

FAREHAM

BOROUGH COUNCIL

Report to Housing Tenancy Board

Date **26 January 2015**

Report of: **Director of Community**

Subject: **QUARTERLY PERFORMANCE REPORT - TENANCY SERVICES**

SUMMARY

This report sets out Performance Monitoring data for Tenancy Services covering Rent Arrears and Repossessions, Void Property Management including Void Rent Loss, Estate Inspections and Satisfaction Levels for Estate Services, Anti-Social Behaviour, Tenant Consultation and Involvement.

RECOMMENDATION

That the Board notes and scrutinises the information contained within the report.

INTRODUCTION

1. This report for Board members' information and review provides information across a range of housing management services, including rent arrears, empty homes, anti-social behaviour, estate management and tenant involvement.

CURRENT TENANT RENT ARREARS

2. The level of current tenant rent arrears as at week ending 4 January 2015 is shown in the table below:

Period	Arrears Total (£)	Arrears as % of Rent Due and Collectable	Arrears compared to previous period	Arrears compared to similar period in previous year
Oct – Dec 2014	£247,965.43	2.13	↓	↓

3. A breakdown of current tenant arrears as at week ending 4 January 2015 by patch area is shown in the table below:

Arrears Banding (£)	Portchester & SW Fareham	North Fareham	Stubbington & SE Fareham	Western Wards
< 100	£2024.42 (52 cases)	£2284.41 (52 cases)	£2216.45 (47 cases)	£2150.23 (52 cases)
100 - 249	£4631.83 (28 cases)	£4891.84 (29 cases)	£4428.32 (27 cases)	£3825.19 (22 cases)
250 - 499	£8485.81 (23 cases)	£8958.03 (25 cases)	£11106.77 (30 cases)	£9383.75 (26 cases)
500 - 999	£16033.04 (22 cases)	£24323.43 (35 cases)	£17105.81 (23 cases)	£11834.63 (15 cases)
1000 - 1999	£24048.39 (16 cases)	£6641.51 (5 cases)	£14068.29 (11 cases)	£8085.46 (5 cases)
➤ 2000	£13663.06 (5 cases)	£15111.48 (5 cases)	£9495.05 (4 cases)	£23168.23 (8 cases)
Total	£68886.55 (146 cases)	£62210.70 (151 cases)	£58420.69 (142 cases)	£58447.49 (128 cases)

RENT ARREARS RECOVERY ACTION

4. The table below provides Board members with information about legal action taken to recover rent arrears

Period	Notices Seeking Possession / Notices to Quit	Comparison to previous period	Possession hearings at Court	Comparison to previous period
Oct – Dec 2014	44	↓	12	↓

5. The possession hearings at court resulted in the following outcomes:
- 5 Stays of Eviction (where the tenant was successful in preventing their eviction)
 - 4 Suspended Possession Orders
 - 3 cases were adjourned on terms
6. Since the last meeting of the Board there has been 1 eviction due to rent arrears. The tenant was a single male without any dependants.

EMPTY HOMES - RELETTING TIMES AND RENT LOSS

7. The average time taken to relet the Council's empty homes from April to December 2014 is shown in the table below.
8. Properties deemed "hard to let" have been excluded from the relet times shown below:

Oct – Dec 2014	Relet Times (Calendar Days)	Comparison to previous period	Comparison to previous year
General Purpose	26.84	↓	↓
Sheltered	35.92	↓	↑
General Purpose and Sheltered	30.35	↓	↑

9. At the end of December 2014 there were 28 empty properties; 18 were general needs housing properties and 10 were sheltered housing properties.
10. In terms of rent loss due to empty homes, the rent loss was £98,200. This equates to 1.19% of the total rent due to date. This is a reduction of 0.07% in percentage terms on the previous quarter.

ANTI-SOCIAL BEHAVIOUR (ASB)

11. The table below provides Board members with reported incidents of ASB. The main complaints involved erratic behaviour and nuisance caused by alcohol/substance misuse. Currently there are 2 tenants on Acceptable Behaviour Contracts and 1 Introductory tenant has been served with a Notice to extend their tenancy because of issues with ASB. This case is being monitored closely and some improvements have been noted since the service of the Notice.

Period	Number of reported incidents	Comparison to previous quarter	No. of serious cases	Comparison to similar period in previous year
Oct – Dec 2014	5	↓	0	↓

ESTATE MANAGEMENT

12. In the period October to December 2014, 9 estate inspections were carried out. Details of the sites visited, main issues identified and outcomes are shown below:

Areas Inspected	Issues Identified & Action Taken	Outcomes
Angelus Close 14/10/2014	Uneven footpath leading to several front doors. Non-residents using parking spaces	Site visited carried out by Building Services. Resurfacing work to commence 19/01/2015. Letters sent to non-residents and the situation has greatly improved
Baytree Lodge 11/11/2014	No issues identified.	
Marchesi Court 16/12/2014	Unwanted items left on communal landing area	Items now removed by the person responsible and letter sent warning about Health & Safety in communal landing areas
Bishopsfield Road (All flats and maisonettes) 21/10/2014	Fly-tipping at Tebourba House	Streetscene asked to remove items from drying area. Items were removed on 27/10/14.
Linden Lea & Robinson Court 06/11/2014	Tree overhanging drying area at rear of 84-96 Linden Lea	Quote for work received and was carried out on 21/11/14
St Michael's Road,	Road-sweeping not carried	Reported to Streetscene

Locksheath 04/11/2014	out at bottom end of road.	and regular sweeps are now taking place.
Bellfield 07/11/2014	Overgrown hedges crossing a public footpath at a private address	Owner written to and hedges now cut back
Valentine Close 04/11/2014	Damaged footpath outside flats Rubbish left on landings and bin store	Reported to Highways and repair now completed Landings and bin store now cleared. Offender unknown but letter sent to the block regarding tenant responsibilities in keeping communal areas clear.

13. The communal areas of the Council's blocks of flats and maisonettes are cleaned on a weekly basis. Windows to the communal areas and individual units within sheltered housing blocks are cleaned on a 3-6 monthly basis. Feed-back is obtained from tenant and leaseholder representatives and housing staff and is collated to give an overall satisfaction rate.
14. Quarterly Performance meetings are held with the service provider and the last meeting was held on 9 December 2014.
15. The table below provides Board members with information on the level of satisfaction for the last quarter and the overall satisfaction level for the year to date. The table also shows the percentage of all sites where feed-back was obtained

Period	Block Cleaning Satisfaction %	Comparison to previous quarter	Feed-back Sample Size	Overall % satisfaction for year to date
Oct – Dec 2014	90	↔	79	↑

16. The service provider has been carrying out quality checks over the last few months which has highlighted any problems earlier on and is reported to have improved the overall service provided.
17. The external areas around housing blocks and general needs areas, including garage service areas, are maintained by the Council's Streetscene team who provide the grounds maintenance service. The service includes grass-cutting, weed treatment, litter-picking, and sweeping of hard surfaces. Feed-back is obtained from tenant and leaseholder representatives and housing staff and is collated to give an overall % satisfaction rate.
18. Quarterly performance meetings are held with the service provider and the last meeting was held on 10 December 2014.

19. The table below provides Board members with information on the level of satisfaction for the last quarter – together with further information on how this compared to the previous quarter and the overall satisfaction rate for the year to date. The table also shows the percentage of all sites where feed-back was obtained.

Period	Grounds Maintenance Satisfaction %	Comparison to previous quarter	Feed-back Sample Size %	Overall % Satisfaction for year to date
Oct – Dec 2014	95	↑	57	↑

TENANT INVOLVEMENT

20. Tenant and leaseholder representatives have attended the following events since the meeting of the last Housing Tenancy Board:

Date	Event	Purpose
25 October 2014	South Coast Training	Provides high-quality training on a variety of housing-related topics.
28 October 2014	Angelus Close Residents meeting	To consult with residents about the provision of window cleaning and whether they wished to “opt-out” of the service
30 October 2014	TSG Meeting	To discuss and review the gas service provided
6 November 2014	Editorial Panel Meeting	To discuss the content of the current newsletter and finalise the content.
25 November 2014	Block Captain/Estate Monitors Meeting	To discuss the cleaning and grounds maintenance service and to identify areas of improvement, as necessary.
4 December 2014	Tenant & Leaseholder Forum Meeting	General Housing Service issues were discussed.
9 December 2014	Cleaning Contract Review Meeting	To discuss and review performance of the cleaning service provided.
10 December 2014	Grounds Maintenance Review Meeting	To discuss and review performance of the grounds Maintenance service provided.

21. In addition to the dates in the table above the Tenancy Services Manager and the Sheltered Housing Tenant representative on the Housing Tenancy Board attended coffee mornings/afternoon tea with sheltered housing tenants at Lincoln Close, Garden Court, Assheton Court, Barnfield Court, Frosthole Close and Melvin Jones House to discuss any general sheltered housing issues.

22. The Tenant Forum met on 4 December 2014. The meeting was attended by tenants/leaseholders and the main items discussed were:

- Presentation by Principal Environmental Health Officer and Pest Control Officer where advice regarding dog nuisance and other pests was given
- A brief presentation was given about the commencement of Vanguard Intervention in Tenancy Services

RISK ASSESSMENT

23. There are no significant risk considerations in relation to this report.

CONCLUSION

24. This report has provided Board members with performance monitoring information relating to Tenancy Services. Board members are asked to note performance and put forward any suggestions which might improve the content and format of future performance monitoring reports.

Background Papers: None

Reference Papers: None

Enquiries:

For further information on this report please contact Jane Cresdee. (Ext 4483)