provide better structure and guidance when specialist or adapted housing is being delivered to ensure the needs of identified clients are met.

	<b>Action</b>
1.	Deliver 500 affordable homes between 2020 and 2025.
2.	Negotiate the delivery of 40% affordable homes on all eligible sites where viability is proven.
3.	Work in partnership with housing providers and planners to deliver an appropriate mix of affordable housing based on evidence of housing need within the district, including data from the strategic housing market assessment (SHMA) and Hart's Housing Register.
4.	Work in partnership with Registered Providers to ensure that accessible and adaptable homes are built to the correct standards using the Affordable Housing SPD and Part M(2) of the Building Regulations.

## Planning for local communities

Neighbourhood Planning was introduced by the Localism Act 2011 to enable communities to influence and shape development in their areas. They are part of the Local Plan and are used in determining planning applications. Neighbourhood Plans also assist with providing sustainable communities and can include aspirations for affordable housing and rural exception sites. There are currently seven adopted plans within Hart.

The housing service welcomes the opportunity to work with parishes on the research, development and implementation of their Neighbourhood Plans and encourages the inclusion of aspirations to develop affordable homes within their areas.

In 2019 the Council was accepted on to the Government's Garden Communities Programme, this commits the Council to explore the opportunity to deliver a Garden Community. It does not commit the Council to deliver a Garden Community.

This strategy recognises that this project is at its earliest stages. It may or may not come forward as a Garden Community, however if it does, this will be covered in future Housing Strategies and plans.

	<b>Action</b>
5.	Continue to work with Parish and Town Council's to provide information and feedback on all Neighbourhood Plans to ensure that the most appropriate affordable housing and/or rural exception sites are included within these plans

## Affordable housing provision and funding



# Homes England

The high cost of development in this area and the Special Protection Area requirements mean that there are limited sites available and opportunities for providing affordable housing can be restricted.

The Government's Affordable Homes Programme (SOAHP) 2016 – 2021 provided £4.7 billion of funding to increase the supply of new shared ownership and affordable homes through Homes England. In October 2017 an additional £2 billion to deliver Social Rent was announced (of which £1 billion was for London), followed by an

announcement in 2018 that a total of £1.67 billion was available to deliver social rent as well as other types of affordable housing currently available through the programme. It is estimated that approximately 23,000 new affordable homes, including 12,500 social rent homes will be delivered in high cost areas. Grant funding for social rents is only available to areas that have high affordability pressures, of which Hart is one.

### Working with new strategic partners

As part of the budget in 2018, it was announced that there will be £653 million in grant funding from the Affordable Homes Programme to deliver affordable homes through Registered Providers, as strategic housing partners. This funding also includes the provision of homes for social rent in areas of high affordability pressures. Currently there are three strategic partner housing associations working within Hart; Vivid, Sovereign and Home Group, and the Council will be working with them to enable additional homes in the district wherever possible using this funding.

	<b>Action</b>
6.	Work in partnership with Registered Providers, including strategic housing partners, to bring investment into the district to secure affordable housing delivery.
7.	Introduce a requirement for a percentage of social rented housing to be delivered on new sites and schemes dependent on suitability based on number of dwellings and dwelling types.

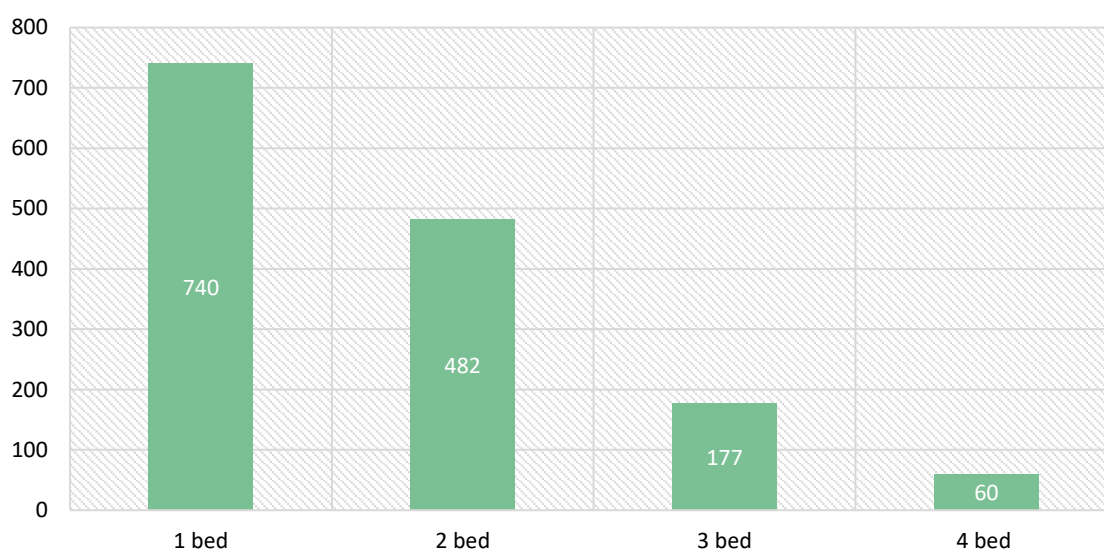
### Providing a range of affordable housing to meet local need

Hart Council does not have any affordable housing stock of its own, and as such it is reliant on the housing needs being met by working with developers and housing Registered Providers. There are a number of sources of information which help to inform the

affordable housing need in the district;

- The Strategic Housing Market Assessment (SHMA) 2016 was commissioned jointly with Rushmoor Borough Council and Surrey Heath Borough Council and provides an evidence base that has assessed the requirement for affordable and market housing in Hart.
- Hart’s Housing Register which also provides information regarding the current housing need within the district. In April 2019 there were 1,459 households on the register requiring rented housing.

**Numbers registered for affordable rented housing - by bedroom need**



The majority of applicants registered for housing with Hart are registered with Band C (reasonable preference) priority, with a much smaller number registered with additional, Band A or Band B priority. As shown below, applicants registered with Band C priority experience a long wait to secure an offer of suitable accommodation. Due to the particular lack of available 4 bedroom accommodation, 4 bedroom vacancies tend to be allocated to applicants registered with additional Band A or Band B priority.

**Average waiting times by band and bedroom need (01/04/2018 – 31/03/2019)**

Band	1 bed	2 bed	3 bed	4 bed
Band A	8 months	1 month	None let to Band A	6 months
Band B	6 months	5 months	3 months	4 months
Band C	3 years 3 months	2 years 11 months	4 years 2 months	None let to Band C
Band D	None let to Band D	None let to Band D	None let	None let to Band D



Between April 2015 and March 2019 361 affordable rented homes and 213 shared ownership homes were built in Hart, which exceeded the Council’s target of 100 homes per annum. Despite this, it is likely the numbers on both the housing register and help to buy south register (of people wanting shared ownership), will continue to increase due to a variety of reasons including the high cost of private rented properties in the area, high cost of market properties to purchase and demand outstripping supply for affordable homes.

Following consultation with stakeholders in relation to this strategy, a potential need for specific keyworker allocated housing and/or a process to inform and guide keyworkers regarding the different affordable housing options available has been identified, and so this will also feed into the actions of this strategy.

The National Planning Policy Framework (NPPF) 2018 has introduced a new definition of affordable housing which has widened the options for affordable home ownership routes. The Council recognises that it is important to provide a range of housing products for the needs of different people within the district.

In some instances, the Council receives a financial contribution from developers where it has been proven that it is either not financially viable for the on-site provision of affordable housing or not practical for design purposes. This funding can be used to support and enable the provision of affordable housing on appropriate sites elsewhere in the district.

	<b>Action</b>
8.	Provide a range of affordable housing products, to meet identified needs in the District.
9.	Ensure Registered Providers and other housing providers are aware that funding is available from the Council via S106 contributions and encourage collaboration to bring new projects forward.
10.	Investigate the need for keyworker housing and/or a process to educate and assist keyworkers into affordable housing, to include investigation into who should be defined as a keyworker locally based upon supporting evidence.

## **Delivering housing that is affordable**

Hart was named the least deprived local authority district in the country according to the 2015 Indices of Multiple Deprivation, however due to the high cost of living in Hart there are significant challenges for low income households and more vulnerable residents.

**Table 1: Hart income needed to buy at lower quartile house prices**

<b>House type</b>	<b>Lower Quartile House Price<sup>1</sup></b>	<b>Deposit Required<sup>2</sup></b>	<b>Mortgage Required<sup>3</sup></b>	<b>Income Required<sup>4</sup></b>
Detached	490,000	49,000	441,000	126,000

Semi	345,000	34,500	310,500	88,715
Terrace	290,000	29,000	261,000	74,570
Flats	199,950	19,995	179,955	51,415

1. Source: ONS - Lower quartile house prices for administrative geographies, Dataset 15 (Dec. 2018)
2. 10% of purchase price
3. Minus 10% deposit
4. Assuming borrowing 3.5 x income

**Table 2: Costs and incomes required to rent a property in Hart**

House type	Lower Quartile Rent/Month	Monthly Income Required <sup>1</sup>	Annual Income Required
Room only	450	1286	15,430
Studio	625	1786	21,430
1 bed	725	2071	24,860
2 bed	900	2571	30,860
3 bed	1100	3142	37,710
4 or more bed	1550	4428	53,140

Source: "Private Rental Market Statistics April 2018 - March 2019", Valuation Office Agency

1. Assuming rent is no more than 35% of monthly gross income.

House type	Median Rent/Month	Monthly Income Required <sup>2</sup>	Annual Income Required
Room only	550	1571	18,860
Studio	695	1986	23,830
1 bed	790	2257	27,080
2 bed	950	2714	32,570
3 bed	1250	3571	42,860
4 or more bed	1700	4857	58,290

Source: "Private Rental Market Statistics April 2018 - March 2019", Valuation Office Agency

2. Assuming rent is no more than 35% of monthly gross income.

The average house prices in Hart have increased by 17% between 2016 (£357,134) and 2019 (418,757) whilst in Hampshire they have reduced. Hart's employment rate remains higher than the national average (91.21% between January and December 2018), however, the average house price has increased to 11 times the average annual salary and therefore home ownership is not an affordable housing option for many Hart residents.

Due to the high cost of buying a home, shared ownership properties have become a popular route to home ownership. Between 2015 and 2019 there have been 213 new

shared ownership units built within Hart. Help to Buy South data shows that the numbers registered for shared ownership properties between 2016 and 2019 have remained similar, currently standing as 748.



The high demand for homes combined with the high cost of living in Hart, has meant that the Council has had to find ways to ensure that affordable social housing within Hart is more affordable. In particular, the Council has concerns that the larger affordable rented homes for people on the housing register are becoming increasingly expensive due to an increase in market rents affecting Affordable Rent levels, along with a continued lack of more affordable re-let 4 bedroom homes becoming available for let. The rent levels of all affordable homes advertised by the Council are monitored closely with the rents for larger homes being capped to ensure that they are affordable for local people in the long-term.

More recently there have also been some concerns about the affordability of 2 bedroom new build properties charging affordable rents. In order to assess this, further research will be carried out for 2 bedroom properties. The affordability of all rented homes will continue to be monitored and reviewed with RP's operating in the district.

	<b>Action</b>
11.	Undertake research to examine the affordability of 2 bedroom affordable rented properties in the district
12.	Monitor all affordable and social rents for new build and older stock advertised by the Council to ensure that they are within the agreed levels

## **Housing to meet the needs of an ageing population**



Hart has an aging population and housing provision should take account of the needs of older people in the district. Between 2011 and 2019, there has been a significant regeneration programme of the over 55's rented housing in Hart. This is the stock that once belonged to the Council but was transferred to a Registered Provider in 1994. The works included changing some of the smaller, bedsit flats into 1 and 2 bedroom flats which better meet space standards.

In recent years there have been a number of planning applications for extra care villages. These villages usually have a range of properties from a care home for residents with higher needs to more independent units for people with lower care needs. They are generally at the higher end of the housing market and not a realistic or affordable option for older people on the housing register, particularly because of high service charge costs.

Hart Council continues to ensure that there are a range of different types of affordable housing for older people that help to meet the different needs and preferences of older people seeking housing within the district.

To support this further, the Local Plan includes new requirements for 15% of new open market homes to be accessible and adaptable, as well as 15% of all new affordable homes. The Council will work with providers of over 55's accommodation to develop suitable and affordable housing, where peoples' long-term needs can also be met through the provision of adaptable homes and support.

	<b>Action</b>
13.	Consult over 55's on the Council's housing register to establish what type of accommodation they would like to live in to inform future developments and policies.
14.	Work with the RP's to provide a range of good quality, affordable housing products for the over 55's over the next 5 years.
15.	Ensure that new affordable housing for older people takes account of their future needs including dementia considerate designs and homes located in close proximity to shops, services and health facilities.

## **Objective 2: Making best use of all housing, both new build and existing stock**

Private housing plays a crucial role in the housing market and in Hart the Council is keen to ensure that it is good quality, well-managed, accessible and affordable. Renting a property through the private rented sector is crucial for many people who can afford to rent in the

District but can't afford to buy a home due to high house prices.

It is also important that we ensure the Council continues to provide adaptations and advice for people who require support to remain in their homes as their needs change rather than people having to move to another property.

## Working with the private rented sector



Measures within the Localism Act 2011 along with requirements within the Homelessness Reduction Act 2017 (which came into force in April 2018) expect Council's to make as much use of private rented homes as possible to provide suitable housing for many households.

The Council works hard to develop positive relationships with private landlords and lettings agents to secure settled accommodation for our residents. This includes encouraging private landlords to provide 12 month tenancies. This has been successful with most landlords now providing 12 month tenancies to households who move into their accommodation through assistance from the Council.

The Council is keen to work with landlords, offering the opportunity to meet relevant professionals and receive updates on the Council's services during networking events, and to receive on-going advice from the Council's Landlord Liaison Officer and Tenancy Sustainment Officer. The Council has also provided training on subjects such as Universal Credit & Section 21 notices and will continue to offer future relevant training in line with changes in legislation. The Council is always looking for more good quality, well-managed private rented homes.

More actions relating to this area of operations and further information about this service can be found in the [Preventing Homelessness Strategy 2018-2021](#).

	Action
16.	Ensure we have an active private rented sector, where the Council works with landlords and provides opportunities for them to attend networking events and training.
17.	Ensure that private sector housing standards are monitored and that action is taken to maintain high levels of quality and management with private rented properties.

## Improving standards and assessing hazards in the private sector

The Council has a legal duty to ensure that the private sector stock is safe and fit for purpose and to keep housing conditions under review. The Council must inspect



properties where there may be hazards.

Under the Housing Act 2004 requirements, the Council uses the Housing Health and Safety Rating System (HHSRS) to assess housing conditions and evaluate the potential risks to health and safety in residential premises. The HHSRS defines 29 “hazards”. A high risk hazard is assessed as being “Category 1” and the Council has to take action. Such hazards are mainly associated with older dwellings (pre-1945) and dwelling occupied by people on a low income, in receipt of benefits, where the householder is aged over 65 and residents with a disability.

	<b>Action</b>
18.	Prioritise resources where Category 1 hazards are identified.

## **Inspecting Houses in Multiple Occupation (HMOs)**

The Housing Act 2004 also includes a requirement for Councils to license HMO’s. This is to try to secure certain standards within shared accommodation. It is estimated that there are approximately 50 properties in the district that are being used as licenced and unlicensed HMO’s or shared houses. These can be the lower-cost end of the rented market and provide a housing solution for many single people on low incomes. Although the number of HMO’s in Hart is comparatively low it is important to monitor the condition of this stock to provide good quality accommodation for this group of people in Hart. The Council uses a risk based programme for the inspection of these premises and will inspect properties in response to issues as they arise.

From 1<sup>st</sup> October 2018 legislative changes to mandatory licensing came into force, extending the requirement to licence HMO’s to include buildings with one, two or three storey and above and occupied by 5 or more people. The properties falling under these requirements must be inspected by the local authority and licenses issued.

	<b>Action</b>
19.	Inspect all licensable HMO’s and remedy any Category 1 hazards.
20.	Increase the number of HMOs to meet the needs of single people.

## **Tackling empty homes in the district**

Bringing empty homes back into use can contribute to meeting housing need and making the best use of existing housing stock. Hart has one of the lowest proportions of empty homes within Hampshire but has identified that there is potential to work with a small number of property owners to bring their homes back into use.





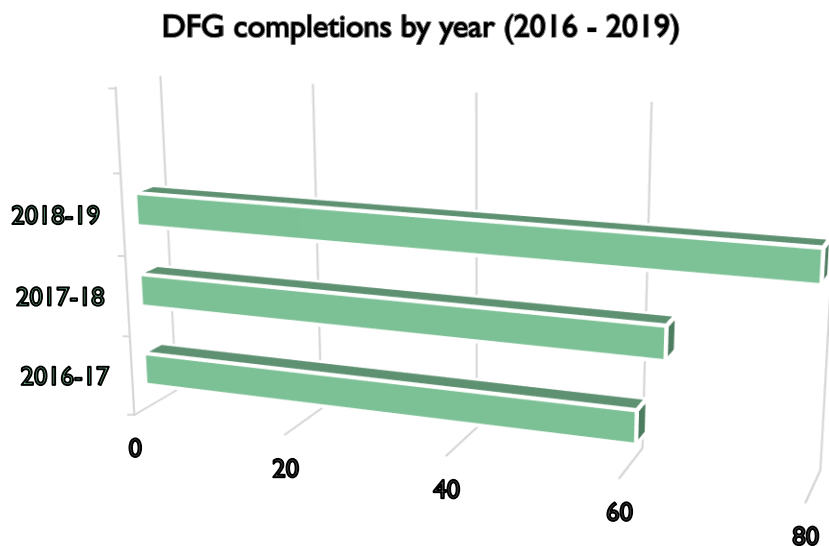
	Action
21.	Ensure that Hart continues to identify empty properties and encourages owners to bring them back into use.

## Assisting those who need adaptations

Disabled Facilities Grants (DFG's) are mandatory grants payable to older or disabled people who need adaptations to their homes in order for them to continue to live their safely. With an ageing population and greater life expectancy of children with disabilities the demand for DFG's is expected to continue to rise.

In 2015, responsibility for funding DFGs changed and the Better Care Fund (BCF) was introduced. This money is paid to Hampshire County Council, who then allocate specific amounts of the BCF to the districts. Over the past three years government funding for DFG's has almost doubled.

On average Hart completes 70 Disabled Facilities Grants per year.



The Council continues to develop initiatives to reduce DFG costs itself and in partnership with the County Council and surveys DFG customers to ensure that they are highly satisfied with the service. DFG satisfaction surveys completed for the past 3 years (2016 - 2019) have shown that clients advised they were 'very satisfied' with the service in at least 77% of cases, with the remaining advising they were 'satisfied'.

Some of the Registered Providers working in the district make financial contributions to fund aids and adaptations for their tenants including grab rails. Others also pay towards larger scale works such as level access showers. The Council works closely with these RP's to develop these services further.

In 2019, the Council updated the Private Sector Renewal Policy and now offers discretionary DFG top-ups for work that goes above the £30k mandatory maximum set by the government. The new policy also introduced Prevention Grants which are small scale works to enable people to stay living independently in their homes, facilitate quicker hospital discharge or prevent a move into less independent institutional settings i.e. care homes.

	<b>Action</b>
22.	Efficiently deliver mandatory DFG's to elderly and vulnerable residents in the district
23.	Work with RP's to deliver low cost aids and adaptations within their own housing stock
24.	Improve links with the colleagues in the health service by a housing representative attending ICT health meetings on a regular basis
25.	Publicise the new DFG policy to the public and health and social services professionals locally

## **Supporting customers with our DFG caseworkers**

From April 2017 changes within the County Council meant that they were no-longer able to part-fund the Home Improvement Agency (HIA) who had employed DFG caseworkers to support customers. Hart Council brought the caseworker service in-house to provide advice to older, vulnerable and disabled people to help them to remain in their own home by arranging home improvements, repairs and adaptations.

In addition they can;

- Offer energy efficient advice e.g where they can find help with fuel bills or how to secure access to finance for energy efficient measures.
- Make referrals to Hampshire Fire and Rescue Service for 'Safe and Well' home safety visits which include advice on falls prevention, referrals to the Blue Lamp Trust and Handypersons services.
- Ensure residents are receiving the right benefits and assisting with forms
- Assist residents to access charitable funding.
- Attend events to publicise the services they provide and the financial assistance available from the Council.

	<b>Action</b>
26.	Publicise the Hampshire Fire Service “Safe and Well” home safety checks.
27.	Promote DFG’s and energy efficiency grants at 5 rural events during 2019-20.
28.	Assist residents to secure financial assistance for energy efficiency measures.

## **Projects supporting survivors of domestic abuse**

In 2015 Hart led on a joint bid with the County Council and 10 other Councils, which secured over £900,000 funding from the Ministry of Housing, Communities and Local Government for the Hampshire Making Safe Scheme. The project provides security measures and support to enable people to be safe in their own homes following incidence of domestic abuse. The funding also enabled 10 properties to be purchased across Hampshire for people who cannot remain in their existing accommodation because of domestic abuse.

Over the next three years the Hampshire Making Safe Scheme will continue to deliver this programme in partnership with You Trust and SDA, as a result of securing further government funding of nearly £327,000. This included a provision to support people with complex needs and help to continue to secure properties for people needing to move by improving access to the private rented sector.

In 2018, the partnership successfully bid for a further £1.2million, which will support the delivery of programmes across Hampshire, Dorset and the Isle of Wight. The scheme, now known as the South Coast Making Safe Scheme (SCMSS) will provide measures for homes across all three of these regions, and continuing the partnership with the Blue Lamp Trust.

The scheme will also allow for the expansion of a community engagement programme which aims to train champions or ambassadors in the community who will have an increased knowledge of domestic abuse issues and have the skills to talk to people appropriately and know how to sign-post people to appropriate services.

A further aspect of the South Coast Making Safe Scheme is to focus on health care settings to improve awareness and referrals from health to DA services, with workers being based in hospitals across Hampshire, Dorset and the Isle of Wight. The programme will train staff, develop procedures and increase referrals to DA services and will focus on working with staff in emergency departments, maternity services and GP surgeries.

The funding is also supporting a specialist refuge in Dorset which will support people across Dorset and Hampshire who may not be able to access current refuge provision.

Recent 2018 ONS figures evidence the continued need for the SCMSS service within

Hampshire, recording 37,694 domestic abuse incidents in Hampshire, of which 1,005 were in Hart. This is a 5% increase in Hart and a 7% increase in Hampshire from the incidents recorded in 2017 (ONS Domestic abuse in England and Wales data Tool 2018).

This increase could be attributed to many factors such as improvements to reporting and recording procedures and an increase by people coming forward to report these crimes (HMICFRS report on the police response to domestic abuse 2019). However, it is widely recognised that domestic abuse continues to be under-reported as evidenced by the latest estimates for the Crime Survey for England and Wales (CSEW) which estimated that four in five victims of partner abuse did not report the abuse to the police.

	<b>Action</b>
29.	Continue to work in partnership with the Making Safe Scheme to ensure that projects continue to support people experiencing domestic abuse by ensuring they have access to services and housing
30.	Continue to make the most of funding opportunities made available through the Ministry of Housing, Communities and Local Government (MHCLG) to maintain existing and develop new services

## **Ensuring housing is suitable for residents' needs**

Hart's Allocations Policy was reviewed in April 2019 to take into account amendments required by the implementation of the Homelessness Reduction Act 2017. This policy assesses levels of housing need using a four level priority banding system which is managed through the Housing Register.

The Council work in partnership with Registered Providers to ensure that properties are allocated to households in the greatest need and that the property fulfils the needs of the whole family in terms of affordability, size and accessibility. This is particularly important when allocating adapted properties, over 55's properties and extra-care flats as households accessing this housing often have specific additional requirements which may require other agencies involvement.

In order to ensure that accessible and adaptable new homes meet our customer's needs, the Council has written a Supplementary Planning Document (SPD) detailing the specific standards expected for new homes designed to meet accessible and adaptable standards.

In 2018/19 - Two 3 bedroom wheelchair accessible homes were built and a further two 2 bed wheelchair accessible bungalows and four Lifetime Homes 2 bed bungalows are being built in 2019/20.

There is currently a lack of supported housing accommodation within the district to meet the needs of younger people who are wishing to, or are needing to move on from their family home, and consultation with stakeholders has confirmed a need to improve the provision of this type of accommodation locally.

	<b>Action</b>
31.	Continue to monitor and review the Allocations Policy to ensure it meets statutory requirements, or as identified need dictates.
32.	Work with occupational therapists to provide appropriate accessible housing, including new-build properties, to meet identified needs recorded on the housing register.
33.	Work with health and social services professionals to identify any requirement for specialist housing for people with a learning or physical support and housing need.
34.	Explore the opportunities to develop a small supported housing scheme for younger people with a physical or learning support need.
35.	Work with our RP partners to review and improve the way in which we record which affordable homes already have adaptations, and the way in which these homes are advertised for let.

### **Objective 3: Working in partnerships to create sustainable and healthier communities.**

The quality of housing plays an important part in creating and maintaining good health and wellbeing. However there are many other issues which can affect a person's health and wellbeing such as relationships with family and friends, being employed and having a fulfilling career, earning enough money, hobbies and having a positive self-esteem.

Providing well-designed, good quality homes and communities, which use sustainable elements and complement and enhance the character of the district, are all important parts of the Council's long-term vision; but in addition, the council will continue to work on building partnerships with external agencies to work in a holistic way to support and enable residents to tackle their problems and improve their own health and wellbeing.

#### **Delivering new developments, homes and communities to be proud of**

Homes England is committed to delivering good design and sustainable development. Additionally the Revised National Planning Policy Framework (NPPF), published in 2018, embedded high-quality design in the planning process and ensured that local authorities use the appropriate tools for assessing design. There is a focus on creating communities that are safe, inclusive, and accessible and which promote health and wellbeing and are designed in such a way as to prevent crime and disorder.



Hart’s local planning policies including Hart’s Affordable and Accessible Housing Supplementary Document, provide clear information on design requirements. These include pepper potting small clusters of affordable housing throughout new-build sites, using good quality materials to reduce ongoing management and maintenance costs, ensuring that the affordable housing is indistinguishable from the market housing by using the same construction material, form and external appearance and producing energy efficient homes to minimise costs to run the homes.

The Housing Service monitors customer satisfaction with new-build affordable housing and new developments to better understand the experience of new tenants and how we can improve our approach to delivering affordable housing locally.

	<b>Action</b>
36.	Ensure all new developments providing affordable housing meet the Hart’s local design standards as in the Affordable and Accessible Supplementary Planning Document.
37.	Continue to monitor customer satisfaction with new-build affordable homes by sending a questionnaire to all new residents and use the feedback to inform new developments.

## Understanding rural housing needs



Rural areas of Hart are often some of the more expensive parts of the district to live in. It is important to understand the housing needs for rural affordable housing and to ensure rural communities, their shops, businesses and schools are sustainable. This can be achieved, in part, by enabling people with a local connection to remain in their village.



Rented accommodation in rural areas is highly sought after. Rents are often significantly more expensive than neighbouring urban areas and there is often a limited number of smaller properties for single people or couples. This often results in local people having to leave the place they have always lived in relocate to where there are more properties and rent levels are more affordable.

The Council works with Parish Councils and the Rural Housing Enablers to research housing need in village’s and to identify suitable potential sites. This ensures that development proposals take account of local need and priorities and that they also consider infrastructure, and sustainability to support and enhance the local community.

The Council is part of a partnership called Hampshire Alliance for Affordable Housing (HARAH) and will continue to work closely with Rural Housing Enablers and Parish Councils to address how rural housing need can best be met. The HARAH partnership funds two Rural Housing Enablers who work closely with Parish Councils and local communities to advocate local priorities and support them in meeting their local need.

Finding the best rural site can take many years. Two rural exception sites have been developed in Hart since 2015. These have enabled 15 households to either remain in their village or move back after moving away because of a lack of affordable and suitable housing.

More information about HARAH can be found on the HARAH website [www.harrah.org.uk](http://www.harrah.org.uk). The partnership comes to an end in March 2020 and currently the future structure and composition of the group is being reviewed to create a new structure for 2020 – 2025.



<b>Action</b>	
38.	Remain an active partner of Hampshire Community Housing Partnership and HARAH or the new partnership to encourage and enable rural and community led housing developments
39.	Work with and support rural parish councils to advise and facilitate delivery of rural exception sites

## Supporting and encouraging Community-Led Housing

In 2017 the council received government funding from the Community Housing Fund to support local community groups to deliver community-led housing. In order to make best use of this funding Hart pooled its money with 3 other local authorities in Hampshire (East Hampshire District Council, Havant Borough Council and Winchester City Council) to create the Hampshire Community Housing Partnership (HCHP).

Since 2017 this partnership has employed a Community Housing Officer and set up a community housing hub to provide support and advice to individuals and groups who are interested in building community-led housing across all the partnership areas. The funding comes to an end in October and there are plans to continue this support through the partnership subject to funding availability.

Action	
40.	Ensure that the public and partner organisations are aware of the information and support that is available to them to assist in the development of community housing schemes.



**Working in partnership with Registered Providers to provide good quality affordable homes**



Registered Providers (RP's) own and manage all the social and affordable housing within the district. As part of the council's strategic role, we have a responsibility to ensure that housing supply and services in the district meet local needs. It is important that the Registered Providers are providing good quality, affordable properties which are managed effectively with a strong focus on customer service. In order to do this the Council has a list of Preferred Developing RP partners working in Hart.

As a "Preferred Partner" certain standards and services are expected in return for being the main RP's developing and managing affordable housing in the district. The recently reviewed partnership started from January 2019. The Preferred Partners are monitored for the next 5 years and the partnership will be updated and reviewed at the end of 2023.



	Action
41.	Continuously monitor RPs working in the district, through regular liaison meetings and customer feedback on housing management.
42.	Ensure that all new affordable housing meets the Nationally Described Space Standards (NDSS) requirements.
43.	Encourage and support affordable housing schemes that propose sustainable measures.

## Providing a framework for our Registered Providers through the Tenancy Strategy

Hart's Tenancy Strategy was revised and updated in 2018 and sets out the Council's priorities relating to fixed term tenancies, introduced by the Localism Act 2011. Registered Providers are encouraged to have regard to these priorities when setting their own Tenancy Policies. Between April 2012 and March 2018 registered providers have issued 766 fixed term tenancies of which only 3 were ended due to rent arrears or anti-social behaviour.

For the past 5 years Registered Providers have provided extensive information relating to their Tenancy Policies and how the introduction of fixed term tenancies and affordable rents have impacted on their residents. This is important to ensure that fixed term

tenancies are providing residents with an appropriate level of security of tenure to create flexibility in social housing whilst still creating a sense of community. The council will continue to work with Registered Providers to ensure that there is appropriate support provided to those residents whose tenancies have come to an end.

For more information about these tenancies please refer to Hart's [Tenancy Strategy](#).

Action	
44.	Monitor annually the number of fixed-term tenancies in the district not renewed by RP's and the reasons for these, and the support provided to the households who are required to move on.

### Improving the energy efficiency of the private sector



The Housing Service supports local households to make their homes more energy efficient. Making energy efficiency improvements not only improves thermal comfort, but also provides the most effective way to reduce fuel poverty.

There is a countywide affordable warmth service called “Hitting the Cold Spots” (HTCS), funded by Hampshire County Council and delivered by the Environment Centre (tEC), which is available to residents within the district. The Hitting the Cold Spots service provides information and advice about saving energy to residents of any tenure, and additional practical support and funding for energy efficiency measures to eligible owner occupiers and private tenants.

The Council refers residents to “Hitting the Cold Spots” who provide alternative heating measures; grant support for winter fuel emergencies; practical support and advice with debt, money and benefits; assistance to switch energy provider or tariff to help give them savings on their fuel bill and assessment for funding for gas mains to be laid to their property and a central heating system to be installed. Through Hitting the Cold Spots, residents can access ECO funding for insulation, boiler replacements and heating upgrades.

### Minimum Energy Efficiency Standards (MEES) in the Private Rented Sector



From April 2018 there was a requirement under the Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015 for properties rented out in the private rented sector to have a minimum energy performance EPC rating of E from April 2020. The Regulations are designed to ensure that those tenants who most need more thermally efficient homes, particularly vulnerable people and the fuel poor, are able to enjoy a more comfortable living environment and lower energy bills. Although newly built homes in the private rented sector (PRS) tend to have higher energy-efficiency ratings than the average. There remains a stock of older, often pre-1919 properties which are less efficient and are difficult and costly to heat. These less efficient properties result in higher tenant energy bills, and for many, the likelihood of living in fuel poverty.

Our Engagement and Support team have a good relationship with landlords and tenants and communicate via newsletters, landlord events and mail-outs. We have written to all landlords known to us to make them aware of the requirements of MEES and also contacted all known estate agents and letting agents in the District. We also posted on social media (Facebook and Twitter) to raise awareness amongst landlords.

Where properties are identified which have an EPC of F and above and are not subject to the relevant exemptions, we provide to the landlord on what they need to do to comply with the requirements of MEES or will take enforcement action where necessary.

The Environment Centre (tEC) through the Hitting the Cold Spots service also provides information to local landlords and tenants about Minimum Energy Efficiency Standards.

From 1st April 2020, landlords must not continue letting a relevant domestic property which is already let if that property has an EPC rating F or G. Landlords are encouraged to take action as soon as possible to ensure that their properties reach EPC E by the deadline of 1st April 2020.

	<b>Action</b>
45.	Ensure all privately rented properties meet the requirements of the Energy Efficiency (Private Rented property) (England and Wales) Regulations 2015.

## **Working with private landlords to help vulnerable clients find and sustain tenancies**

At the end of 2018 the council received £96,000 from the Ministry of Housing, Communities and Local Government's (MHCLG) Private Rented Sector Access Fund. This funding is being used to assist vulnerable clients and those with complex needs to secure their own tenancy with support from the council. This could include paying rent in advance, securing deposits and any other incentives that will result in preventing and/or relieving homelessness.

Along with financial incentives the housing team have built up good working relationships with private landlords to ensure that support can be provided to their tenants as soon as potential issues are identified.

	<b>Action</b>
46.	Continue building a strong working relationship with landlords to ensure that there are private rented options available to customers with more complex support needs.

## Supporting vulnerable residents within communities

Hart was successful with a bid to the Government to be a Homelessness Prevention Trailblazer in 2017 and delivered the project until March 2018. Following on from the successes of this, the Council has created a Social Inclusion Team to focus on developing effective networks and partnerships to offer individual personalised support to the most vulnerable and/or chaotic people who have a high risk of homelessness. This will be achieved by working in partnership with others as well as continuing the Health and Wellbeing Officer post who provides support to clients directly and links the customer in to other support services.

Building on the successful Homeless Champions Group, the Social Inclusion Team will seek to develop a Social Inclusion Partnership which will include the County Council services and district organisations from both the statutory and voluntary sectors. It will build upon existing successes to develop improved ways of working with partners.

This team also includes the corporate Health and Policy Projects Officer who helps to align the broader national, County and local authorities public health and wellbeing priorities within the housing service and the services for our customers. This reflects that many health and social care documents now include recognition of the importance of housing within the overall health and wellbeing outcomes for individuals and communities.

	<b>Action</b>
47.	Develop a strategic Social Inclusion Partnership which will meet quarterly to provide a strategic approach to building resilient and trusting partnerships between statutory and community organisations.
48.	Explore and aim to become a MEAM (Making Every Adult Matter) area which will provide an operational framework of collaborative, holistic and personalised support for the most vulnerable individuals.
49.	Map public health and social care strategies, policies and programs to ensure that Housing Strategies, policies and procedures acknowledge and align.



## Providing holistic support to prevent homelessness

For some residents the council assess that a ‘home’ is just a part of the process in relation to improving their health and wellbeing. Following receipt of Homelessness Prevention Trailblazer funding in 2016 and the implementation of the Homelessness Reduction Act 2017, the council changed their working practices and now work in a more holistic way that goes beyond addressing housing–related problems so that wider support needs are met.

Employment is vital to enable residents to boost their self-confidence and improve their standard of living. Some residents find it very difficult to apply for jobs, they may not have access to the internet or have any way to apply for a job online, have no experience of completing a CV or attending an interview and therefore they need more intensive support. Many registered providers and voluntary agencies provide training opportunities and support residents to learn the skills required to access and gain employment. The council have worked closely with a range of organisations and professionals to engage residents and improve their life skills and we will continue to build on these relationships to improve the health and wellbeing of our residents.

To find out more about preventing homelessness follow links to the;

- [Review of Homelessness: Engaging and Supporting our communities](#)
- [Preventing Homelessness Strategy 2018 - 2021](#)

	Action
50.	Develop an operational social inclusion partnership focussed on delivering a comprehensive range of social isolation services, both in house and working with others, and hold regular meetings of the partnership.
51.	Develop bespoke services aimed at assisting residents into work, working closely with DWP, registered providers and other partners.

## Helping residents to make their own informed choices regarding their housing options

It is important that residents in Hart are aware of the different housing options within the district and how they can access the most suitable housing for their needs.

In order to raise awareness of all forms of affordable housing the council has held a number of events to promote rented housing, affordable home ownership including shared ownership and housing for older people. The positive feedback received from people that have attended these events supports the need for similar future events to be held over the lifetime of this strategy. These events provide information for residents to enable them to make informed decisions about their future housing.

	Action
52.	Deliver two events per year promoting affordable housing within the district.

## Conclusion

This Housing Strategy has been produced based upon national and local evidence and in consultation with stakeholders. It focuses on four overarching objectives that have been developed through consultation, and that will be delivered in partnership.

The 3 objectives are broadly similar to those of the outgoing Housing Strategy. Over the past 5 years there have been many local and national issues and changes that have influenced housing in Hart but the key issues and our local priorities have remained broadly similar.

The actions identified in this Strategy will form the delivery plan. This will feed in to the Housing Service's work plan and will contribute to the overarching corporate aims for housing set out in the Corporate Plan.

## Monitoring and Review

The Housing Strategy Delivery Plan will be monitored quarterly and updated annually by the Housing Team. In order to deliver the actions within this Strategy it will be vital to work in partnership with stakeholders, within the private, public and voluntary sectors.

In addition, every year the Housing Service produce a service update document detailing key projects and achievements from across the whole housing team. This will be shared with key partners, both internally and externally, to ensure continuous engagement with stakeholders resulting in service improvements for our customers.

## Further information and contact details

If you would like more information about the Council's Housing Services, the Housing Strategy 2015-2020, or any associated housing related strategies, please contact the Housing Service using the details below:

Housing Services  
Hart District Council  
Harlington Way  
Fleet  
Hampshire  
GU51 4AE

Tel: 01252 774420

Email: [housing@hart.gov.uk](mailto:housing@hart.gov.uk)

Website: [www.hart.gov.uk](http://www.hart.gov.uk) | [www.harthomes.org.uk](http://www.harthomes.org.uk)

## Glossary

<b>Term</b>	<b>Meaning</b>
<b>Affordable housing</b>	Affordable housing includes social rented, affordable rented and intermediate housing, provided to specified eligible households whose needs are not met by the market.
<b>Black and Minority Ethnic groups (BME)</b>	BME is a grouping of ethnic groups defined by the 2001 Census classifications. It includes all ethnic groups that are a minority in the population
<b>Disabled Facilities Grant (DFG)</b>	Disabled Facilities Grants are available in approved cases to help disabled people who need special adaptations to their home. Frequently funded works include flush floor shower rooms, ground floor bedrooms, stair-lifts, kitchen adaptations and ramps to and from the dwelling. These grants are means tested and are available to owner- occupiers, tenants and landlords including social landlords.
<b>Minor Works Grants</b>	Minor Works Grants are a discretionary means tested grant of up to £1000 provided by the Council for residents to carry out essential repairs or improvements to their home.
<b>Fuel poverty</b>	A household is said to be in fuel poverty if it needs to spend more than 10% of its income on fuel to maintain a satisfactory heating regime (usually 21 degrees for the main living area, and 18 degrees for other occupied rooms) Source: <a href="http://www.decc.gov.uk">www.decc.gov.uk</a>
<b>Hampshire Alliance for Rural Affordable Housing (HARAH)</b>	The Hampshire Alliance for Rural Affordable Housing was formed in 2005 to address the need for affordable housing in the villages of Hampshire. The founding members of the HARAH are the Hampshire Rural Housing Enablers (RHEs), the Homes and Communities Agency and rural local authorities in Hampshire.
<b>Homes England</b>	Homes England is the national housing and regeneration agency for England. Their role is to create thriving communities and affordable homes.
<b>Licensed Houses in Multiple Occupation (HMO)</b>	The Housing Act 2004 introduced mandatory licensing of houses in multiple occupation (HMOs) – these are HMOs of one, two or three storeys or more, which are occupied by 5 or more people, who form two or more households.
<b>Intermediate tenure</b>	Housing at prices and rents above those of social rent but below market price or rents. These can include shared equity (e.g. HomeBuy) and other low cost homes for sales, and intermediate rent.

<b>Local Plan</b>	"The Local Plan is a development planning framework for the area; its key elements include the spatial strategy, policies, infrastructure provision and site allocations."
<b>Registered Provider (RP)</b>	RP's are independent housing organisations registered with the Homes & Communities Agency. Most are housing associations, but there are also trusts, co- operatives & companies.
<b>Rural Exception Housing</b>	Sites adjoining rural settlements that would not normally be available for development. Planning permission is only given for affordable housing that is needed in the area.
<b>Shared Ownership &amp; Affordable Homes programme (SOAHP)</b>	The SOAHP 2016-2021 was opened to bidding in April 2016. It provides capital grant funding for new affordable housing schemes. In June 2018 an addendum was published inviting bids for a range of tenures including Social Rent.
<b>Strategic Housing Market Assessment (SHMA)</b>	The SMHA provides an evidence base on the future balance of housing supply. It assesses need and demand in terms of tenure, type, location and affordability.
<b>Viability</b>	A viability assessment tries to identify a reasonable percentage above the existing use value for the residual value to be attractive enough for to a landowner to bring forward their site.
<b>NDSS</b>	Nationally Described Space Standards are set out within the planning system, and are used by local authorities to ensure that properties are built to a minimum size requirement depending on the property size and type.
<b>Neighbourhood Plan</b>	Neighbourhood Plans allow communities to develop a shared vision for their neighbourhood and to shape the development and growth of their local area to meet their community's needs in line with the strategic needs and priorities of the wider local area.

## Appendix 1

### Achievements of the outgoing Housing Strategy 2015-2019

- Delivered a total of 694 affordable homes across the district during the period of the previous strategy, including 449 rented units and 245 shared ownership properties. This has exceeded the original Housing Strategy's target of 450 homes between April 2015 and March 2020.
- Worked in partnership with a Registered Provider to regenerate a number of existing over 55's accommodation schemes in the district resulting in 126 properties being delivered.
- Delivered in partnership with HARAH two rural exception sites providing 6 new build houses in Eversley and Rotherwick.
- Delivered two wheelchair accessible bungalows, four lifetime homes bungalows and two 3 bedroom wheelchair accessible houses.
- Delivered in partnership with Rushmoor Borough Council, five Affordable Home Ownership Events, providing information about getting on and moving up the housing ladder to over 1,500 residents.
- Delivered five events between 2015 and 2019 to promote affordable rented homes, digital inclusion and over 55's accommodation in the district.
- Delivered 255 disabled facilities grants to provide adaptations for Hart residents to live more comfortably in their own homes.
- Delivered 45 Minor Works Grants including replacement boilers, roof repairs and replacement windows.
- £46,564 of low cost loans provided to those who without sufficient funds to carry out essential repairs, improvement or adaptations.
- Secured £2,528,923 of grant funding for various projects aimed at providing support to those affected by domestic abuse across Hampshire, Dorset and the Isle of Wight
- Secured £934,956 to prevent and tackle homelessness and rough sleeping across Hart and other local authority areas within Hampshire.
- Achieved 'Gold Standard' Status in the government funded Gold Standard Programme
- Sustained low levels of statutory homelessness, rough sleeping and temporary accommodation.
- Between April 2014 and end of March 2019 we gave advice to over 1000 households and prevented approximately 700 households from being homeless.
- A total of 98 customers and households have been assisted through the Homelessness Prevention Trailblazer project with mental health, addiction, employment, training and tenancy issues to address their homelessness situation.
- Successfully implemented the Homelessness Reduction Act.



Housing Services  
Hart District Council  
Harlington Way  
Fleet  
GU51 4AE

Tel: 01252774420

Email: [housing@hart.gov.uk](mailto:housing@hart.gov.uk)

Website: [www.hart.gov.uk](http://www.hart.gov.uk) | [www.harthomes.org.uk](http://www.harthomes.org.uk)