

# Annual Report

# 2021-22

[www.oxford.gov.uk](http://www.oxford.gov.uk)



Building a world class city for everyone

# CONTENTS

<b>1</b>   Introduction.....	3
<b>2</b>   Our priorities .....	4
<b>3</b>   Income & Expenditure.....	5
<b>4</b>   Repairs & Maintenance.....	9
<b>5</b>   Tenancy Management.....	12
<b>6</b>   Tenant Involvement.....	14
<b>7</b>   ASBIT/CRT .....	16
<b>8</b>   Housing Needs .....	17
<b>9</b>   Energy Advice.....	18
<b>10</b>   Welfare Reform.....	20
<b>11</b>   OX Place .....	21

# Annual Report

# 2021-22

## Introduction

I am pleased to introduce this Annual Report looking back at the period between April 2021 and March 2022

In March 2021, the UK was on a step-by-step plan to come out of the Covid lockdown restrictions. During those restrictions, services provided to our tenants had to change, with necessary distancing measures in place, impacting our ability, at least initially, to even carry out routine repairs.

Our staff were also continuing to work remotely, using phone and e-mail contact rather than face to face and changing processes where in person meetings were unavoidable. While we are no longer in lockdown, not all of our services have returned to how they were pre-Covid and have evolved to become more efficient and more convenient for tenants.

This report sets out some of the many achievements we have been able to make during the period.

An exciting addition to this year's annual report is information on OX Place, the Council's wholly owned housing company, which is developing much needed affordable homes for the Council as well as generating an income from freehold, leasehold and shared ownership sales.

We are also continuing to invest significantly in our existing housing stock to make sure you have a decent home to live in that is safe and energy efficient while teams across the Council and our wholly owned repair and maintenance company, ODS, are reviewing how we operate to provide the best possible customer service to tenants, leaseholders and shared owners.



Most importantly, all of the improvements that we make to services and achievements reached are entirely dependent on tenants being at the heart of all we do and we will strive to listen to your views and act upon them.

I hope that you enjoy reading this and please do let us have your suggestions for further improvement.

### **Nerys Parry**

Head of Housing Services

## 2 | Our Priorities

---

We have many areas where we are making continuous improvements but here are some of the highlights:

### Neighbourhoods

- We are improving the quality of council homes and the surrounding neighbourhoods by investing £51m over the next four years in line with our asset management strategy, to ensure homes are fully compliant and of good quality, taking into account all priorities, including energy efficiency, decarbonisation, decency and safety requirements, guided by tenant and leasehold voices and views.

### Transforming Services

- We are transforming the services we deliver to our tenants, to improve tenant and leasehold satisfaction with their homes, their neighbourhood and the services we deliver to them.

### Delivering services

- We continue to develop a new, integrated and locality-based way of working to deliver services to our communities, where Council teams work better together across departments to assist our tenants when they are in need.

### Repairs and maintenance

- We are re-establishing a great tenant repairs service, that is based on the principles of:
  - Repair at the customers convenience, giving tenants choice and flexibility on repair appointments.
  - First time fix, fixing repairs in one visit whenever possible.
  - Staying fixed, quality repairs that keep the problem solved.

### Tenant Involvement

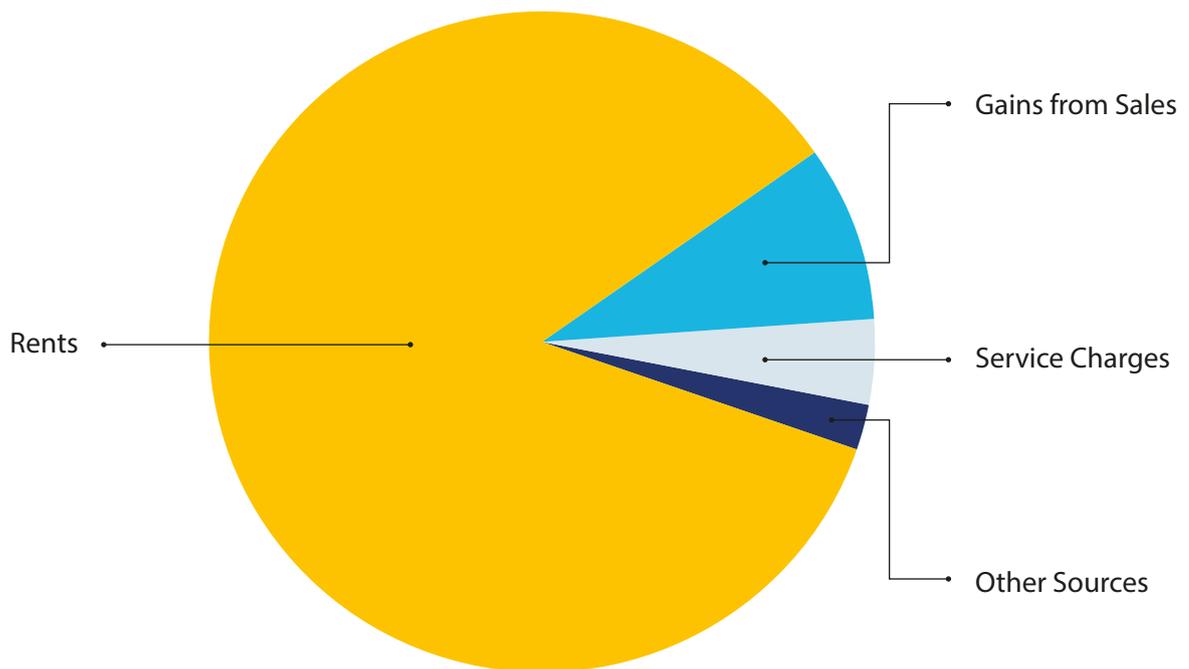
- We are delivering an improved approach to tenant engagement and involvement, with clear strategies to make sure that we have systems in place to receive feedback on the services we provide to develop and improve our services as well as make decisions as a landlord.



# 3 | HRA Income and Expenditure

---

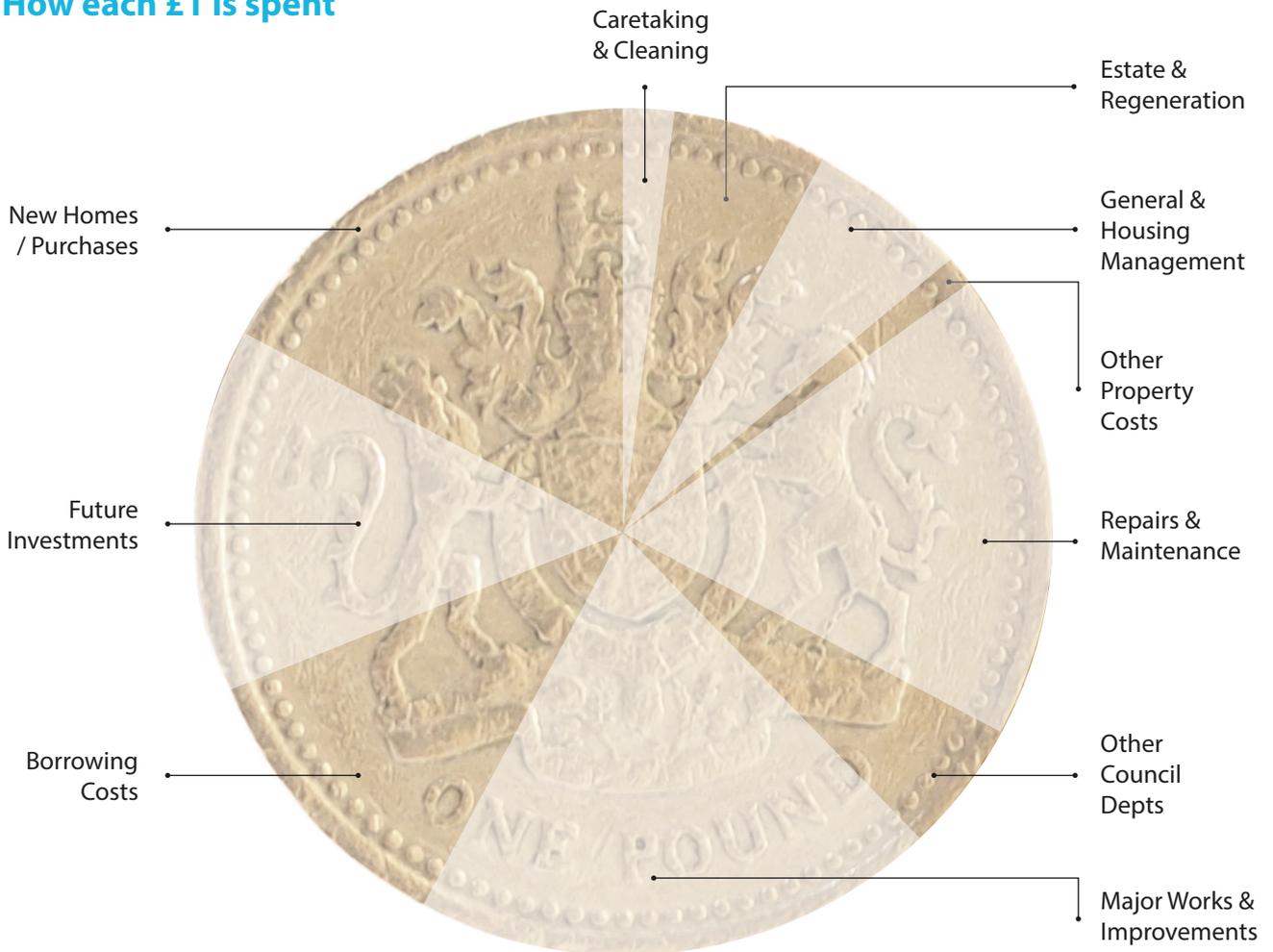
## 2021/22 Income



Rents	<b>£42,531,000</b>
Gains from Sales	<b>£4,344,000</b>
Service Charges	<b>£2,071,000</b>
Other Sources	<b>£1,084,000</b>
<b>Total Income</b>	<b>£50,030,000</b>

# 3 | HRA Income and Expenditure

## How each £1 is spent



Caretaking & Cleaning



2p

Estate & Regeneration



6p

General & Housing Management



6p

Other Property Costs



1p

Repairs & Maintenance



18p

Other Council Depts



5p

Major Works & Improvements



20p

Borrowing Costs



11p

Future Investments



14p

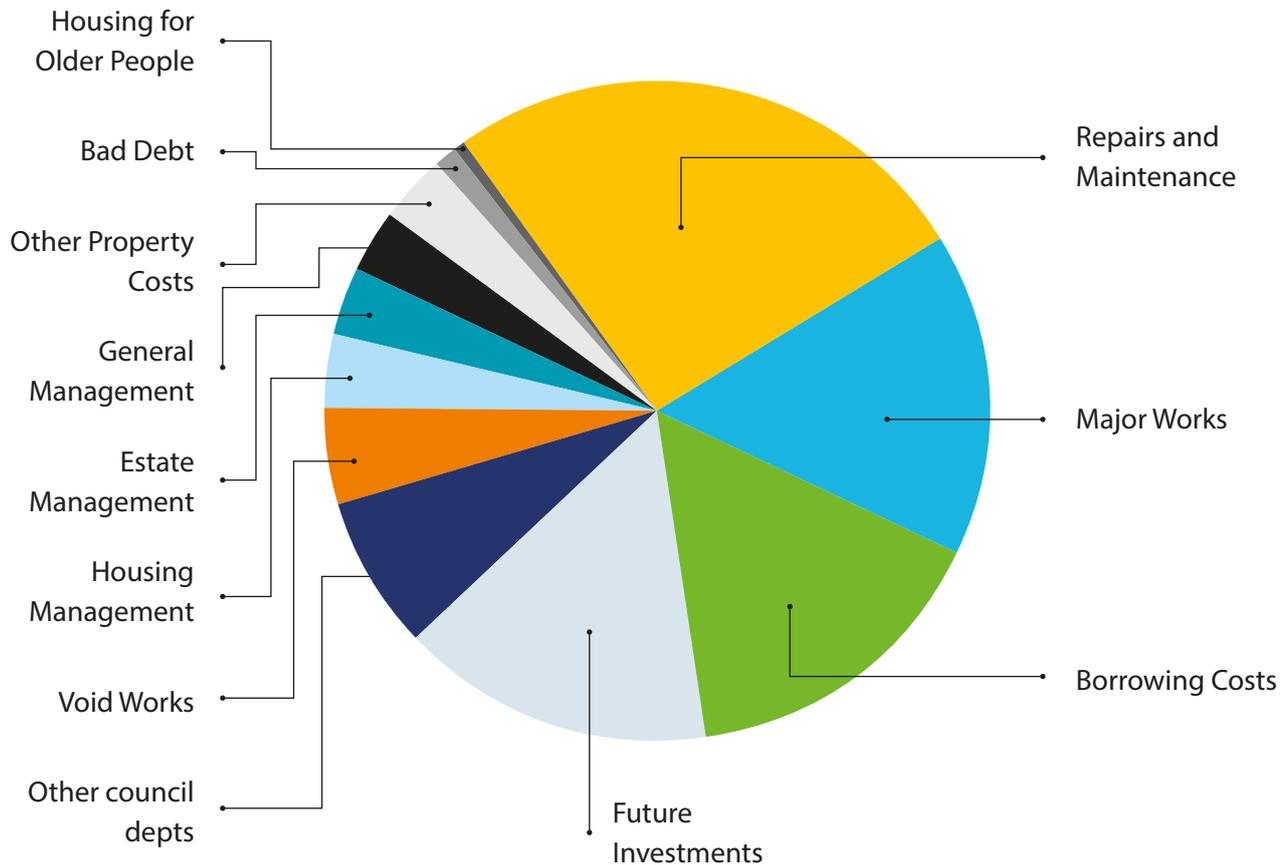
New Homes/ Purchases



17p

# 3 | HRA Income and Expenditure

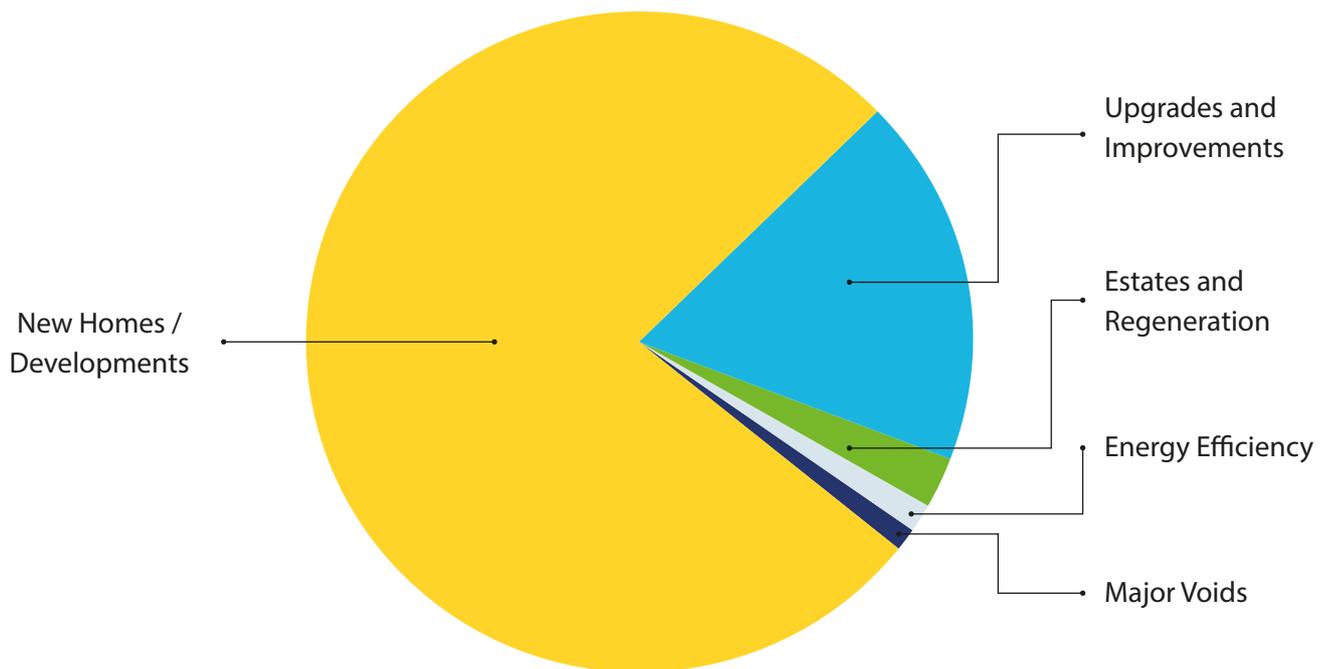
## 2021/22 Expenditure



Repairs and Maintenance	<b>£12,679,000</b>	Housing Management	<b>£1,814,000</b>
Major Works	<b>£7,657,000</b>	Estate Management	<b>£1,649,000</b>
Borrowing Costs	<b>£7,638,000</b>	General Management	<b>£1,491,000</b>
Future Investments	<b>£7,371,000</b>	Other Property Costs	<b>£1,486,000</b>
Other council depts	<b>£3,546,000</b>	Bad Debt	<b>£623,000</b>
Void Works	<b>£2,291,000</b>	Housing for Older People	<b>£181,000</b>
<b>Total Expenditure</b>	<b>£50,030,000</b>		

# 3 | HRA Income and Expenditure

## 2021/22 Capital



New Homes/Developments	<b>£33,441,000</b>
Upgrades and Improvements	<b>£7,879,000</b>
Estates and Regeneration	<b>£1,049,000</b>
Energy Efficiency	<b>£712,000</b>
Major Voids	<b>£372,000</b>
<b>Total</b>	<b>£43,453,000</b>

# 4 | Repairs & Maintenance



Last year (1 April 2021 to 31 March 2022) we carried out **30,733** repairs including servicing, compared to **29,976** the previous year. There are three categories of repairs:

- **Emergency repairs** such as uncontrollable leaks or no water or electrics which we will respond and complete within 24 hours.
- **Urgent repairs** such as minor leaks, dripping overflows, faulty taps, toilets not flushing/blocked (if there is a 2nd toilet in the home) which we would aim to respond and completed within 3 working days
- **Routine repairs** such as kitchen drawer repairs or repairing a window/door which we aim to respond to and complete within 28 calendar days

The table below shows how many, of each type, of repair we completed in 2020/21 and 2021/22:

Year	Emergency (24 hours)	% of total	Urgent (72 hours)	% of total	Routine (28 Days)	% of total	Total
------	----------------------	------------	-------------------	------------	-------------------	------------	-------

### Repairs & Maintenance including Gas Repairs

2020-21	6125	20.43	6078	20.28	17775	59.29	29976
<b>2021-22</b>	<b>9499</b>	<b>31.00</b>	<b>5388</b>	<b>18.00</b>	<b>15846</b>	<b>51.00</b>	<b>30733</b>

### Gas Repairs only

2020-21	3227	39.05	2604	31.51	2433	29.44	8264
<b>2021-22</b>	<b>3451</b>	<b>49.00</b>	<b>1941</b>	<b>28.00</b>	<b>1643</b>	<b>23.00</b>	<b>7035</b>

### ODS made 24,186 appointments of which 92 (%) were kept.

Last year we completed responsive repairs with an average end to end time of eight working days. The table below represents 74.8% of all repairs and shows some of the key trades where we have exceeded this.

Trade	No of Jobs	Average number of days to complete
Plumbing	5602	6
Heating	6325	4
Electrical	5100	6
Carpentry	4757	8
Drainage and blockages	1214	1
<b>Total</b>	<b>22998</b>	

# 4 | Repairs & Maintenance



## Heating & Repairs and Gas Servicing

Oxford City Council has **6,940** properties which require Landlords Gas Safety Certificates.

As at 31 March 2022 all properties were

**100% compliant.**

## Improvements

Our objectives for 2022-23 include:

- A new materials and logistics solution for van stock, stores and service delivery including a Just in Time (JIT) solution
- Follow-on jobs being reduced due to improved van stock and JIT delivery solution
- A new dynamic resource scheduling system reducing unnecessary travel time and carbon emissions
- The introduction of handheld mobile technology for all operatives enabling any follow-up appointments to be made whilst with the customer at a time convenient to them
- Providing repairs history on handhelds to assist operatives to deliver an improved service
- Creating a photographic catalogue of work carried out which will also provide a more enhanced stock condition survey for the Council
- H&S Risk Assessments being linked to all jobs keeping both the tenant and the operative safe.
- Continuing to work closely with Tenant Ambassadors to improve our service to tenants.
- A new procedure to ensure overall ownership of work where multiple jobs have been identified
- Customer satisfaction surveys being carried out after work has been completed.

## In 2021-23 we...

- Replaced kitchens in **128** home
- Upgraded domestic heating in **312** homes
- Replaced **137** bathrooms
- Completed **170** electrical tests and carried out remedial work where identified
- Carried out **131** rewires
- Carried out external repairs and painting to **285** properties

Through planned improvement programmes we work with Property Services to improve the quality and condition of your home.

This included a range of upgrades i.e replacement kitchens, bathrooms, roofs, boilers, fencing etc. The works required are based on stock condition surveys and repair history data as well as STAR survey outcomes.

# 4 | Repairs & Maintenance



We carried out work to blocks of flats and housing for older people schemes. This included:

- 22 Communal area upgrades and redecoration
- 49 Roof replacements
- 24 Major structural repairs/alterations
- Fire door Health & Safety work

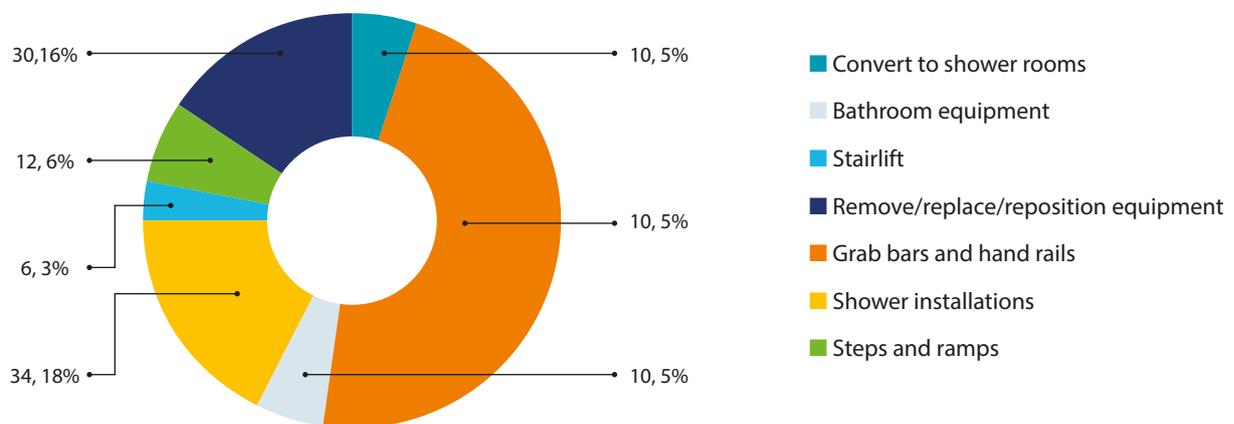
## Aids and Adaptations

In 2021-2022 ODS carried out 193 (442 in 2019-20) disabled adaptations jobs to enable people to stay living, independently, in their own home.

The amount of work carried out was a significant reduction on previous years which was, in part due to the Covid-19 pandemic. However, this area of work continued throughout, albeit at a slower pace, to allow appropriate safe methods of working around residents.



The charts below summarises the key adaptations:



## Customer Insight

Getting customer feedback and insight is essential as it enables us to learn and improve the service we offer to our customers. Customer satisfaction surveys will continue to be carried out for planned and responsive work.

The customer satisfaction survey include questions on:

- The quality of work
- Was the work completed on time?
- Did we meet our Service standards?
- Did we attend the agreed appointment?
- Customer experience of the service

In addition to the above, we have been working closely with Tenant and Leasehold Team and Ambassadors to ensure that we have their feedback and input in shaping and developing the services we deliver.

# 5 | Tenancy Management

The Tenancy Management team have had a very busy year helping to get the new build properties ready for letting and moving in new tenants.

This has greatly increased the workload for the team as many of these new homes are offered to existing tenants thereby creating another empty property (void) to turn around on time and on target.

## New tenancies created

New lettings	<b>380</b>
Joint to sole or sole to joint tenancies	<b>12</b>
Mutual exchanges	<b>37</b>
Legal succession or offer to family member	<b>22</b>
Permanent or temporary moves whilst works are carried out	<b>16</b>
Total	<b>467</b>

New lettings include **96** tenancies of new build properties and four tenancies of properties purchased by the Council on the open market.

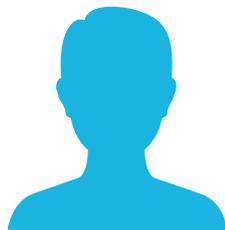
Following on from the pandemic and the work undertaken to find accommodation for everyone who was street homeless, there has been a focus on providing permanent accommodation through both the Supported Lettings project and the Housing-First project.



## 5 | Tenancy Management

---

**A comment received from a new tenant that shows how important having somewhere to call home really is to everyone;**



After twelve years of being left for dead on the streets with untreated serious internal and spinal injuries, I really am bowled over by the professional help from Oxford City Council's housing department. In twelve years I have tried Manchester, Salford, Glasgow, Southampton, Chatham councils for help. In every instance I was treated as I was a drug addict or secret drinker. My friends and daughters advised me that Oxford was the only place in the country where I had any chance of help. I did not believe them at the time but I really have to eat my hat. You have little idea how precious and progressive your council is."

This report covers the period April 2021 to March 2022; we were coming out of lockdown and the team continues to work out in the community assisting residents.

The day to day work of Tenancy Management Officers is always full of variety: they have assisted tenants in collecting up belongings for disposal or cleaning when they have had a bedbug infestation; assisting and supporting tenants to de-clutter their properties reducing a fire hazard; helping elderly tenants to use the internet to book their flu vaccinations; assisting a tenant to apply for their TV licence and working with the ODS Gas team and tenants to organise access and ensure their gas boilers are working safely and efficiently.

Officers have visited tenants in hospital to sign up their new tenancy so the property can be made ready for them on their discharge from hospital. This helps to assist with preventing bed blocking in the hospital. They have captured a stray dog that was almost hit by a bus and as it had an address tag were able to walk it back to its owners address – going way beyond job remit.

Another tenant had left the country during the lockdown and needed help in providing information so that he could re-enter the country.

We have had both a bus and a car embedded in the front of tenants' homes, and have worked with the tenants to find suitable emergency alternative accommodation whilst works were carried out, arranged carpeting and removals, taking time to unpack kitchen boxes into the cupboards and purchased tea, coffee and milk to ensure they could have a warm drink as soon as they moved in and cook a meal.

**A comment received from the family of a tenant who had passed away:**



Over the years our TMO's helpfulness and consideration relating to Dad's council matters went over and above her work requirements, we the family were often reminded of this from conversations with Dad. Who was always praising up Joyce's commitment, they remained friends even when they changed job roles and Dad was always pleased to see her when she was in the area."

Our Tenancy Management teams' hard work, dedication, range of skill sets and tireless hard work continue to provide a top level service to all our tenants and leaseholders.

# 6 | Tenant Involvement

Our Tenant Involvement team exists to focus on the tenants and leaseholder views. We ensure tenants and leaseholders can have an influence on decisions that affects homes, maintaining a regulatory right to check and challenge the Housing Revenue Account services, funded by your rent and service charge contributions.



## This report covers April 2021 to March 2022.

We experimented with online and face to face work meetings for Ambassadors. While online provided flexibility, and was voted as the way to work, it still cuts us off from our most involved Ambassadors. We continue to aim for a truly flexible outcome.

We have spent time reviewing, designing and developing a more formal, structured way of working to cover the regulatory requirements of our role. However, we have aimed to not lose our approachable friendly informal style to what is a complex area of work.

A new Tenant Involvement Officer was hired and has focussed on modifying and designing a new recruitment and retention plan to ensure wards, ages, genders and vulnerabilities are properly represented.

We extended and improved the range of our Tenant and Leaseholder panels to eight. We had 30 Ambassadors, supporting our team at varying levels of engagement and involvement, training and development.

- Anti-Social Behaviour
- Complaints Management
- Oxford Direct Services
- Housing Revenue Account
- Procurement
- Scrutiny Panel/Councillor Engagement
- Stakeholder Interviews
- Retro-fitting and decarbonisation

One panel focusses on the formal interview process for new housing staff. We have been fully involved and recruited four Oxford City Council staff members through this process. We aim to extend across all roles, with particular attention given to the senior recruitment processes.

We are proud of our Tenant in Touch “Have your Say” magazine. We produced four editions of the Tenants in Touch Magazine. We continue to offer hard copies of this production, designed by, for and with tenants and leaseholders while continuing to look for ways to improve, innovate and digitalise.



# 6 | Tenant Involvement

---

We have potential Oxford City Ambassadors who have bid to join the Housing Ombudsman Resident's Panel and the national Building Safety Panel for high rise tenants and leaseholders. The results will be known in April 2023.

We have improved and streamlined our complaints process, moving from a 3-stage process to a 2-stage process.

A complaints campaign was set up and this will remain ongoing, and we welcome the opportunities across all Landlord Services departments to learn grow and develop a responsive way of working aiming for continuous improvement.

One panel focusses on the formal interview process for new housing staff. We have been fully involved and recruited for Oxford City Council staff members through this process. We aim to extend across all roles, with particular attention given to the senior recruitment processes.

We are proud of our Tenant in Touch "Have your Say" magazine. We produced four editions of the Tenants in Touch Magazine. We continue to offer hard copies of this production, designed by, for and with tenants and leaseholders while continuing to look for ways to improve, innovate and digitalise.



# 7 | Anti-Social Behaviour Service and Community Response

Cases in 2021-22

Type	CRT	ASBIT	Sanctuary Scheme
Cases	2606	384	44
Actions recorded	10158	2180	N/A

The busiest council wards for case work ranked in order:

CRT	ASBIT
St Clement's	Hinksey Park
St Mary's	Blackbird Leys
Donnington	Littlemore

The most reported type of Anti-social behaviour is domestic noise, this accounts for over 60% of the cases investigated.

## Noise App

The ASB Service received 11,368 Noise App submission reports in the period 2021 – 2022. This service allows registered users to submit recording of noise nuisance into the council.

## The Community Response Team's (CRT)

The CRT's role is to investigate and prevent the higher volume of reported low level incidents of anti-social behaviour (ASB).

This includes dealing with: environmental crime, commercial waste regulation and enforcement and supporting the council's Clean Green campaigns.

The CRT team also manage domestic noise complaints and issues of community safety in the public realm.

The team provides the Multi Agency Safeguarding Hub (MASH) enquiry responses to Oxfordshire County Council to support their safeguarding referral mechanism.

Current case numbers registered for 2021/22:

● **ASBIT: 239**

● **CRT: 419**

# 8 | Housing Needs



The Allocations Team in Housing Needs looks after the Council's Choice-Based Lettings scheme. The team is responsible for allocating most Council and housing association properties to people on the housing register.

The team also ensures that there is sufficient temporary accommodation being provided to meet customer needs and the Council's duties in relation to preventing and tackling homelessness, and that such accommodation is used effectively and efficiently.

During the period April 2021 to March 2022, we allocated **357** Council homes, **121** Housing Association homes and **17** homes to applicants from our housing register, **505** in total.

Properties Owned By:	Oxford City Council	Registered Providers of Social Housing	Ox Place
<b>General Needs</b>			
Bedsit	7	6	0
1 Bed	89	41	0
2 Bed	155	43	9
3 Bed	66	10	6
4+ Bed	15	0	2
<b>Total</b>	<b>332</b>	<b>100</b>	<b>17</b>
<b>Housing for Older People</b>			
Bedsit	4	3	0
1 Bed	20	11	0
2 Bed	1	7	0
<b>Total</b>	<b>25</b>	<b>21</b>	<b>0</b>

Properties allocated between April 2021 and March 2022

# 9 | Energy Advice Team

---

## Overview of the Service

Oxford City Council's Energy Advice Officers (EAOs) offer energy and water advice to council tenants in order to (1) reduce fuel poverty (2) help sustain tenancies (3) help maintain council properties and (4) reduce carbon emissions.<sup>1</sup>

The team is made up of two energy advice officers (1 full-time, 1 part-time) plus a part-time admin support officer<sup>2</sup>. In the year 2021-2022 the service operated with just one full time EA Officer for a period of 4 months, due to the gap between the departure of the part-time EAO and the start of a new member of the team. The project costs (including NI & pension contributions) are around £80,000 a year.<sup>3</sup>

Being a proactive team, we constantly monitor what happens in reality around us, to tweak our service accordingly. Particularity relevant to the period in question is that in just one year two major factors, a global pandemic and the world energy crisis, had a serious impact on all aspects of life.

Within the last 2 years the pandemic has significantly changed our way of work. Since March 2020 we have replaced in-person visits with phone calls. We are going to continue this practice as this saves us time on travel whilst the technology available to us enables us to liaise with tenants, various colleagues and support workers, as well as energy suppliers and other organisations, making our efforts to help our tenants more productive.

As the pandemic lockdowns significantly increased the proportion of people in fuel poverty, instead of covering a wide variety of our tenants through block booking visits, we have been able to concentrate on the most vulnerable tenants.

Our own data shows that the proportion of households advised who were in fuel poverty almost doubled from 45% to 85% between 2019/20 and 2020/21. It has not improved since then, and unfortunately we expect it will only get worse with the energy crisis and food prices going up.

## Some recent changes

The gas and electric market has undergone massive change and seen the cost of home energy supplies increase dramatically.

At the same time the competitiveness of the energy market has all but stopped with the best offerings from energy companies being set at Ofgem's tariff cap.

As the energy crisis worsened increasing numbers of energy suppliers went bust and tenants were moved from collapsed firms to new suppliers appointed by Ofgem as 'suppliers of last resort'.

Many people lost out on previously good value tariffs, as well as experiencing problems with the switching process to their new supplier, due to the large volume of transfers occurring.

The Energy Advice team were able to explain the process to tenants, go through their options and explain how they would now be on a standard tariff. Where there were any problems with the 'supplier of last resort', we were able to step in and investigate as well as advocate for tenants.

It is a confusing time to make decisions about one's home energy which can have costly implications. Our approach to the Energy Advice has had to change.

In previous years the team could suggest ways in which our tenants can save money through both switching supplier/tariff and changing behavioural patterns, now we mostly concentrate on the latter, as switching currently offers no savings.

# 9 | Energy Advice Team

---

## Key Performance Indicators of the Service

Officers conducted 573 Energy Advice calls/visits, including 170 extended calls/ visits with households experiencing complex problems such as chronic health conditions, debt and/or fuel poverty.

In addition to unquantifiable behavioural savings, total direct savings to tenants were estimated to be £67,237, with carbon savings of 2.387t CO<sub>2</sub>e /year.

This figure does not include the estimated £201,600 in savings to tenants from the 1440 letters sent to eligible tenants reminding them to apply for the £140 Warm Home Discount.

We consider our key achievements to be maintaining energy supply and debt release. It's important to mention that thanks to our efforts and those of our colleagues and partners, we have established a good safety net in Oxford for people in need.

- Made 1,835 energy and money saving recommendations (e.g. on heating, hot water and appliance use, meters, accounts, billing and water).
- Helped 36 vulnerable tenants apply for the £140 Warm Home Discount and advised a further 160 tenants of their eligibility and how to apply, saving £27,440.
- Helped 16 tenants apply for the WaterHelp discount scheme (50% discount) and advised another 45 tenants on their eligibility for the scheme. We also helped 2 tenants to apply for WaterSure scheme (which caps their bill), and advised another 7 tenants on their eligibility for the scheme. This way we helped tenants struggling to pay for water to save £12,811 on both schemes.
- Helped 30 households access emergency fuel vouchers, saving £1,248.
- Registered 12 tenants with Priority Service Register (support those with ill-health, mobility or other conditions to get help when there is a power cut/water supply interruption) plus gave advice to another 51 tenants on priority services.
- Facilitated the installation of energy saving measures in homes, saving a total of approximately £1,036/year and 2.387t CO<sub>2</sub>e /year. We made referrals for gas central heating to replace old storage heaters, referrals for loft top-up insulation, and also gave out energy saving LED light bulbs
- Helped 12 vulnerable tenants switch energy suppliers plus advised another 92 tenants on how to switch, saving £16,546.
- Secured compensation for 5 tenants from their energy supplier, saving £529, and advised 5 more tenants how to get a voucher from Thames Water as a goodwill gesture.
- Among 81 tenants with utility debts, 40 had debts with energy suppliers, 21 with water suppliers, and 20 with both. Depending on the specific situation, repayment schemes were set, and/or a household was signposted to charity/fund helping with debts.
- Made 16 debt relief applications worth £10,990 and introduced a new category of advice, "Utility debt/cost management advice", and 232 consultations were done.
- EAOs made 120 referrals for further help, for example to our repairs, Tenancy Management or Tenancy Sustainment teams. These are "standard" referrals as it's immediately clear what issue will be solved by which agency.
- Another 136 households were referred to multiple agencies. Some of them – like Step Change or Charis Grants - were not typical in previous years as not so many of our tenants had to deal with debts as now.
- Officers also had to call 111 and police to prevent danger to tenant's life, raised 3 'My Concerns', and notified Safe Oxfordshire about a case of cuckooing.

# 10 | Welfare Reform Team - Supporting our Tenants

---

The Welfare Reform Team help people experiencing changes to their benefits or struggling to sustain their tenancy to find work, access training and get other support they may need to improve their situation for the long term by offering.

- Dedicated, flexible and one-to-one personal support to get help get customers into (or back into) work and rent payments during this time
- Help with discretionary housing payments (DHPs)
- Help find housing that fits the customer's needs through downsizing or mutual exchange
- Advice and support, including guidance from other advice agencies in the city
- Advice and support with Universal Credit claims

## During the 2021-22 financial year:

- The team successfully closed 221 cases where homelessness was prevented.
- Of their caseload, 124 customers were affected by the housing benefit cap, 76 were affected by the Local Housing Allowance shortfall and 112 were affected by the bedroom tax. More details of these schemes can be found online
- 234 cases were in receipt of Universal Credit and 56 were in receipt of Housing Benefit.

## Outcomes:

- The team supported **59** customers to find employment and **24** customers increased their salary.
- Helped **44** customers to apply for additional benefits
- Supported 10 customers to downsize to a smaller property



# 11 | OX Place - New Council Housing

Oxford City Housing Limited (OCHL) has been re-branded and is now OX Place. Set up in 2016, OX Place aims to build more than 2,000 new homes for rent and sale in and around Oxford in the next 10 years. These will include more than 1,100 council homes providing the genuinely affordable housing that Oxford needs. Creating high quality, modern and sustainable homes is a key priority. And OX Place's approach to sustainability will also contribute towards the council achieving the goal of being a net zero city.

- Over the year 2021/22, **241** affordable homes have been delivered, **148** of these were let at Social Rent. **85** Shared Ownership homes were successfully completed.
- 2021/22 saw the first six schemes by OX Place for the Council complete, delivering 64 new affordable homes (of which **35** were social rented).
- OX Place now have developments in Harts Close, Sandy Lane, Pauling Road, Edgecombe Road, Cumberlege Close and Rose Hill yielded **35** homes (55%) let at social rent.
- OX Place's biggest development of **43** homes in Rose Hill also included **25** shared ownership flats.
- **14** social rent homes were handed over to OX Place at the Barton Park development
- **60** shared ownership units were completed at the Littlemore Park development with Catalyst as a development partner
- **79** affordable homes (of which 75 were social rent) were delivered through the acquisition programme, including new build schemes at Glanville Road and Sandford Road; and from the Wolvercote Paper Mill development (Catalyst).
- There were **24** street acquisition purchases (all for social rent). 10 of these units were delivered through the Homes England RSAP (Rough Sleeping Accommodation Programme) and **2** through the NSAP (Next Steps Accommodation Programme). St Mungo's have taken on the management and support of the tenancies for the NSAP/RSAP units.
- A new corporate level target of **1,600** affordable homes to be delivered for the four years from 2022/23 to 2025/26 was established. This was an increase of **400** units from the previous years. Equally, the service level target of **750** of these homes being at social rented tenure was increased to **850** for the same period.



# 11 | OX Place - New Council Housing

## Development information:

### Cumberlege Close; Marston

Completed in October 2021 with all homes let at social rent to families on our waiting list. Enhanced building fabric and air tightness standards, together with the use of solar panels on four of the houses, mean that Cumberlege Close goes 19% beyond carbon reduction requirements in 2013 building regulations.

To encourage biodiversity the development includes bat and bird boxes, as well as bee bricks in outside walls of the houses. Bee bricks provide nesting spaces for solitary bees to lay their eggs.

Accommodation provided includes two two-bed, four three-bed and three four-bed houses.



*Photographs: Feltham Construction*

### Ashhurst Way and The Oval, Rose Hill;

OX Place's biggest development to date saw the construction of 43 new homes in Rose Hill and was completed in August 2021. The homes are in a mix of one-bed and two-bed flats on two previously developed sites. 18 units are council homes let at social rent with a further 25 units shared ownership units.

Enhanced insulation and air tightness standards, together with the use of solar PV panels, mean that the new homes go 62% beyond carbon reduction requirements in 2013 building regulations.

OX Place and the Low Carbon Hub are also working in partnership to trial a ground-breaking Solar Saver energy offer using electricity generated by the solar panels.

All homes have been built to the Lifetime Homes standard, which means they are fully adaptable to cope with people's changing needs throughout their lives.



*Photographs: Feltham Construction*

# 11 | OX Place - New Council Housing

---

## Harts Close, Kidlington:

Two three-bed homes were handed over in March 2021. Both have been let to families on our waiting list, one at social rent and the other at affordable rent.

Built on a site formerly used as a car park, OX Place's first homes feature solar PV panels and, unusually, three double bedrooms. Most three-bedroom houses have two doubles and one single room, making them unsuitable for larger families.



## Edgecombe Road, Barton

OX Place completed this development of seven council homes in November 2021. Four of the homes have been let at social rent, with the remaining three let at affordable rent. Edgecombe Road includes one four-bed, two three-bed and four two-bed houses. They were built on the former site of the Royal British Legion Club, which was demolished in September 2020 after lying derelict for more than four years. A poppy motif was incorporated into the brickwork to commemorate the site's heritage. Enhanced building fabric and air tightness standards, together with the use of solar panels, mean this development goes 57% beyond carbon reduction requirements in 2013 building regulations.

We have included two covered areas for storing up to 17 bicycles. Bird boxes were also installed for swifts.

