

FAREHAM

BOROUGH COUNCIL

Report to Housing Tenancy Board

Date **20 May 2013**

Report of: **Director of Community**

Subject: **TENANCY SERVICES PERFORMANCE REPORT FOR 2012/13**

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 performance information across a range of housing management services, including rent arrears, empty homes, anti-social behaviour, estate management and tenant involvement.

CURRENT TENANT ARREARS

2. At the end of March 2013 the level of current tenant arrears stood at £305,501. This is an increase of £18, 208 on the previous quarter's figure. The arrears target for 2012/13 is 1.95% of the collectable debit (total rent and service charges due for the year).

Period	Arrears Total (£)	Arrears as % of Collectable Debit	Arrears compared to previous period	Arrears compared to similar period in previous year
Jan - Mar 2013	305,501	2.81	↑	↑

3. The increase in rent arrears since the last quarter is consistent with past performance trends. Further analysis shows that there has been an increase in arrears in all 4 patch areas, with the worst affected being North Fareham, Stubbington and SE Fareham.
4. A breakdown of current tenant arrears by patch area is shown in the table below:

Arrears Banding (£)	Portchester & SW Fareham	North Fareham	Stubbington & SE Fareham	Western Wards
< 100	£2180.50 (99 cases)	£2855.66 (88 cases)	£3546.94 (131 cases)	£2311.20 (114 cases)
100 - 249	£7673.16 (46 cases)	£5453.68 (33 cases)	£6364.38 (40 cases)	£5307.15 (33 cases)
250 - 499	£10237.00 (29 cases)	£11709.35 (32 cases)	£8661.80 (25 cases)	£6168.05 (17 cases)
500 - 999	£15407.77 (22 cases)	£22295.42 (32 cases)	£13178.44 (18 cases)	£16913.08 (25 cases)
1000 - 1999	£20421.56 (14 cases)	£18925.54 (13 cases)	£18161.92 (13 cases)	£8814.64 (7 cases)
> 2000	£27252.82 (9 cases)	£28064.15 (10 cases)	£16971.75 (6 cases)	£26625.27 (10 cases)
Total	£83172 (219 cases)	£89303.80 (208 cases)	£66885 (233 cases)	£66139 (206 cases)

RENT ARREARS RECOVERY ACTION

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

Period	Notices Seeking Possession / Notices to Quit Served	Comparison to previous period	No. of Possession hearings at court	Comparison to previous period
Jan - Mar 2013	31	↓	6	↔

6. The possession hearings at court resulted in 3 outright possessions, 2 suspended possession orders and 1 case was adjourned for 28 days pending a further hearing.
7. Since the last meeting of the Board one property has been repossessed due to serious anti-social behaviour.

EMPTY HOMES - RELETTING TIMES AND RENT LOSS

8. The table below provides Board members with information on the average time taken to relet the Council's empty homes since April 2012. The target time to relet homes is less than 21 calendar days.
9. Properties deemed to be "hard to let" such as sheltered bedsits and properties let to tenants from Collingwood House due to redevelopment plans have been excluded from the relet times below.

Period	Relet Time (Calendar Days)	Comparison to previous period	Comparison to similar period in previous year
Jan - Mar 2013	24.58 (General Needs)	↑	↑
Jan - Mar 2013	29.04 (Sheltered)	↓	↓
Jan - Mar 2013	26.27 (Combined)	↑	↓

10. At the end of March 2013, there were 19 empty properties - of which 11 were general needs and 8 were sheltered properties.
11. In terms of rent loss due to empty homes, the current level of rent loss as a percentage of the annual rent debit is 0.70%.

ANTI-SOCIAL BEHAVIOUR

12. The table below provides Board members with incidents of anti-social behaviour (ASB). The main complaint of ASB was due to high levels of noise nuisance in the way of either loud music or shouting from tenants and/or their visitors. Currently there are 4 tenants on an Acceptable Behaviour Contract. (ABC) and one tenant is subject to possession proceedings.

Period	Number of reported incidents	Comparison to previous quarter	No. of serious cases	Comparison to similar period in previous year
Jan - Mar 2013	8	↓	1	↓

ESTATE MANAGEMENT

13. In the period January to March 2013 inclusive 12 estate inspections were carried out. Details of the sites visited, issues identified and outcomes are shown below and have been broken down into the 4 geographical patch areas:

Areas Inspected	Issues Identified & Action Taken	Outcomes
Bishopsfield Road maisonette blocks (25/01/2013)	Bollards requested at several blocks to prevent parking on grassed verges	Suggestion put forward for an estate improvement
Linden Lea and Robinson Court (22/02/2013)	Request for several large trees to be cut back. Referred to Council's Tree Officer	Site visit carried out and trees to be reduced
Kenwood Road/Webb Road & Roman Grove (28/03/2013)	Front security door to flats 18-23 Robinson Court not closing.	Building Services advised and repair completed with immediate effect.
Kenwood Road/Webb Road & Roman Grove (28/03/2013)	Potholes in Webb Road and Kenwood Road reported to Highways.	Plan provided to Highways and repairs to be programmed in
Spencer Court and Marks Road (16/01/2013)	No residents attended but AHEO did a walkabout. No significant issues noted	
Marchesi Court & Foster Close (13/02/2013)	Fly-tipping around Marchesi Court and rear entrance door not working properly.	Items cleared by Streetscene and repair to door completed by Building Services

Redlands Lane maisonettes, Johns Road & Belvoir Close (07/02/2013)	Bulky items dumped in bin store areas. Cracked window in communal stairwell at Spithead House	Bulky items removed by Streetscene and window repaired by Building Services
Fort Fareham Road flats (06/03/2013)	Area at top of stairwell of 16-19 Nelson Court - wooden slats rotten	Maintenance Surveyor to inspect on 29/04/2013
Valentine Close & Privett Road (17/01/2013)	Fly-tipping in bin area at Menin House	Reported to Streetscene and all cleared.
Frosthole Close (14/02/2013)	Kerb stones missing around the estate. Cigarette butts thrown out of windows onto communal footpaths. New lamp-posts encroaching onto footpath	Missing kerb stones now replaced. Tenants written to regarding cigarette butts. Lamp-posts now re-positioned.
Bellfield/Ransome Close/Hewett House, Road & Close (28/02/2013)	Line-marking requested for parking spaces at Ransome Close Damaged fencing to both FBC-owned and private properties - possible Health & Safety concern Blocked drains at Hewett Road and garage area of Ransome Close	Passed forward for work to be considered through the Estate Improvement budget Tenant and private residents written to and deadline given for repair 3 drains at Hewett Road already with Highways to be cleared. The garage drain is to be cleared by Maintenance
St Michael's Road, Locksheath (25/02/2013)	Overgrown foliage onto footpaths and communal drying/refuse areas.	Streetscene have now cleared drying and refuse areas. Letters sent to private owners requesting tidy-up of hedges over footpaths.
Lodge Road flats (06/02/2013)	Drying area and footpaths around the flats full of leaves and not swept	Streetscene have now swept the areas detailed.

14. 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. Feedback is obtained from tenant and leaseholder representatives and housing staff and collated to give an overall satisfaction rate. The target satisfaction level is 87%.

15. Quarterly performance meetings are held with the service provider and the last meeting was held on 5 February 2013. Issues continue around the standard of the window cleaning which the service provider (OCS) are looking to improve.

16. 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 with the previous quarter and the overall satisfaction for the year to date. The table also shows the percentage of all blocks where feedback was obtained.

Period	Block Cleaning Satisfaction %	Comparison to previous quarter	Feed-Back Sample size %	Overall % Satisfaction for the year to date
Jan - Mar 2013	78	↓	70	78

17. The external areas around housing blocks and general needs amenity areas - including garage service areas - are maintained by the Council's Streetscene team, which provides the grounds maintenance service. The service includes grass-cutting, weed-treatment, litter-picking and sweeping of hard surfaces. Feedback is obtained from tenant and leaseholder representatives and housing staff and is collated to give an overall % satisfaction rate. The target satisfaction level is 87%.

18. Quarterly performance meetings are held with the service provider and the next meeting is due to be held shortly. There are 2 new tenant representatives who volunteered their services at these meetings at the Tenant AGM held on 14 March 2013.

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 with the previous quarter and the overall satisfaction for the year to date. The table also shows the percentage of all blocks where feedback was obtained.

Period	Grounds Maintenance Satisfaction %	Comparison to previous quarter	Feed-Back Sample size %	Overall % Satisfaction for the year to date
Jan - Mar 2013	64	↓	40	58

TENANT INVOLVEMENT

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

Date	Event	Purpose
17 January 2013	Tenant Forum	To discuss general housing service issues To raise awareness of housing matters
2 January 2013	Comserv meeting	To discuss and review repairs service provided
19 February 2013	Leaseholder group meeting	To discuss leaseholder issues To raise awareness of leaseholder issues
7 February 2013 & 21 March 2013	Editorial Panel meeting	To help produce newsletters and leaflets
February 2013	Hants & District Residents' Forum	Discussion group concerning Tenant Inspections
14 March 2013	Tenant AGM	To discuss past year's achievements and to review how the Forum should operate
28 March 2013	MITIE meeting	To discuss performance of modernisation service provider (kitchens and bathrooms)
13 March 2013	Sheltered Housing Forum	To discuss sheltered housing issues To raise awareness of sheltered housing matters

21. A summary of main agenda items discussed at the Tenants' Forum, Sheltered Housing Forum and Leaseholder Forum are outlined below:

Tenants Forum

- Welfare Benefit Changes; and
- Environmental Estate Improvements

Sheltered Housing Forum

- Support Services for older people
- Review of Sheltered Housing Accommodation

Leaseholder Forum

- Estate Improvements
- Format of new Newsletter

RISK ASSESSMENT

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

CONCLUSION

23. 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 that might improve the content and format of future performance monitoring reports.

Background Papers: None

Reference Papers: Minutes of Housing Tenancy Board 21 January 2013

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