



Charlotte Spendley

East Kent Housing

East Kent Housing

- Shared services vehicle
- 18,000 homes
- 230 employees
- 30 year contract



East Kent Housing partners



Shared Services in East Kent

- Human Resources
- Audit
- Waste partnership
- East Kent Services
- East Kent Housing

Rational for shared housing service

- Improved service
- Bigger voice for tenants
- Capacity and resilience
- Efficiencies and economies of scale
- Geography
- Clout

Ownership and Governance

- Hosting v stand alone
- Limited delegations
- Owners Agreement

Tenant endorsement

- Joint Tenants and Leaseholders group
- No Decent Homes “bribes”
- Promise of “improvements”
- 50% response – 69% support

Efficiencies

- Savings targets in year 1
- Opportunities for efficiencies in the future
 - Managed budgets
 - Support Services
 - Different ways of working

Challenges

- Merger
- Relationship management
- Consistency
- Letting go



Contact Details:

Charlotte Spendley

Head of Finance

East Kent Housing

Head Office (Shepway)

tel: 01303 853772

e-mail: charlotte.spendley@eastkenthousing.org.uk