

FAREHAM

BOROUGH COUNCIL

Report to Housing Tenancy Board

Date **21 April 2015**

Report of: **Director of Community**

Subject: **ANNUAL PERFORMANCE REPORT FOR 2014/15 -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. The level of current tenant rent arrears as at week ending 5 April 2015 is shown in the table below. There has been a decrease of £12,602.78 since the last Housing Tenancy Board meeting.

Period	Arrears Total (£)	Arrears as % of Rent Due and Collectable	Arrears compared to previous period	Arrears compared to similar period in previous year
7 April 2014 to 5 April 2015	235,362.65	2.02	↓	↓

3. A breakdown of current tenant arrears as at week ending 5 April 2015 by patch area is shown in the table below:

Arrears Banding (£)	Portchester & SW Fareham	North Fareham	Stubbington & SW Fareham	Western Wards
< 100	£2159.79 (53 cases)	£1979.42 (51 cases)	£1842.09 (45 cases)	£1496.72 (41 cases)
100 - 249	£5424.03 (31 cases)	£3623.61 (22 cases)	£5563.32 (31 cases)	£3716.22 (21 cases)
250 - 499	£6486.29 (18 cases)	£11407.66 (32 cases)	£6653.01 (19 cases)	£6434.87 (18 cases)
500 - 999	£18341.00 (26 cases)	£19111.14 (27 cases)	£16178.45 (22 cases)	£8211.07 (11 cases)
1000 - 1999	£19160.59 (14 cases)	£9654.80 (7 cases)	£19888.70 (14 cases)	£6831.28 (5 cases)
➤ 2000	£21840.63 (8 cases)	£11835.59 (4 cases)	£7452.02 (3 cases)	£20069.35 (7 cases)
Total	£73412.33 (150 cases)	£57612.22 (143 cases)	£57577.59 (134 cases)	£46759.51 (103 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
Jan – Mar 2015	39	↓	13	↑

5. The possession hearings at court resulted in the following outcomes:
- 2 Stays of Eviction (where the tenant was successful in preventing their eviction)
 - 7 Suspended Possession Orders
 - 4 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. During the year ending 31 March 2015, there has been a total of 5 evictions.

EMPTY HOMES – RELETTING TIMES AND RENT LOSS

7. The average time taken to re-let the Council's empty homes from April 2014 to the end of March 2015 is shown in the table below.
8. Properties deemed "hard to let" have been excluded from the re-let times shown below:

April 2014 to Mar 2015	Re-let Times (Calendar Days)	Comparison to previous period	Comparison to previous year
General Purpose	26.01	↓	↑
Sheltered	36.78	↑	↑
General Purpose and Sheltered	30.15	↓	↑

9. At the end of March 2015 there were 25 empty properties, of these 15 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 £126,061. This equates to 1.15% of the total rent due. This is an increase of 0.01% compared to the previous

year.

11. At present there is a Housing Vanguard intervention looking at the process of letting empty homes. It is anticipated that this will result in a reduction in both re-let times and rent loss from empty homes.

ANTI-SOCIAL BEHAVIOUR (ASB)

12. 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 3 tenants on Acceptable Behaviour Contracts. Two (secure) tenants have been served Notice due to on-going ASB problems and possession proceedings are now being considered.

Period	Number of reported incidents	Comparison to previous quarter	No. of serious cases	Comparison to similar period in previous year
Jan – Mar 2015	4	↓	2	↓

ESTATE MANAGEMENT

13. In the period January to March 2015, 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
Menin House (06/01/2015)	Unwanted bulky items dumped in the basement bin area	Reported to Streetscene and cleared on 09/01/2015
Frosthole Close (24/02/2015)	Uneven manhole cover and paths Leak from ceiling in landing area to flats 20 & 21	Reported to Building Services and repairs programmed in for 16/04/2015 Reported to Building Services and repair completed on 27/02/2015

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 12 March 2015.

16. 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
Jan - Mar 2015	89.10	↓	67	90

17. The service provider continues to carry out quality checks where problems have been highlighted. This has helped to sustain improvement in the overall service provided.

18. 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.

19. Quarterly performance meetings are held with the service provider and the last meeting was held on 4 March 2015.

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 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 %	Overall % Satisfaction for year to date
Jan – Mar 2015	90.32	↓	28	92

TENANT INVOLVEMENT

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

Date	Event	Purpose
January & February 2015	Editorial Panel meeting	To discuss the content of the current newsletter and finalise the content
Jaanuary, February &	Collingwood Court meeting	To advise the former tenants of Collingwood

March 2015		House of progress being made in the construction of the new site and to advise them of the new rent figures
12 February 2015	Frosthole Close consultation meeting	To meet with the Operations Manager and agree some grounds maintenance works
19 February 2015	Tenant and Leaseholder Forum	General Housing Service issues were discussed
February 2015	Tenant Participation Advisory Service training	A free training event was held in Southampton which 2 tenants attended. The training was "An Introduction to Housing Services."
19 March 2015	Tenant & Leaseholder AGM	Tenants and leaseholders reviewed the achievements from the past year and made suggestions for improved working arrangements for the coming year.
4 March 2015	Grounds Maintenance Quarterly Review meeting	To discuss and review performance of the grounds maintenance service provided.
12 March 2015	Cleaning Contract Review meeting	To discuss and review performance of the cleaning service provided

22. The Tenant and Leaseholder Forum met on 19 February 2015. Guest speakers were members of our Community Safety team and 4 Police officers. A presentation was given about how we can work together for the benefit of the community. Advice was given on when and how to report issues occurring in the areas where residents live.

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)