

Meeting your housing needs

How the private rented sector and outsourcing can save you money



Meeting your housing needs through the private rented sector

The private rented sector offers an affordable yet practical solution for homelessness prevention, the provision of temporary accommodation and access to housing.

In addition to the widely adopted approaches to homelessness prevention such as Private Sector Leasing (PSL) we have used our experience and expertise, as one of the largest private sector providers of leased accommodation, to develop a range of bespoke services that support government requirements and local authority housing needs, in addition to contributing to financial savings and helping to ease shrinking resources.

As outsourcing has also become an increasingly important means of accessing resources to meet housing requirements, we have worked with local authorities to enhance their service delivery levels and meet their strict performance targets through our significant and proven capabilities of outsourcing processes, practice and procedures.

At Orchard & Shipman we forge partnerships with our clients and work closely with them to understand their business priorities and their commercial drivers, as well as the needs and aspirations of their residents and other key stakeholders.

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Providing access to the private rented sector

The private rented sector offers a cost effective source of housing provision to support Local Authorities and Government Agencies with homelessness prevention, temporary accommodation and access to housing.



Leasing is the more widely adopted approach to satisfying housing needs and to date has helped house thousands of people who would otherwise be homeless or in unsuitable accommodation.

There are however a number of alternative models of housing provision, using private rented sector properties, which can be adapted to alleviate housing shortages whilst at the same time support restricted budgets. Many of these options also offer flexibility for integration with other forms of housing service provision.

Benefits to accessing the private rented sector

A flexible solution

- A large supply of property is available to meet rapidly changing demands
- A flexible supply of property types are available, dependent on local or regional requirements
- Geographical coverage is nationwide. Out of borough procurement and bespoke provision is made easy
- Access to investment funds

Sustainable cost efficiencies

- Empty property costs are avoided easing local authorities budgets
- Cost savings are made on repairs and general property maintenance, as these costs/risks are taken on by Orchard & Shipman
- The use of expensive alternatives to housing, such as bed & breakfast accommodation, is avoided

An integrated solution

Our services, which make use of private rented sector properties, can be integrated with other schemes of housing provision that you may currently have in place, offering greater flexibility for managing change, cost and associated risks.

A strategic approach

In addition to established models of provision, we have developed innovative new ways of utilising investment funds to provide longer term housing provision, enabling local authorities to capture the long term value of property.

Managing expertise through Orchard & Shipman

We manage properties on behalf of our local authority partners throughout the UK. We have a replicable business model in place that can deliver successful contract completion and procurement commencement within a matter of weeks. We have a proven track record of procuring good quality, suitable housing in high volumes and often significantly ahead of target.

For more information about Orchard & Shipman or to discuss your requirements please contact:

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Leasing

Leasing from the private sector provides a viable and sustainable solution for homelessness prevention, the provision of temporary accommodation and access to housing.

Private Sector Leasing for Temporary Accommodation

The traditional model of private sector leasing (PSL) supports Local Authorities in meeting their statutory duty by providing suitable temporary accommodation to homeless households. It works on the basis that properties are leased from private landlords and other property owners for periods of between 3-5 years. These homes are then let by the Local Authority to people who are homeless, with Orchard & Shipman acting as the managing agent throughout the process.

The benefits of this approach:

- Avoids an overreliance on permanent stock for temporary accommodation
- Meets Local Authorities statutory requirements to house homeless households
- Avoids expensive and often unsuitable alternative accommodation, such as bed & breakfast
- Indemnifies Local Authorities for rent arrears and against property damage (subject to agreed limits)

Private Sector Leasing for Homelessness Prevention

Private sector leased properties can be accessed to provide quality homes to those at risk of homelessness before a homelessness duty exists. From experience gained in delivering such schemes to Local Authorities, we are able to design a tailored service that takes on the majority of the void, arrears and damage risks providing you with significant cost savings.

The benefits of this approach:

- Reduces the use of temporary accommodation
- Provides a value for money solution to meeting homelessness targets
- Provides access to an increased range of properties

Private Sector Leasing for Supported Housing

The private sector leasing model (PSL) also benefits Local Authorities by supplying self contained properties for use in supported accommodation, the long term leases involved allow Local Authorities to house tenants in need of support in leased properties, alongside or nearby their support provision. This arrangement is flexible and by procuring effectively can be used to house elderly tenants, people with learning disabilities, physical disabilities or mental health issues, and can support different models of support provision including live-in and 'core and cluster'.

The benefits of this approach:

- Produces significant cost efficiencies in support provision
- Presents savings on accommodation costs

**Private Sector
Leasing for
Temporary
Accommodation**

**Private Sector
Leasing for
Homelessness
Prevention**

**Private Sector
Leasing for
Supported
Housing**

Supporting tenants

Private sector leasing presents tenants with increasing opportunities to access safe, secure, self contained properties that are often a welcomed alternative to bed and breakfast or hostel accommodation. The nature of the private sector leasing model is flexible enough to afford tenants a choice of areas to live and also provides access to housing for tenants on housing benefits.

Our Experience

We are currently managing a significant portfolio of properties through private sector leasing alone on behalf of our 8 Local Authority partners throughout the UK.

Through our experience we have developed a replicable business model which delivers successful contract completion and procurement commencement within a matter of weeks. Our procurement teams also have a proven track record of acquiring good quality, suitable housing in high volume and often significantly ahead of target.

Enhanced benefits from Orchard & Shipman:

- Expertise in procurement with a proven track record of acquiring suitable properties
- Service support with full professional tenancy and property management
- Management of all landlord communications and liaison, from procurement stage through to property hand-back

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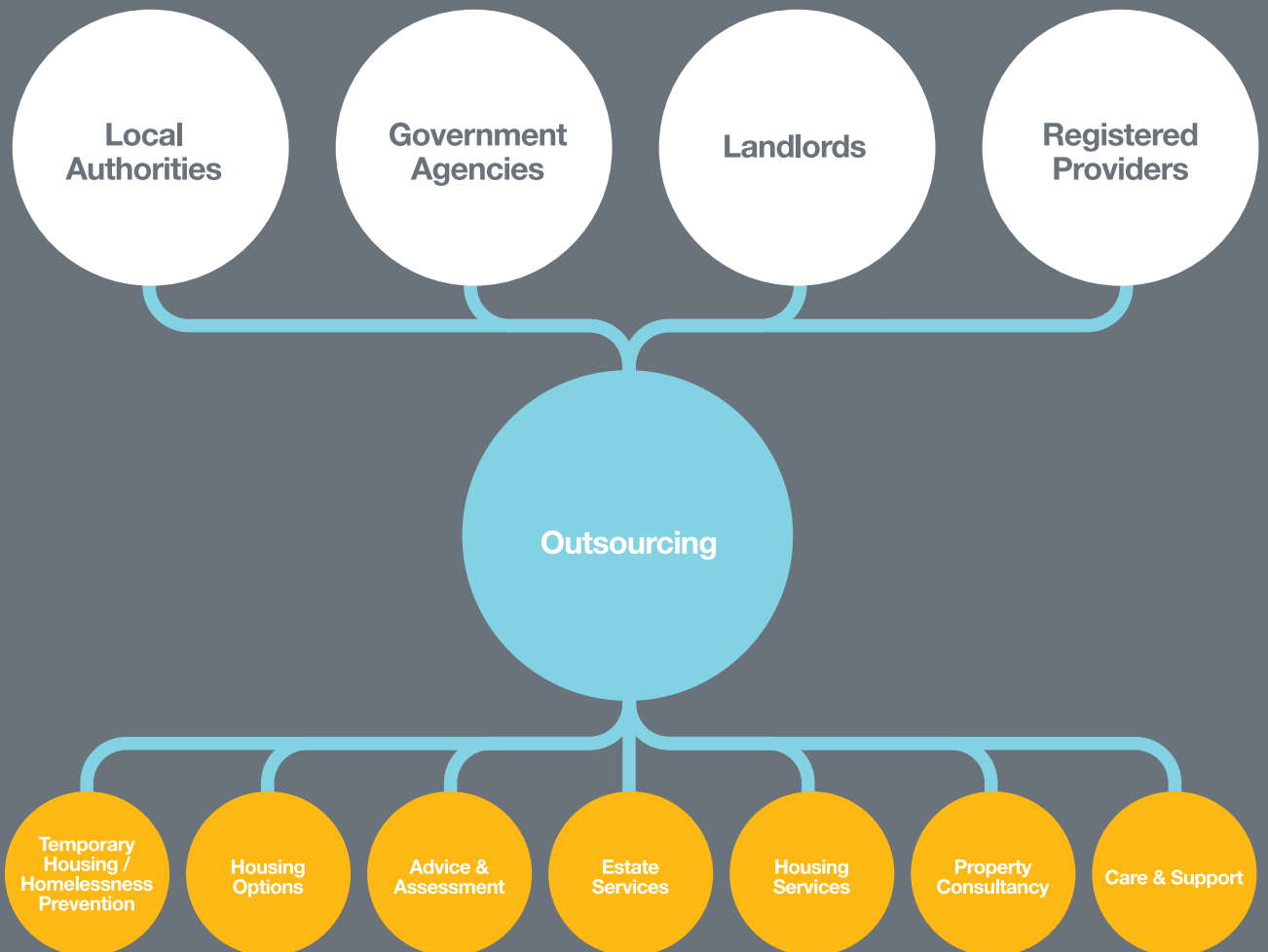


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Outsourcing

Outsourcing has become a viable option for the provision of services to address Government and Local Authorities' housing needs. With further constraints placed on budgets as a result of the changing economic climate, outsourcing brings cost savings to an area where traditionally investment is significant.



Benefits of outsourcing

Supporting cost savings

- Outsourcing services are delivered within an agreed budget
- Cost savings can be made from the expertise of experienced providers
- Outsourcing draws upon the wider expertise within a commercial business
- Costs associated with property voids, arrears and damage risks are diminished

Risk Avoidance

The risks that are typically associated with internal resourcing such as; loss of income, property dilapidations and bad debts/voids are mitigated and transferred to delivering partners.

Service improvements

Service improvements can be efficiently managed whilst overall costs are reduced.

Your outsourcing partner

To increase the effectiveness of outsourcing service provision the right delivery partner is essential.

At Orchard & Shipman we work together with our clients to partner a unique and tailored approach, bringing together the experience and expertise of a commercial business with the ethos of the public sector.

Our approach to success:

- Communication through process management and regular reporting
- Experience of Transfer of Undertakings (Protection of Employment) Regulations (TUPE) Transfer
- Integration of services to support the objectives of outsourcing
- Increasing efficiencies through the facilitation of housing management

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Outsourcing

Outsourcing housing services presents Local Authorities with a solution to the continued pressures of making cost savings and demonstrating value for money. It provides the flexibility to design services within available budgets and to agreed specifications.

Services provided through outsourcing can be explored through the tender process, this presents the opportunity to compare and map existing service costs and current methods of delivery to alternative solutions. The tender process may evidence a new approach which is different to that anticipated, but one that still meets strategic objectives.

Reasons to outsource

- You remain in control of cost and quality of service provision without having to focus your resources on operational delivery
- Outsourcing services are tailored specifically to your objectives and designed to align with your performance targets
- Established controls for monitoring contracts can be put in place with the provider to ensure delivery
- Outsourced services can be integrated with any other in-house service or scheme currently adopted

Supporting your strategy

Outsourcing services from Orchard & Shipman provide you with access to highly professional in-house resources and expertise. The services are designed to support your strategy and can be shaped and delivered accordingly.



Outsourcing

Delivering value

Well managed outsourced services will support a seamless transition from current in-house provisions. We operate a culture of collaboration and partnership, and work to clearly defined objectives and service standards. We are forward thinking and proactive in our management to deliver real value and continual improvement.

What we bring our customers

- Effective IT systems
- Experienced and productive people
- Professional recognition and accreditation from industry sector bodies

Our extensive capabilities

- Proven expertise in delivering services on time and within budget, to meet Local Authorities housing needs
- Innovative approach to produce tailored service solutions
- A flexible service infrastructure

We can work in partnership with you to tailor services that support your legal obligations such as homelessness prevention, access to housing and the provision of temporary accommodation.

Within our subsidiary company Campsie we have a large team of highly experienced and RICS accredited surveyors that provide professional property and consultancy services.

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Support from industry experts

Orchard & Shipman are recognised professionals within the industry, as we are one of just two private sector providers to have received accreditation by the Homes and Communities Agency (HCA) and the Tenant Services Authority (TSA), to provide housing management services to public sector landlords, such as Local Authorities, Arms Length Management Organisations (ALMOs), Housing Associations, Registered Providers (RPs) and Government Agencies.

We have also been awarded certification by the British Standards Institute (BSI) to the quality management standard ISO 9001. This award is testament to the quality of services we provide to our clients and residents.

Some of our Local Authority partners:



Westminster City Council Housing Options Service

In a contract with Westminster City Council Housing Options Service (run by RMG), we currently supply 250 homes in London each year, using our unique leasing scheme 'Letfirst'. This scheme was designed to facilitate access to the private rented sector to tenants who otherwise may be excluded from obtaining a private tenancy.



Brighton & Hove City Council

Brighton and Hove City Council appointed us in September 2010 to procure and manage over 100 properties through Private Sector Leasing.



Hillingdon Council

We have been working with Hillingdon Council in London since 2002, managing a portfolio of over 800 units of leased accommodation. This portfolio is used to provide the council with a seamless temporary housing service.



City of Edinburgh Council

Utilising our 'Letfirst' leasing scheme, tenants in the City of Edinburgh have access to rental property regardless of their ability to pay a deposit or advance rental payment. 'Letfirst' in Edinburgh is a true hybrid service using the private rented sector to satisfy the council's housing need.



South Gloucestershire Council

We deliver a housing advice service to South Gloucestershire residents through an outsourcing agreement. The service constitutes advice surgeries and a monitored telephone advice hotline.



Working in partnership to deliver value for money housing services

An expert provider:

Uniquely blending the public and private sector to combine the benefits of a partnership

Providing value for money solutions to meet your housing needs

Ensuring delivery through efficient service delivery and effective use of resources

Experience gained from managing properties under contract nationwide

Recognised and accredited within the sector

The Orchard & Shipman brand supports over 35 years experience of providing bespoke housing solutions to local authorities. Our staff at all levels of the business combine a mixture of local authority, registered provider and private sector backgrounds each bringing a different flavour of skills and experience.

This deliberate blend of skills, the quality of our service and the values we adopt with all of our clients has created a huge demand for our services, and as well as working for many local authorities in Scotland and England we do business with a large number of private organisations and thousands of individual landlords.



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