

Tonbridge & Malling Borough Council

Housing Services

An Introduction

Satnam Kaur

Chief Housing Officer



www.tmbc.gov.uk

Tonbridge & Malling Borough Council

Key aims of the Housing Service

- In partnership with the Planning Team assess and plan for the current and future housing needs of the local population across all tenures
- Make the best use of existing stock to meet housing need
- Plan and facilitate new affordable housing
- Supporting vulnerable people so that they can live independently
- Prevent and reduce homelessness
- Work with owners and landlords to improve the quality and standards of all private sector homes
- Improve the sustainability of housing in the borough
- Work in partnership with other organisations to ensure effective housing and neighbourhood management



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Housing Teams



Satnam Kaur

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Lynn Wilders

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Chris Knowles

Housing Strategy &

Enabling Manager

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Linda Hibbs

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Jane Smither

Housing Options Team Manager

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Jason Wheble

Homechoice Team Leader

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Housing Needs

- Housing Waiting List and Lettings
- Housing Advice, Assistance & Options
- Homelessness Applications



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Housing Register Eligibility, Qualification and Banding

- Anyone wishing to join the housing register must be eligible for social housing and meet the qualification criteria
- **Ineligible applicants**
Certain categories of people are excluded from being offered social housing. These relate to persons who have restricted rights to reside in the United Kingdom or have no access to public funding.
- **Qualification criteria**
To qualify to join the scheme applicants must have an identified housing need in accordance with the Council's Housing Allocation Scheme AND have a local connection to the borough
- **Banding**
4 Bands: **A** - Urgent, **B** - High, **C** - Medium, **D** - Low

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Numbers on Housing Register

Bedrooms needed	Band A	Band B	Band C	Band D	Total
1 bed	77	151	527	271	1026
2 bed	17	126	226	91	460
3 bed	5	23	69	12	109
4 bed		8	42	3	53
5 bed		8	5		13
6 bed		5			5
Grand Total	99	321	627	377	1424

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Lettings 2014/15

Homeseeker					
Bedrooms	Band A	Band B	Band C	Band D	Total
1 bed	3	43	45	8	99
2 bed	2	67	43	1	113
3 bed	2	18	28	1	49
4 bed	1	1	2		4
Total	8	129	118	10	265

Transfer					
Bedrooms	Band A	Band B	Band C	Band D	Total
1 bed	26	29	7	1	63
2 bed	1	27	11	1	40
3 bed		8	31	2	41
4 bed	3	2	3		8
Total	30	66	52	4	152

Grand Total	38	195	170	14	417
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Housing Options Presentations 2014/15

Advice & Assistance	491
Homelessness Full Duty	80
Homeless Decision but full duty not owed	82
Prevented	101
<hr/> Grand Total	<hr/> 754

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Housing Strategy & Enabling

- Work in partnership with Registered Providers (RPs), Developers, Homes & Communities Agency to provide affordable housing for people in housing need and identify opportunities for new housing developments
- Contributing to the development of the Council's strategic planning policies aimed at securing the right numbers, type, and tenure of affordable housing
- Monitoring partner RPs in their ownership of affordable housing stock



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Affordable Housing Completions

	2010/11	2011/12	2012/13	2013/14	2014/15
Rented	138	9	106	130	73
Shared Ownership	31	14	2	86	39
Grand Total	169	23	108	216	112

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Affordable Housing Schemes - Ashbys Yard, Tonbridge



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Affordable Housing Schemes - The Pinnacles, Tonbridge



Russet Homes

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Affordable Housing Schemes

Tonbridge Grammar School for Girls



West Kent Housing Association

Tonbridge & Malling Borough Council

Affordable Housing Schemes - K College, Tonbridge



West Kent Housing Association



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Private Sector Housing

The team works towards warm, safe healthy homes for all homeowners and private tenants. Key functions include:

- Housing Assistance e.g. Disabled Facilities Grants in private sector homes. Includes stair lifts, showers, mobility aids and adaptations
- Improving housing standards in private sector – including licensing of houses in multiple occupation, decency standards in private rented accommodation, property inspections
- Bringing Empty Homes back into use



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Private Sector Housing – Disabled Facilities Grant



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Private Sector Housing – Disabled Facilities Grant



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Private Sector Housing

Enforcement of housing conditions, before . . .



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Private Sector Housing

Enforcement of housing conditions, after . . .



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Any questions?



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Environmental Health Services

An Introduction

Jane Heeley

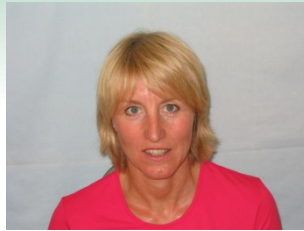
Chief Environmental Health Officer



www.tmbc.gov.uk

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Environmental Health Teams



Jane Heeley

Chief Environmental Health Officer

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Jacqui Rands

Environmental Protection Team Manager

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Melanie Henbest

Food and Safety Team Manager

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Tonbridge & Malling Borough Council

Service aim

- To protect our residents from environmental factors that may affect their health and wellbeing e.g. unsafe food, excessive noise and air pollution.



Tonbridge & Malling Borough Council

Key Services

- Environmental Protection
 - Statutory nuisance
 - Air quality
 - Contaminated land
 - Private water supplies
- Food and Safety
 - Food premises inspection
 - Food hygiene rating scheme
 - Food sampling
 - Accident investigation
 - Food poisoning



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Regulation

- Advice and guidance
- Enforcement notices
- Prosecution
- Closure



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Reports to this Advisory Board

- Environmental Health updates
- Service plans
- Statutory Notices, Prosecutions and Appeals
- Promotional Campaigns



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Any questions?



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Waste & Street Scene Services

An Introduction

Dennis Gardner

Head of Waste & Street Scene



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Tonbridge & Malling Borough Council

Service aim

- To provide a clean, smart, well maintained and sustainable Borough, through the delivery of high quality services, education and promotional campaigns and effective enforcement of environmental offences.



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Key Services

- Refuse Collection
- Recycling
- Street Cleansing
- Public Conveniences
- Dog Warden Services
- Pest Control
- Fly Tipping
- Abandoned Vehicles



Tonbridge & Malling Borough Council

Our approach – The 4 P's

- **P**ick it up – waste collection and cleansing
- **P**romotion – raise awareness and campaigning
- **P**rosecute – enforcement
- **P**artnership Working



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Our Contracted Services

- Refuse, Recycling & Street Cleansing – Veolia
- Public Conveniences – Specialist Hygiene Services (SHS)
- Dog Warden Services – Wards
- Pest Control – Monitor



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Promotion & Awareness

- Keep Britain Tidy
- Cleaner Borough Campaign
- Street Monitors Initiative
- Love Where You Live
- Love Kent
- Bash the Trash
- Bag & Flag – Dog Fouling
- Voluntary Litter Code
- Snodland Goes Cleaner



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Enforcement

- Litter & Dog Fouling – Fixed Penalty Notices
- Fly Tipping
- Waste Carriers – Duty of Care



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Partnership Working

- Street Scene Officers Group
- Kent Resource Partnership
- Kent County Council Waste Management – Waste Disposal Authority
- Kent County Council Highway Services
- Plus many other local & national groups and organisations
- Sharing Information & good practice



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Reports to this Advisory Board

- Waste & Street Scene Legislation – updates
- Key Service Delivery Issues
- Contract Performance
- Partner Services & Initiatives
- Statutory Notices, Prosecutions & Appeals
- New & Ongoing Promotional Campaigns

Plus:

- Information Bulletins & Updates



Tonbridge & Malling Borough Council

How to report issues

- Online report forms via [tmbc.gov.uk/waste](https://www.tmbc.gov.uk/waste)
- By email waste.services@tmbc.gov.uk
- Streetline – direct telephone reporting **01732 876060**
- Street Monitor Guidance Booklet
- The Team



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Waste & Street Scene team – Service Managers



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Any questions?

