

# Partnership Strategy



SGH

St George Housing



Better Together

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# About Us

St George Housing (SGH) was established in 2021 to deliver high quality homes and value adding tenancy services to those in need of safe and affordable housing.

Our business plan aims to provide social housing to those who are homeless or at risk of homelessness.

Our business model is based on reinvesting surpluses back into developing our social housing provision and services.

# OUR GOALS



**Our mission is to to deliver safe, secure and affordable housing that help communities thrive.**

We aim to acquire our first social housing homes in 2023 on freehold basis through private shareholder investment. The North of England will be a key focus for social housing development.

Our social housing accommodation will serve as general needs properties aimed at those who are eligible to access housing through their local authority choice based lettings service.



# Our Strategy

**Our 5 key corporate objectives help fuse our business plans.**

**Homes:** Provide, safe, secure and affordable homes

**Residents:** Deliver resident led services

**Partners:** Work collaboratively with our key stakeholders to empower our residents

**People:** Embed a culture based on listening, learning and continuous improvement

**Finances:** Reinvest our surplus back into our social purpose.

Our strategy is based on reinvesting our surpluses back into our social purpose. We will partner with other registered providers or social housing management agents to deliver our services.

# MANAGEMENT AGENTS



## **To help deliver our mission we will work collaboratively with partners who share our vision**

We are a small charitable organisation run by dedicated volunteers. To ensure value from money we have opted to work with other Registered Providers or social Housing Managing Agents to deliver our frontline services.

Our front line volunteers will work collaboratively with our managing agents to ensure we remain accountable to our residents for the services we deliver.

We will help to maintain high standards across our front line by ensuring that our volunteer base have the relevant skill set and can dedicate sufficient amounts of time to support the delivery of our services.

# OUR SERVICES

**St George Housing will work collaboratively with our service delivery partners to ensure our services provided meet our quality assurance standards.**

Using our regulatory knowledge and housing management experience we will embed processes that ensure we have sufficient oversight on our services delivery partners. We will work in collaboration with our partners to deliver a holistic tenancy management service to cover the following:

## PROPERTY COMPLAINTS

- Landlord health and safety audit
- Repairs management audit
- KPI development reporting
- Decent Home Standard assurance
- Property safety check management
- Statutory compliance support
- HMO Compliance

## TENANCY MANAGEMENT

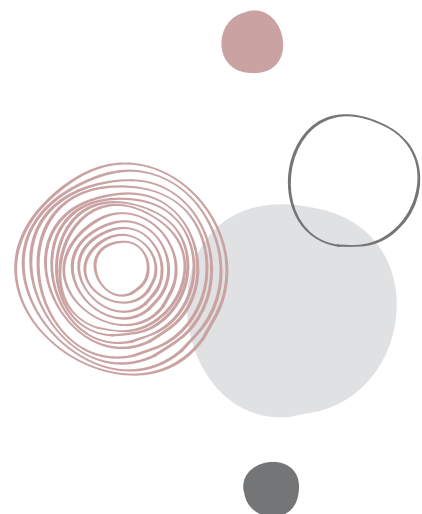
- CRM tenancy management set up
- ASB & Safeguarding
- Allocations and Lettings
- Arrears and void Management
- Income collection
- Resident engagement
- Community involvement
- Data management

## GOVERNANCE

- Business assurance
- NHF Code of governance
- Regulatory standards
- Housing ombudsman complaint handling
- Policies and procedures
- National Standards of Expectations
- Resident satisfaction measures
- Risk assessments
- GDPR

## BUSINESS ASSURANCE

- Management accounts review
- Insurance compliance
- KPI reporting
- Quarterly audit and reviews
- Due Diligence monitoring
- Tenant Satisfaction Measures





## Our Partners

**Together Housing and Blackpool LA manage the choice based letting (CBL) portal in the Lancashire area on behalf of the Local Authority.**

As, partners that share our vision, we have agreed to work collaboratively in relation to allocations and lettings. SGH will advertise our social housing properties via a CBL portal and receive direct referrals from the local authority to ensure that our homes are available to let to those who are eligible for our services.



# VALUE FOR MONEY



## **Additional benefits of collaborative working with SGH and how we add value.**

We will embed value for money into all our processes and will create savings to operational costs. Our social rents are set below market rents and as such create savings on the public purse where our residents are entitled to housing benefit or Universal Credit.

We will also improve our operational efficiencies with savings on expenditure in areas such as council tax, and property licencing.



SGH

St George Housing

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**Thank you,**  
and we look  
forward  
to working  
with you.

