

# FAREHAM

## BOROUGH COUNCIL

### **Report to Health and Housing Policy Development and Review Panel**

**Date**                    **24 September 2015**

**Report of:**            **Director of Community**

**Subject:**              **TENANCY SERVICES PERFORMANCE MANAGEMENT REPORT**

#### **SUMMARY**

This report provides Panel members with an update on performance in regard to current tenant rent arrears, management of empty homes, anti-social behaviour, estate services and tenant involvement.

#### **RECOMMENDATION**

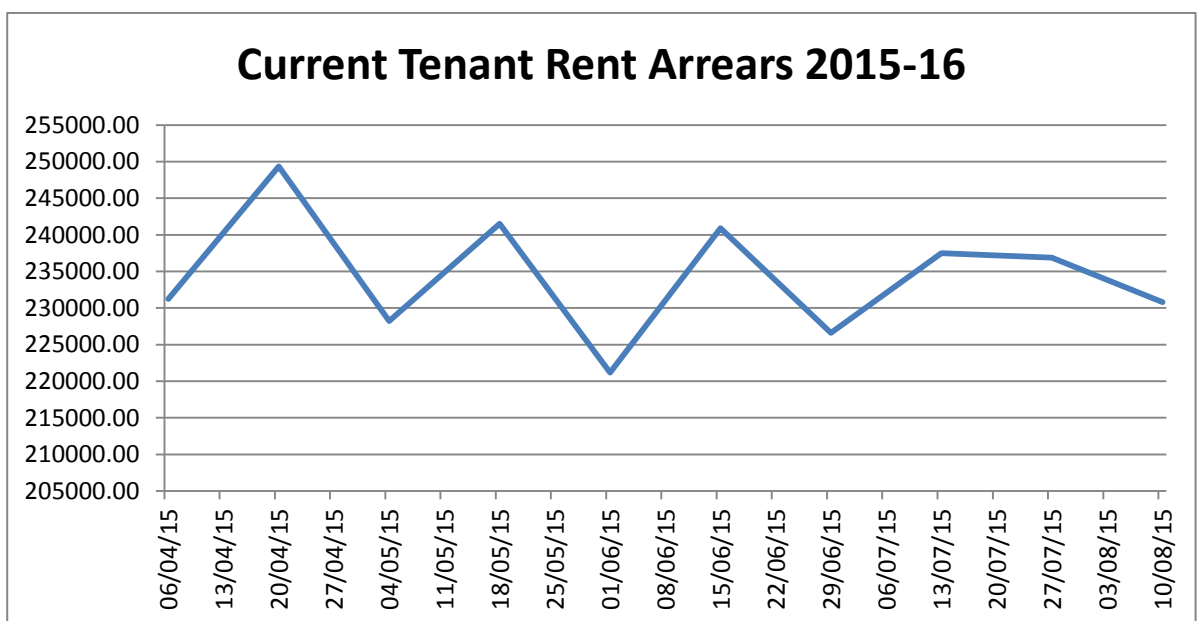
That the Panel notes and scrutinises the information contained within the report.

## INTRODUCTION

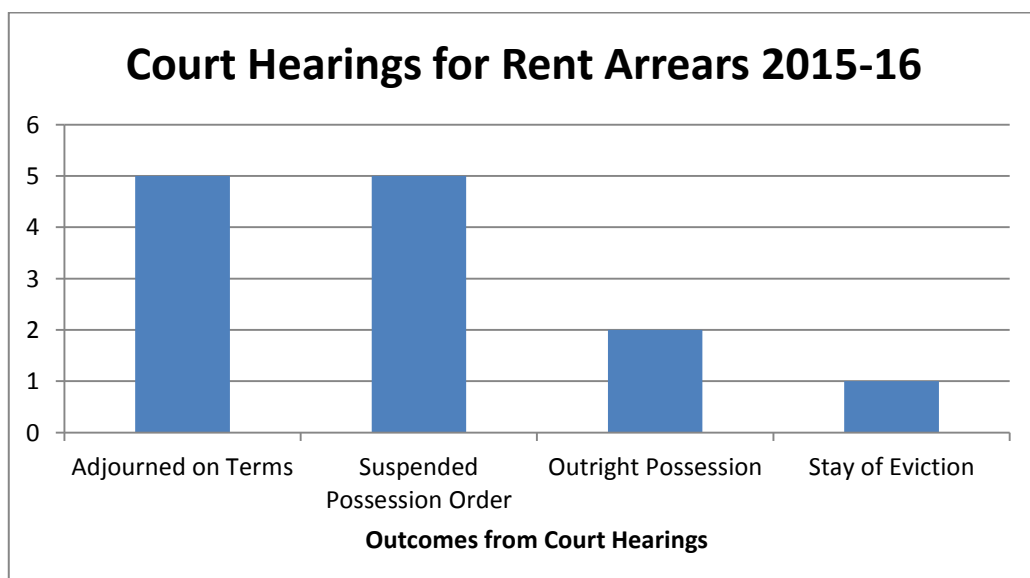
1. The Tenancy Services team is responsible for a range of housing management service functions which include rent collection and arrears recovery, managing empty homes, dealing with anti-social behaviour, housing estate management and tenant involvement.
2. This report to panel members seeks to provide an update on performance and highlight any key service issues the team are dealing with.

## CURRENT TENANT RENT ARREARS

3. The level of current tenant rent arrears as at week ending 9 August 2015 was £230,791. This equates to 1.94% of the projected annual rent debit. The graph shown below helps to illustrate arrears performance for the year to date.



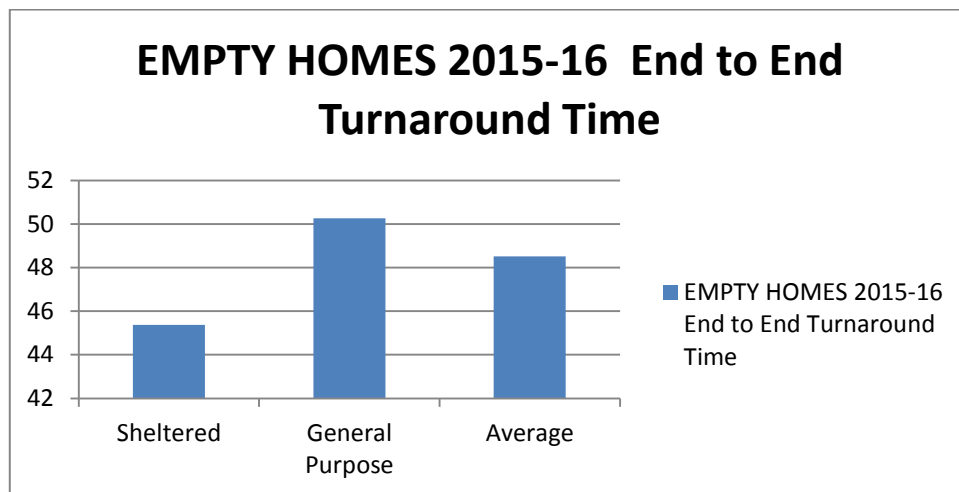
4. As part of the arrears recovery process it is necessary to refer some cases to the County Court. In the year to date there have been 13 hearings in court a breakdown of the outcomes is shown in the table below.



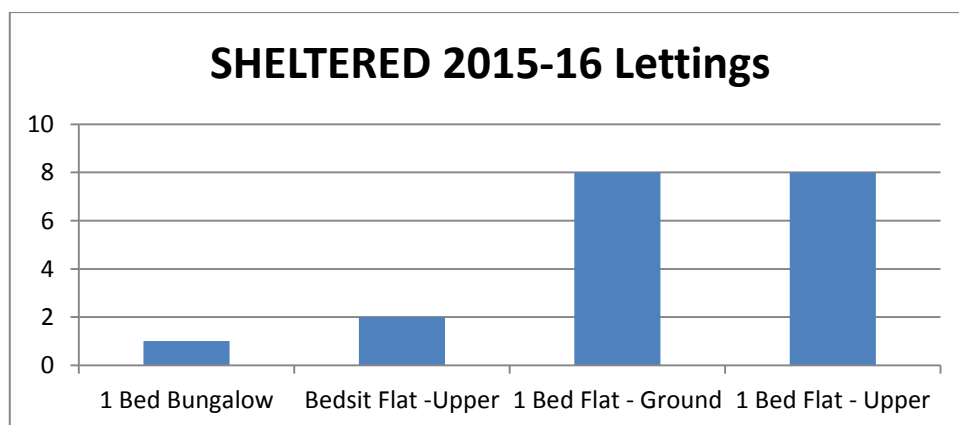
5. In the year to date there has been one eviction due to rent arrears. The tenant was a single male with no dependants who lived in a general needs bedsit flat.
6. As at the beginning of August 2015 there were 102 working age tenants whose housing benefit had been reduced due to under-occupying their home, this is a reduction on previously reported figures.

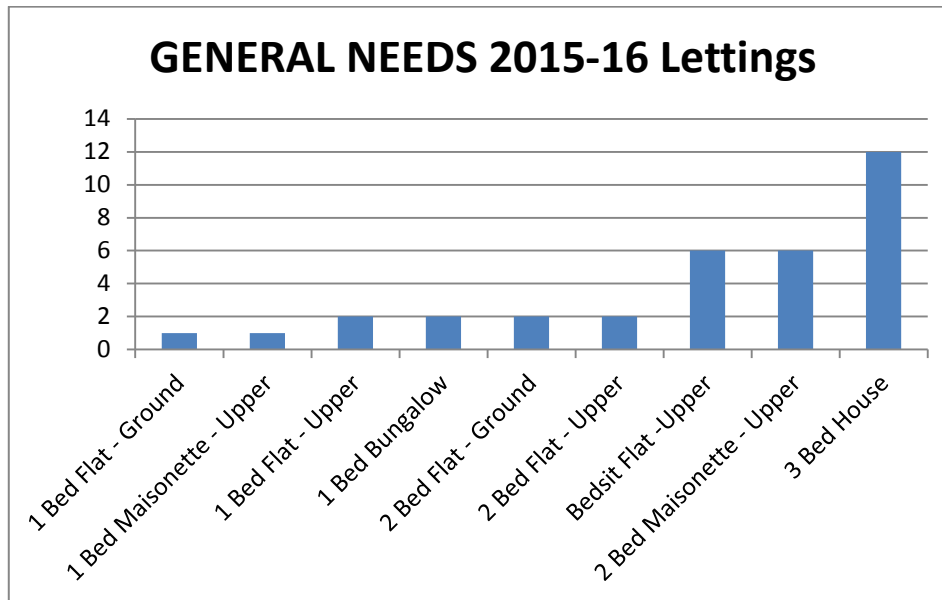
### MANAGEMENT OF EMPTY HOMES

7. The way in which empty homes are managed has changed with emphasis on matching the right person to the right property and carrying out works to empty homes that have been identified and agreed with the new tenant rather than reinstating the property to a prescribed standard.
8. In terms of performance measures, end to end turnaround times continue to be recorded. However in terms of reporting we no longer amend turnaround times for properties requiring major works such as modernisation or disabled adaptations. For illustration purposes the chart shown below shows the average turnaround time for general needs and sheltered as well as an overall average for the period April to the end of July 2015.

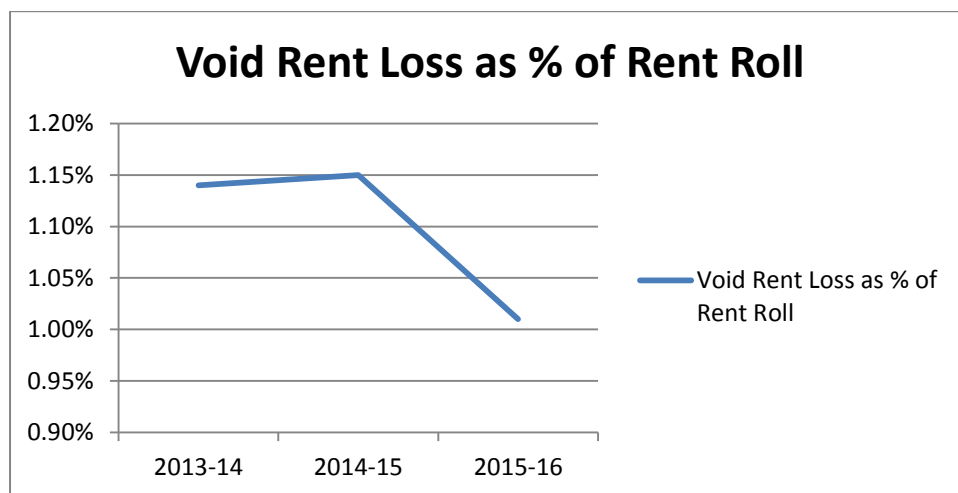


9. In the period April to the end of July 2015 a total of 53 homes have been relet; 19 of which were sheltered and 34 general needs. A breakdown by property size and type for information purposes is shown in the following charts.





10. In terms of rent loss due to empty homes, as at 9 August 2015 this amounted to £37,103 which is 1.01% of the total rent due in the financial year to date. The graph shown below illustrates performance in the year to date and over the past two years.



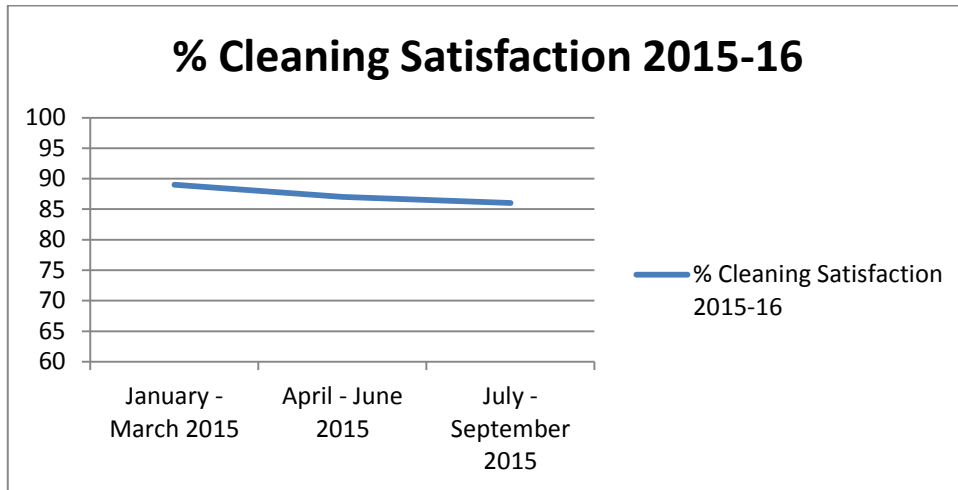
## DEALING WITH ANTI-SOCIAL BEHAVIOUR

11. The table below provides information of reported incidents of ASB where officers took some form of action against the perpetrators. This action could have been anything from sending a letter to carrying out visits with Community Safety/Police. Currently there are 4 tenants on Acceptable Behaviour Contracts. Three secure tenants and one introductory have been served Notice due to on-going ASB problems and possession proceedings are now being considered. In one of these cases consideration is currently being given to applying for a Demotion order.

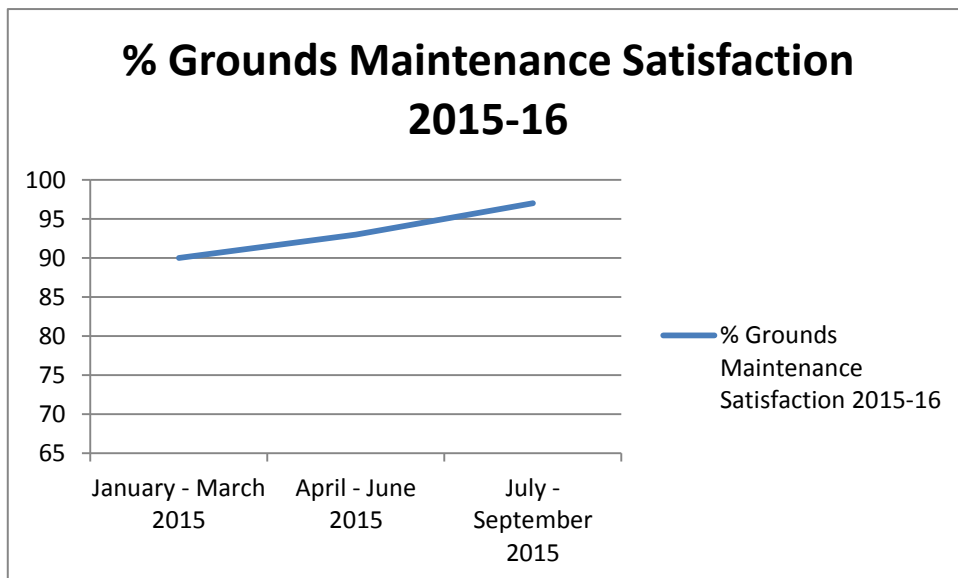
Period	Reported incidents	Serious cases
April to August 2015	7	5

## HOUSING ESTATE MANAGEMENT

12. 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 is collated to give an overall satisfaction rate.



13. Quarterly Performance meetings are held with the service provider and the last meeting was held on 4 August 2015. There were no major issues discussed.
14. 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.



15. Quarterly performance meetings are held with the service provider and the last meeting was held on 18 June 2015. There were no major issues discussed.

16. Estate inspections are carried out throughout the Borough in areas which have been highlighted by tenants or officers as having problems. In the year to date 9 inspections have taken place where problems were noted and action has been taken to rectify the issue. The main issues which came to light during the inspections were:

- Fly-tipping in communal areas of flats and maisonettes
- Overgrown hedges encroaching onto public footpaths from privately-owned gardens

### **TENANT INVOLVEMENT**

17. Since April 2015 tenants and leaseholders have been involved in the following events:

- Editorial Panel meeting;
- Tenant and leaseholder Forum;
- South Coast Training;
- Grounds Maintenance Quarterly Review meeting; and
- Cleaning Contract Review meeting

### **RISK ASSESSMENT**

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

### **CONCLUSION**

19. This report has provided panel members with an update on performance across a range of housing management services.

**Background Papers:** None

**Reference Papers:** None

### **Enquiries:**

For further information on this report please contact Jon Shore (Ext 4540)