

Background information in relation to potential Affordable Housing provision in the Parish

Greenoak:

- Is a local charitable association based in Woking.
- Has two completed rural schemes in Guildford, including one in Normandy.
- Is working in partnership with Puttenham and Wanborough Housing Society to help them maintain their homes effectively.
- Is prepared to work with the PC and P&WHS to deliver new affordable homes.

#### OUR OBJECTIVES

To work in partnership with local communities to deliver good quality homes which are truly affordable for local people.

To provide and allocate homes in line with jointly agreed policies and rental levels.

To ensure all homes are as sustainable as practical in construction and operation.

To ensure the long-term value and usability of homes, by building homes to adequate space and 'Lifetime Homes' standards and minimise environmental impact over their life.

#### BACKGROUND

##### Size and Area

Greenoak was formed in the 1970s and now manages some 500 homes in a limited area of Surrey and Sussex.

We are based in Woking and provide predominantly social rented homes but also includes a small number of intermediate rental and leasehold properties. We aim to provide sustainable and accessible homes for general needs, families and older people, including those wishing to downsize.

The Association has grown in recent years through new development, partnerships and providing management services to other social landlords and small charities. Our development area is limited to Woking, Guildford, Waverley, Horsham and Chichester. Except in Woking, our focus is on meeting specifically-identified rural housing needs in collaboration with local councils.

We seek to provide homes that are truly affordable to people in housing need and this is made possible by the availability of low cost sites, the Association's reserves and borrowing capacity, and occasionally property sales.

#### Service Approach

Greenoak provides a local service with its small staff team knowing residents individually, and providing agreed support as required. Staff can be at most properties within an hour. We operate an in-house maintenance 'Green Team' to look after our properties and employ local firms to provide a complete responsive and planned service. Regular 'walk about' visits to each site ensure we address any emerging issues promptly. We have recently offered a 'Green Doctor' service to help residents' energy efficiency and reduce fuel bills.

#### Governance

Our Board consists of skilled and committed members including tenants. It sets the strategy and direction of the Association and delegates to Committees operational oversight. We are principally regulated by the Homes and Communities Agency and have adopted the governance standards set out by the National Housing Federation. We work in partnership with local communities to meet genuine needs with quality

#### Sustainability

Greenoak has a long-standing commitment to sustainability in its activities. We only undertake work that is demonstrably sustainable in economic, social as well as environmental terms. This enables us to provide homes that people value, that are inclusive and accessible, affordable to run and that minimise impact on the environment. We have pioneered high performance sustainable housing which has been recognised by various national awards over the years.

Adrian Buffery

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