



Using the Private Rented Sector to Tackle Homelessness

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Orchard & Shipman plc



Background to Orchard & Shipman

- Established 1988
- 150 staff in 6 offices – Uxbridge, Windsor, Slough, Staines
West Drayton, Edinburgh
- Property services company specialising in:
 - Community housing
 - Surveying
 - Residential sales and lettings
 - Commercial sales and lettings

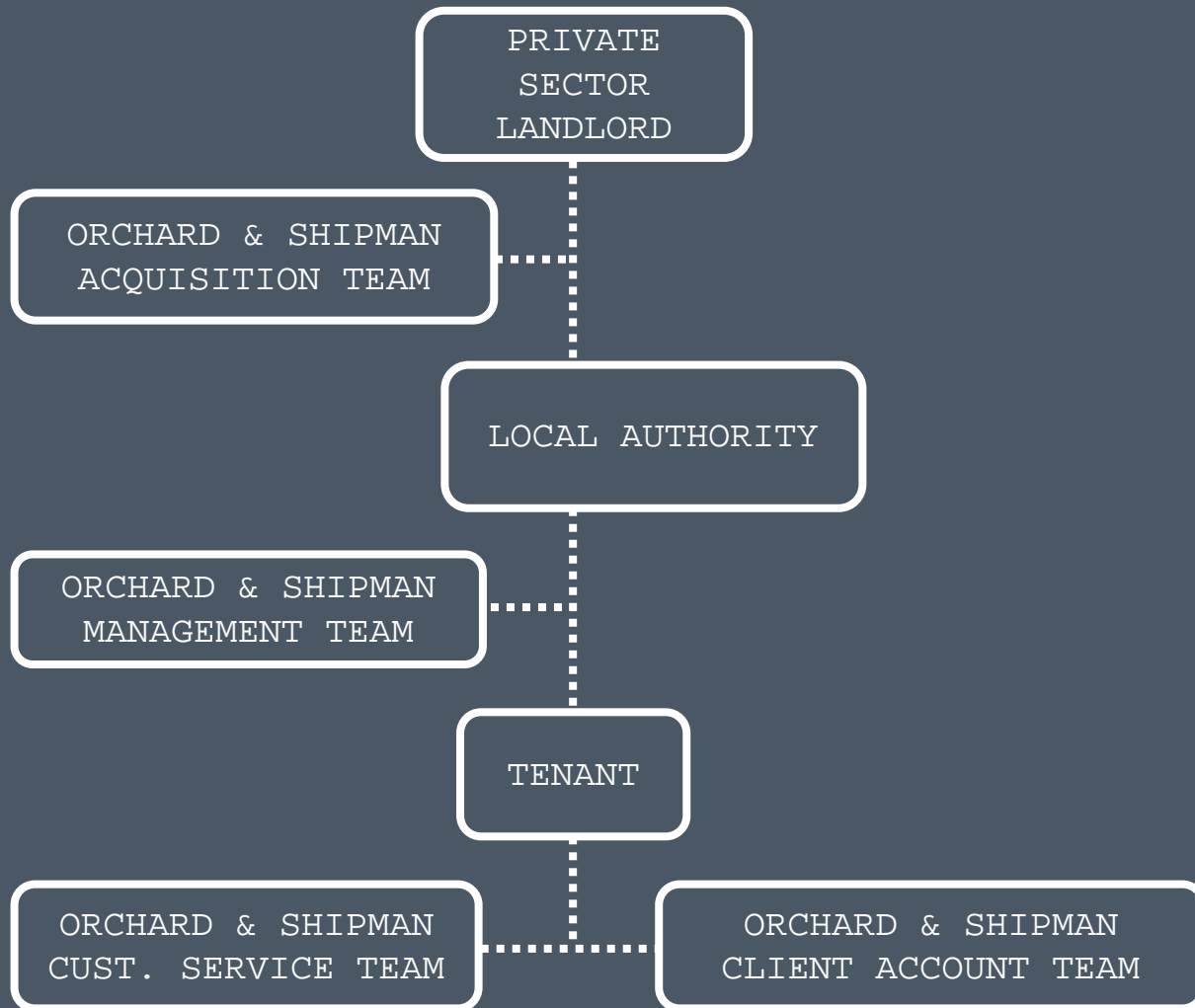


Private Sector Leasing (PSL)

- Solution to shortage of temporary housing
- Providing homes for families in need
- Contracts with
 - London Borough of Hillingdon
 - Spelthorne Borough Council
 - City of Edinburgh Council
- Contracts for 2,500 properties

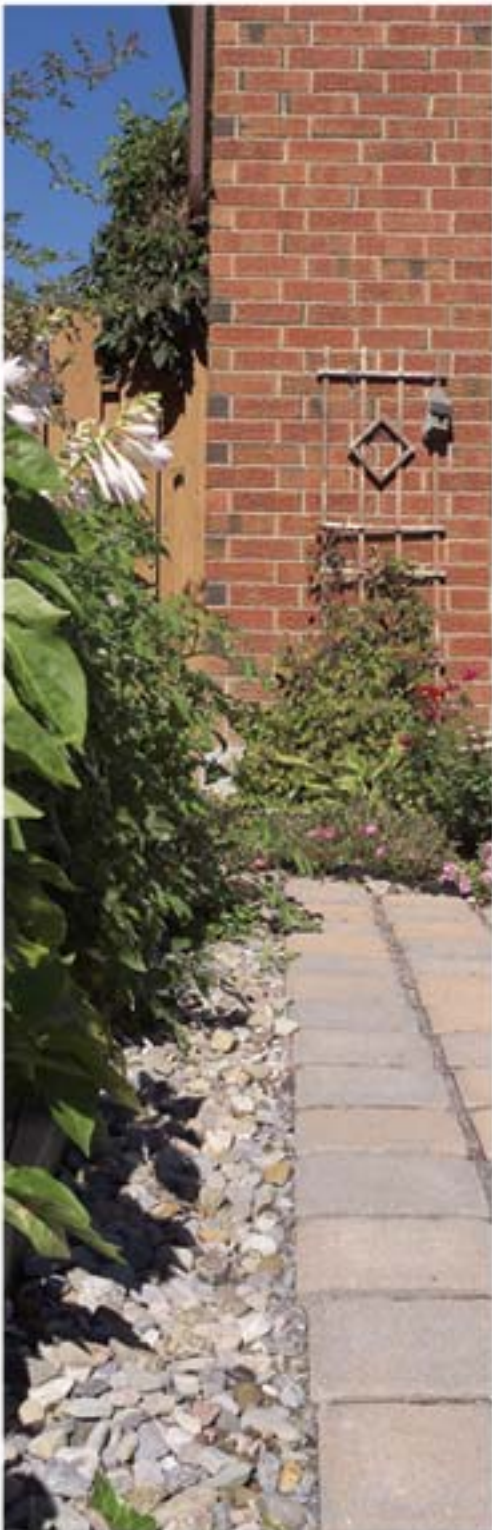


Typical PSL Structure



Benefits to Councils

- Experienced community housing provider
- Increasing housing options for homeless
- Major increase in temporary accommodation provision
- Significant budget savings when compared with hostels and B&B
- Partnership working with private landlords
- Risk flexibility (e.g. indemnities)



Benefits to Homeseekers

- More secure temporary accommodation
- More choice in location, type of accommodation
- Furnished / unfurnished options
- Professional property management service
 - Accompanied viewings
 - Settling in visits
 - Interim visits
 - Check out visits



Benefits to Communities

- Properties dispersed across Council area
- Properties dispersed within streets and areas
- Neighbour notification
- Neighbour nuisance cases dealt with quickly and effectively





Benefits to Landlords

- Guaranteed rent, paid quarterly in advance
- Long leases – 3 to 5 years
- No agent's fees
- Free property management
- No void periods – rent paid whether the property is occupied or not
- No dilapidations – subject to fair wear and tear
- Option for repairs to be carried out by contractor

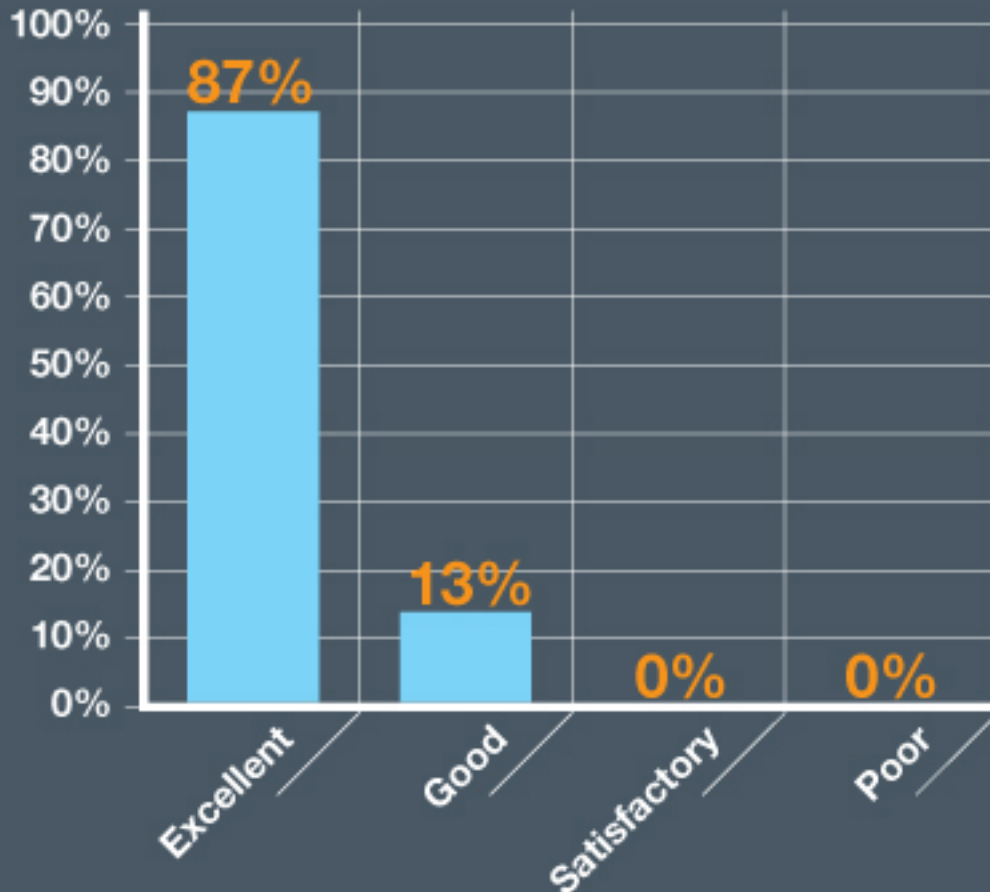


Edinburgh Council Contract

- 5 year contract to procure 1,500 properties
- 1000 properties now passed
- 220 properties in pipeline
- 4,500 landlords registered interest
- 3 Landlord Evenings with 150-300 at each
- High landlord and tenant satisfaction figures
- Monthly Contract Meetings with CEC
- 2006 COSLA Excellence Award Winners (Bronze)

LANDLORD SATISFACTION SURVEY

OVERALL OPINION OF OUR SERVICE



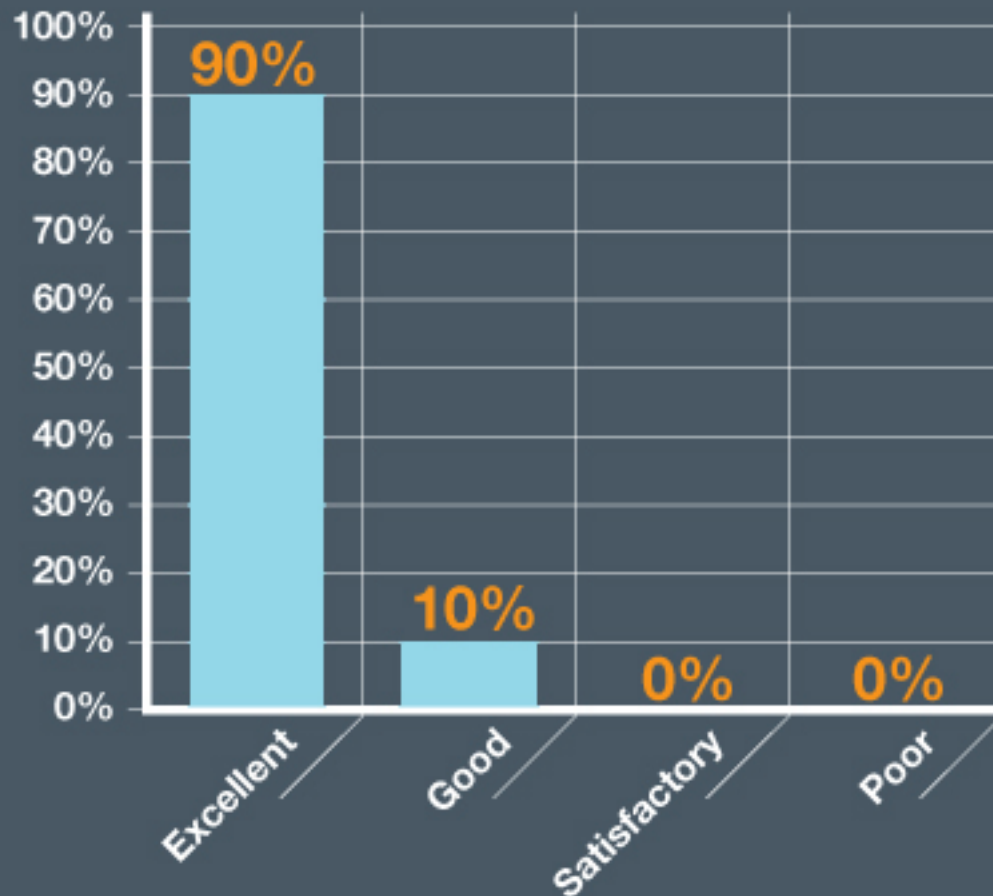
Our landlords have said:

“All excellent – I am delighted with the service.”

“For me your presentation and the information you gave me was everything I needed to hear.”

TENANT SATISFACTION SURVEY

OVERALL OPINION OF OUR SERVICE



Our tenants have said:

“In my experience Orchard & Shipman were extremely helpful and helped me to achieve my goal.”

“Very helpful, very welcoming, excellent service.”



QUESTIONS & DISCUSSION