

FAREHAM

BOROUGH COUNCIL

Report to Housing Tenancy Board

Date **27 January 2014**

Report of: **Director of Community**

Subject: **QUARTERLY PERFORMANCE MONITORING REPORT FOR
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 5 January 2014 the level of current tenant arrears stood at £323,692.52. This is an increase of £24,029 since the last quarter's report.

Period	Arrears Total (£)	Arrears as % of Collectable Debt	Arrears compared to previous period	Arrears compared to similar period in previous year
Oct – Dec 2013	323,692.52	2.91	↑	↑

3. As at 8 December 2013 the arrears stood at £300,905. This shows that the increase is largely attributed to the Christmas and New Year period.
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	£2055.77 (57 cases)	£1714.92 (44 cases)	£1593.05 (37 cases)	£2305.57 (57 cases)
100 - 249	£5218.99 (31 cases)	£6069.97 (37 cases)	£5446.72 (34 cases)	£4313.46 (26 cases)
250 - 499	£10396.35 (28 cases)	£13214.84 (36 cases)	£9119.49 (26 cases)	£10283.48 (29 cases)
500 - 999	£15259.27 (22 cases)	£25899.38 (37 cases)	£20073.59 (28 cases)	£11513.15 (17 cases)
1000 - 1999	£35544.76 (24 cases)	£21570.73 (15 cases)	£24444.38 (17 cases)	£16160.71 (11 cases)
➤ 2000	£16804.73 (5 cases)	£22663.23 (7 cases)	£16206.39 (6 cases)	£25819.59 (9 cases)
Total	£85279.87 (167 cases)	£91133.07 (176 cases)	£76883.62 (148 cases)	£70395.96 (149 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
Oct – Dec 2013	87	↑	17	↑

6. The possession hearings at court resulted in 6 cases being Adjourned on Terms,, 3 cases successfully obtained a Stay of Eviction, 5 Suspended Possession Orders were granted, 1 Review hearing took place, 1 Outright Possession Order was granted and 1 case was adjourned for 28 days to allow Housing Benefit entitlement to be investigated.
7. Since the last meeting of the Board there have been 2 evictions – 1 due to rent arrears and 1 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 from October to December 2013. The target time to relet homes is less than 21 days.
9. Properties deemed “hard to let” have been excluded from the relet times shown below:

Period Oct – Dec 2013	Relet Times (Calendar Days)	Comparison to previous period	Comparison to similar period in previous year
General Purpose	26.96	↑	↑
Sheltered	27.59	↓	↓
General Purpose and Sheltered	27.13	↑	↑

10. At the end of December 2013, there were 29 empty properties – of which 13 were general needs and 16 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 1.09%; this is similar to Quarter 2. In financial terms the void rent loss to date is £87,445.

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 loud music being played during late evening/early morning. Currently there are 4 tenants on an Acceptable Behaviour Contract and there are no cases subject to possession proceedings.

Period	Number of reported incidents	Comparison to previous quarter	No. of serious cases	Comparison to similar period in previous year
Oct – Dec 2013	6	↓	1	↓

ESTATE MANAGEMENT

13. In the period October to December inclusive, 2 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
Lodge Road, Locksheath (19/12/2013)	Overgrown brambles in parking area by the flats	Housing Officer removed them and disposed of the cuttings
Hewett House, Titchfield (19/12/2013)	Bulky waste in refuse area and a broken recycling refuse bin lid	Order placed with Steetscene to remove bulky items and Waste Management are to replace the broken bin lid.

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. Feed-back is obtained from tenant and leaseholder representatives and housing staff and is collated to give an overall satisfaction rate.
15. Quarterly performance meetings are held with the service provider and the last meeting was held on 26 November 2013.
16. The table below provides Board members with information on the level of satisfaction for the last quarter and the overall satisfaction for the year to date. The table also shows the percentage of all blocks where feed-back was obtained.

Period	Block Cleaning Satisfaction %	Comparison to previous quarter	Feed-Back Sample Size %	Overall % satisfaction for the year to date
Oct – Dec 2013	92	↑	89	79

17. The unsatisfactory responses were mainly regarding the poor quality of the window cleaning – which in recent weeks is starting to show some improvement.
18. The external areas around housing blocks and general needs amenity 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. 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 13 December 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 rate 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
Oct – Dec 2013	69	↓	61	71

21. The unsatisfactory responses were generally about unswept footpaths around the blocks of flats and maisonettes. This has been raised with the service provider and a programme of work has commenced to address the problem.

TENANT INVOLVEMENT

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

Date	Event	Purpose
2 October 2013	TSG meeting	To discuss and review the gas service provided
3 October 2013	MITIE meeting	To discuss and review the kitchen and bathroom modernisation work carried out
21 October 2013	Window Cleaning Demonstration	Following several complaints, the contractor gave a demonstration at Frosthole Close and Vimy House of how the work is

		carried out
22 October 2013	Editorial Panel meeting	To help produce the newsletter and service user leaflets
26 October 2013	South Coast Training	11 tenants/leaseholders attended this event which provides high quality training on a variety of housing-related topics
1 November 2013	Comserv meeting	To discuss and review the repairs service provided.
12 November 2013	Estate Monitor/Block Captain event	To discuss and review reporting and recording of grounds maintenance and communal cleaning at blocks of flats/maisonettes
14 November 2013	Tenant Forum meeting	To discuss general housing service issues To raise awareness of housing matters
21 November 2013	Leaseholder Forum meeting	To discuss leaseholder issues To raise awareness of leaseholder matters
11 December 2013	Sheltered Housing Forum	To discuss sheltered housing issues

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

TENANTS' FORUM

- Presentation by Senior Housing Management Officer and Police regarding Anti-Social Behaviour – including practical and legal remedies
- Feed-back from Contractor review meetings

SHELTERED HOUSING FORUM

- Sheltered Housing Stock - update following review

- Hampshire County Council Strategic Review for Older Persons services

LEASEHOLDER FORUM

- Cleaning contract issues
- Draft copy of the next Newsletter

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

Background Papers: None

Reference Papers: Minutes of the Housing Tenancy Board 28 October 2013

Enquiries:

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