

# FAREHAM

## BOROUGH COUNCIL

### Report to Housing Tenancy Board

**Date**                    **29 July 2013**

**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 ARREARS

2. As at the 7<sup>th</sup> July 2013 the level of current tenant arrears stood at £285,913.

Period	Arrears Total (£)	Arrears as % of Collectable Debit	Arrears compared to previous period	Arrears compared to similar period in previous year
Apr - Jun 2013	285,913	2.57	↓	↑

3. There has been a decrease in current tenant arrears since 31 March 2013. Further analysis shows that 3 patch areas have shown a decrease in arrears and 1 patch area has shown an increase.
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	£2150.86 (102 cases)	£2766.91 (78 cases)	£2299.73 (106 cases)	£2113.05 (106 cases)
100 - 249	£ 7342.95 (45 cases)	£6084.68 (36 cases)	£6905.47 (44 cases)	£4369.89 (27 cases)
250 - 499	£9523.85 (27 cases)	£12755.79 (33 cases)	£8502.37 ( 26 cases)	£8458.46 (22 cases)
500 -999	£13153.83 (18 cases)	£18028.09 (28 cases)	£14806.67 (21 cases)	£15043.09 (22 cases)
1000 - 1999	£27410.18 (19 cases)	£24096.45 (18 cases)	£14219.73 (11 cases)	£16301.01 (12 cases)
> 2000	£16887.81 (6 cases)	£30543.74 (10 cases)	£16039.37 (6 cases)	£17224.04 (6 cases)
Total	£76469.48 (217 cases)	£94275.66 (203 cases)	£62773.34 (214 cases)	£63509.54 (195 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
Apr - Jun 2013	29	↓	13	↑

6. The possession hearings at court resulted in 1 outright possession, 2 adjourned stays of eviction, 5 suspended possession orders, 4 adjourned on terms and 1 stay of eviction dismissal.
7. Since the last meeting of the Board there have been 2 evictions for rent arrears and 1 eviction for 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 from April to June 2013. The target time to relet homes is less than 21 calendar days.
9. Properties deemed to be "hard to let" have been excluded from the relet times shown below.

Period	Relet Times (Calendar Days)	Comparison to previous period	Comparison to similar period in previous year
April - June 2013			
General Purpose	26.75	↑	↑
Sheltered	34.11	↑	↑
Sheltered and General Purpose	29.40	↑	↑

10. At the end of June 2013, there were 34 empty properties - of which 20 were general needs and 14 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 1.05%.

## 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 noise nuisance caused by tenants and/or their visitors whilst consuming alcohol. Currently there are 3 tenants on an Acceptable Behaviour Contract and one tenant subject to possession proceedings.

Period	Number of reported incidents	Comparison to previous quarter	No. of serious cases	Comparison to similar period in previous year
Apr - Jun 2013	6	↓	2	↔

## ESTATE MANAGEMENT

13. In the period April to June 2013 inclusive, 5 estate inspections were carried out. Details of the sites visited, issues identified and outcomes are shown below:

Areas Inspected	Issues Identified & Action Taken	Outcomes
Nashe & Hillson House, Nashe Way & Nashe Close (11/04/2013)	None identified	N/A
Hewett House (03/06/2013)	Minor fly-tipping	Letters to all residents and Streetscene removed and disposed of the items
Blenheim House (09/04/2013)	2 satellite dishes seen on individual maisonettes  Blocked guttering on first floor level	Letters to tenants requesting removal (and subsequently removed)  Cleared by Responsive Repairs on 01/05/2013
Belvoir Close & Elmhurst Road (02/05/2013)	Grass very long around the flats at Belvoir Close  Signs on doors at the flat very faded and illegible	Streetscene attended the following week and cut the grass  Responsive Repairs have placed an order to have the signs replaced/repainted
Redlands Lane (06/06/2013)	Overgrown garden at Medina House  Fly-tipping at Spithead House & Langstone House	Tenant written to and follow-up visit arranged  Letters sent to residents and Responsive Repairs removed and disposed of the items

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.
15. Quarterly performance meetings are held with the service provider and the last meeting was held on 8 May 2013. The service provider (OCS) attended a Block Captain event on 20 May 2013 and issues raised are being addressed.
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	Feedback Sample size %	Overall % satisfaction for the year to date
Apr - Jun 2013	71%	↓	89%	71%

17. The unsatisfactory responses were in the main about window cleaning (glass and frames) and stairwells. These issues have been brought to the attention of the service provider.
18. 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.
19. Quarterly performance meetings are held with the service provider and the last meeting was held on 6 June 2013.
20. 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	Feedback sample size %	Overall % Satisfaction for year to date
Apr - Jun 2013	72%	↑	41%	72%

21. The unsatisfactory responses were in the main about grass cutting with comments that the grass was not blown or swept off paths and that litter was not removed before mowing. These issues have been brought to the attention of the service provider.

## TENANT INVOLVEMENT

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

Date	Event	Purpose
25 April 2013 and 23 May 2013	Editorial Panel meeting	To help produce the newsletter
27 April 2013	South Coast Training Conference	To receive training at a professional level of housing-related topics. To network with other tenants from other registered social landlords
16 May 2013	Tenant' Forum meeting	To discuss general housing service issues  To raise awareness of housing matters
20 May 2013	Block Captain event	To review current monitoring procedures for gathering performance information and to implement any resulting changes
23 May 2013	Leaseholder Forum	To discuss leaseholder issues  To raise awareness of leaseholder matters
14 June 2013	Comserv meeting	To discuss and review the repairs service provided

23. The main agenda items discussed at the last Tenants' Forum, Sheltered Housing Forum and Leaseholder Forum are outlined below:

### TENANTS' FORUM

- Environmental Estate Improvements
- Welfare Benefit Changes

### SHELTERED HOUSING FORUM

- Sheltered Housing - Accommodation Review
- Floating Support Service

## **LEASEHOLDER FORUM**

- Estate Improvements
- Welfare Benefit Changes

## **RISK ASSESSMENT**

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

## **CONCLUSION**

25. 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 20 May 2013

### **Enquiries:**

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