



Improving Housing in South Norfolk

A Summary Leaflet of the Council's Housing Renewal Strategy



The Government has given Councils wide ranging powers to provide help for the improvement of the housing stock. As a result of this, South Norfolk Council has adopted a Housing Renewal Strategy which sets out its policies, services, and forms of assistance.

The Strategy is available on request from South Norfolk Council and can also be downloaded from our website www.south-norfolk.gov.uk. It has been developed from our Strategic Housing Renewal Policies, first published in 2003.

1. THE COUNCIL'S AIMS

South Norfolk, like the Government, believes it is the primary responsibility of the owner to maintain a home. However we realise that sometimes people need help.

The Council aims to ensure people receive help with housing according to their need. This could be in the form of advice, practical help and or financial help. Sometimes it comes from the Council alone and sometimes includes other organisations such as health or social services as we often work together.

The needs of the vulnerable take priority. This group includes the elderly and people with disabilities. These people are at particular risk of ill-health as a result of poor housing.

Our Aims Are:

- **To provide services aimed at those at most risk and in greatest need.**
- **Helping to provide healthy, safe and warm living conditions**

2. HOW WE CAN HELP:

We will help improve people's living conditions through a combination of:

- a. Advice for individuals or sourcing help from other places**
- b. Providing Care and Repair Services**
- c. Grants and loans**
- d. The use of our legal powers**
- e. Partnership working with the Voluntary, Private and Public Sectors.**

a. Advice

We aim to ensure that people contacting us will receive a 'Gateway Service' intended to connect people to services and a level of service appropriate to their needs.

b. Care and Repair Service

This is aimed at helping the elderly and the vulnerable to live independently by:

- providing advice, practical help and support
- working with partners and agencies who can support the needs of the client.

c. Grants and Loans

We provide the following grants and loans:-

- the Safe and Warm Grant provides money to help vulnerable and low income households to remain safe and warm in their homes.
- the Disabled Facilities Grant provides money to help households to adapt their homes for people with a disability
- the Decent Homes Loan provides financial help to improve your home

Individual leaflets are available describing the three main options provided and full details can be found on the Strategy document.

d. The use of our legal powers

Some of the poorest housing conditions are in the private rented sector. Appendices to our Strategy detail our enforcement policy and our powers under the Housing Act 2004. We also encourage partnership working with landlords and tenants in the private sector, including improving standards through a sub regional landlord accreditation scheme and regular liaison with the Eastern Landlords Association

e. Partnership working

We work with public sector, voluntary and private sector partners to link people to the range of help they need and thereby maximising the benefit to the client. Full details of our partnerships are found in the main strategy document.

3. CONTACTS

For further information contact the: Housing Renewal Team,
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