



Report to Housing Tenancy Board

Date: **21 January 2013**

Report of: **Director of Community**

Subject: **QUARTERLY PERFORMANCE MONITORING REPORT FOR
TENANCY SERVICES (OCTOBER TO DECEMBER 2012)**

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 December 2012 the level of current tenant arrears stood at £287,293. This is an increase of £33,852 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
Oct - Dec 2012	287,293	2.64	↑	↑

3. The increase in arrears over the Christmas and New Year period is consistent with past performance trends. Further analysis shows that the increase was across three of the four patch areas with Western Wards being the only area where arrears actually reduced compared with figures reported to the Board in November.
4. A breakdown of current tenant arrears by patch area is shown in the table below:

Arrears Banding (£)	Portchester & SW Fareham	North Fareham	SE Fareham & Stubbington	Western Wards
< 100	£2,360 (113 cases)	£2,304 (74 cases)	£2,071 (109 cases)	£2,654 (107 cases)
100 - 249	£6,354 (37 cases)	£6,172 (36 cases)	£5,496 (33 cases)	£7,077 (43 cases)
250 - 499	£12,036 (32 cases)	£14,997 (42 cases)	£8,197 (23 cases)	£10,443 (31 cases)
500 - 999	£15,379 (21 cases)	£18,594 (26 cases)	£9,306 (13 cases)	£8,311 (11 cases)
1000 - 1999	£23,639 (17 cases)	£17,158 (13 cases)	£16,060 (11 cases)	£12,783 (10 cases)
> 2000	£16,666 (6 cases)	£23,398 (9 cases)	£25,002 (8 cases)	£20,836 (7 cases)
Total	£76,434 (226 cases)	£82,623 (200 cases)	£66,132 (197 cases)	£62,104 (209 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 2012	56	↑	6	↓

6. The possession hearings at court resulted in 2 outright possessions and 4 suspended possession orders.
7. Since the last meeting of the Board one property has been repossessed for non payment of rent.

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 shown below.

Period	Relet Time (Calendar Days)	Comparison to previous period	Comparison to similar period in previous year
Oct - Dec 2012	22.59 (General Needs)	↓	↓
Oct - Dec 2012	29.70 (Sheltered)	↓	↓
Oct - Dec 2012	25.16 (Combined)	↓	↓

10. At the end of December 2012, there were 13 empty properties - of which 9 were general needs and 4 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 0.69%. This is a reduction on the previous period; the reasons for this are firstly fewer empty homes available for letting and secondly an adjustment has been made for rent loss in regard to Collingwood House which is now

empty pending demolition.

ANTI-SOCIAL BEHAVIOUR

12. The table below provides board members with information on the incidents of anti-social behaviour (ASB). The main complaint of ASB was due to unruly behaviour of children/teenagers and lack of parental control. Currently there are 2 tenants on an Acceptable Behaviour Contract (ABC) and 2 tenants are subject to possession proceedings.

Period	Number of reported Incidents	Comparison to previous quarter	No. of Serious cases	Comparison to previous quarter
Oct - Dec 2012	12	↓	2	↔

ESTATE MANAGEMENT

13. In the period October to December 2012 inclusive 3 Estate Inspections were carried out. Details on the sites visited, issues identified and outcomes are shown in the table below.

Areas Inspected	Issues Identified & Action Taken	Outcomes
Endofield Close 9 Nov 12	Footpath outside flats 11-20 is cracked and uneven. Arrangements have been made for a surveyor to investigate and assess the footpath Car park covered in leaves and blocking drains. Streetscene to carry out a sweep of the area Parking bays and hatched lines faded and need of repainting.	Await outcome of survey Area swept and much improved Work scheduled for New Year
Frosthole Close 26 Oct 12	Shrub maintenance work Guttering blocked at 2 blocks Pine needles all over access road Damaged inspection cover	All identified works have been carried out
Privett Road & Valentine Close 9 Oct 12	Damaged Garage Blocked guttering at Menin House & Valentine Close Bulk items in bin stores	All identified works have been carried out

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, the last meeting being held on 27 November. The main issue arising from discussion was the standard of window cleaning. The service provider OCS (formerly Fountains) agreed to look into this aspect of the service.
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
Oct - Dec 2012	87.93	↑	98.24	77.43

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 collated to give an overall % satisfaction rate. The target satisfaction level is 87%.
18. Quarterly performance meetings are held with the service provider, the last meeting being held on 11 December. The main issue arising from discussion was hedge cutting and sweeping of paths around blocks. These matters have been taken up with the service provider (Streetscene Services) who will be taking action to improve performance in these areas.
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
Oct - Dec 2012	79.16	↑	57.62	60.00

TENANT INVOLVEMENT

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

Date	Event	Purpose
22 November 2012	Leaseholders' Forum	<ul style="list-style-type: none"> • To discuss leaseholder issues • To raise awareness of Leaseholder issues
27 November 2012	Meeting with OCS	<ul style="list-style-type: none"> • To discuss block cleaning service & performance
29 November 2012	Meeting with MITIE	<ul style="list-style-type: none"> • To discuss performance of modernisation service provider (Kitchens & Bathrooms)
6 December 2012 & 17 January 2013	Tenants' Forum	<ul style="list-style-type: none"> • To discuss general housing service issues • To raise awareness of housing matters
11 December 2012	Meeting with Streetscene	<ul style="list-style-type: none"> • To discuss grounds maintenance service & performance
12 December 2012	Performance Monitoring Group	<ul style="list-style-type: none"> • Reviewed Estate Improvements programme
13 December 2012	Sheltered Housing Forum	<ul style="list-style-type: none"> • To discuss sheltered housing issues • To raise awareness of sheltered housing matters

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

Tenants Forum

- Hampshire Credit Union; and
- Welfare Benefit Changes

Sheltered Housing Forum

- Collingwood House - Update;
- Core Sheltered Housing scheme proposals; and
- Decommissioning of some Sheltered Housing accommodation

Leaseholders Forum

- Estate Improvements;
- Newsletter; and
- Block Captains

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 12 November 2012

Enquiries:

For further information on this report please contact Jane Cresdee, Senior Housing Management Officer (Ext 4483)