

# FAREHAM

## BOROUGH COUNCIL

### Report to Housing Tenancy Board

**Date**                    **28 July 2014**

**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 Estates 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 30 June 2014 the level of current tenant arrears stood at £281,790.40; an increase of £25,975.73 since the last quarter's report.

Period	Arrears Total (£)	Arrears as % of Rent Due and Collectable	Arrears compared to previous period	Arrears compared to similar period in previous year
Apr – June 2014	281790.40	2.42	↑	↑

3. 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	£1619.63 (48 cases)	£1301.49 (41 cases)	£1596.33 (55 cases)	£1861.87 (46 cases)
100 - 249	£6765.70 (39 cases)	£5026.18 (31 cases)	£5235.87 (33 cases)	£2967.25 (17 cases)
250 - 499	£8628.38 (24 cases)	£14665.49 (43 cases)	£10480.21 (28 cases)	£7372.07 (21 cases)
500 - 999	£17256.95 (24 cases)	£23341.51 (34 cases)	£15791.58 (22 cases)	£11388.55 (18 cases)
1000 - 1999	£29606.63 (21 cases)	£18017.12 (14 cases)	£19331.27 (14 cases)	£10451.20 (8 cases)
➤ 2000	£8366.11 (3 cases)	£18346.18 (6 cases)	£14501.02 (6 cases)	£27872.18 (9 cases)
Total	£72243.40 (159 cases)	£80697.97 (169 cases)	£66936.48 (158 cases)	£61913.12 (119 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
Apr – June 2014	61	↓	19	↓

5. The possession hearings in court resulted in the following outcomes.
- 6 Stays of Eviction (where the tenant was successful in preventing their eviction);
  - 7 Suspended Possession Orders;
  - 3 cases were adjourned on terms;
  - 2 outright possession orders; and
  - 1 stay of eviction was dismissed (where the tenant was unsuccessful in preventing their eviction).
6. Since the last meeting of the Board there has been 1 eviction due to rent arrears.

## EMPTY HOMES – RELETTING TIMES AND RENT LOSS

7. The average time taken to relet the Council's empty homes from April to June 2014 is shown in the table below.
8. Properties deemed "hard to let" have been excluded from the relet times shown below.

Apr – June 2014	Relet Times (Calendar Days)	Comparison to previous period	Comparison to previous year
General Purpose	29.04	↑	↑
Sheltered	39.31	↑	↑
General Purpose and Sheltered	32.55	↑	↑

9. At the end of June 2014 there were 35 empty properties; 17 were general needs housing properties and 18 were sheltered housing properties.
10. In terms of rent loss due to empty homes; the rent loss was £33,407.64, this equates to 1.32% of the total rent due to date.

## ANTI-SOCIAL BEHAVIOUR (ASB)

11. The table below provides Board members with incidents of ASB. The main complaints involved erratic behaviour and nuisance caused by substance/alcohol misuse. Currently there are 4 tenants on Acceptable Behaviour Contracts 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
Apr – June 2014	5	↔	0	↔

## ESTATE MANAGEMENT

12. In the period April to June 2014 two 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
Arras House, Gaza House, Nashe House & Hillson House (03/06/2014)	Uneven paving outside Gaza House.  Fly-tipping in the bin area at Arras House	Paving reported to Responsive Repairs for inspection and repair.  Fly-tipped waste removed by Streetscene
Carberry Drive, Norgett Way and Foxbury Grove (19/06/2014)	Overgrown trees in some areas - some overhanging the footpaths.	Tree Officer to survey the area in July to assess any remedial work.

13. 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.
14. Quarterly performance meetings are held with the service provider and the last meeting was held on 20 May 2014, attended by two tenant representatives.
15. A meeting with volunteer tenants and leaseholders who help monitor Estate Services was held on 13 May 2014. The main topic of discussion was the Block Cleaning service and officers from Tenancy Services, Streetscene Division and OCS (Fountains) were in attendance.

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 blocks where feed-back was obtained.

<b>Period</b>	<b>Block Cleaning Satisfaction %</b>	<b>Comparison to previous quarter</b>	<b>Feed-Back Sample Size %</b>	<b>Overall % satisfaction for year to date</b>
Apr – June 2014	91	↑	83	91

17. The unsatisfactory responses were mainly regarding stairwell cleaning at some of the maisonette blocks. This is being addressed in consultation with the service provider and is being closely monitored by officers.

18. The service provider has introduced periodic quality checks of their work whereby a manager will visit all sites over a period of time. The feed-back to date is that the work being carried out largely meets the specification with some minor issues at some of the sites.

19. The external areas around housing blocks and general needs areas, including housing 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.

20. Quarterly performance meetings are held with the service provider and the last meeting was held on 25 June 2014.

21. 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 blocks where feed-back was obtained.

<b>Period</b>	<b>Grounds Maintenance Satisfaction %</b>	<b>Comparison to previous quarter</b>	<b>Feed-back Sample Size</b>	<b>Overall % Satisfaction for year to date</b>
Apr – June 2014	96	↑	67	96

22. There has previously been an issue around the sweeping of footpaths in and around the general needs housing blocks of flats and maisonettes. This has seen considerable improvement over the past few months following a programme of work being produced to address this issue.

## TENANT INVOLVEMENT

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

Date	Event	Purpose
24 April 2014	TSG Meeting	To discuss and review the gas service provided
26 April 2014	South Coast Training	
13 May 2014	Block Captain Event	To discuss cleaning and grounds maintenance services
20 May 2014	OCS (Fountains) Meeting	To discuss and review performance of the cleaning service provided
9 May 2014 & 12 June 2014	Editorial Panel	To assist in the production of newsletters and service user leaflets
19 June 2014	Tenants' and Leaseholders' Housing Forum	This meeting was the first to amalgamate the Tenant, Sheltered Housing Tenant and Leaseholder Forum.  General housing service issues were discussed as well as questions to be used in the forthcoming Survey.
25 June 2014	Grounds Maintenance Meeting	To discuss and review performance of the grounds maintenance service provided

24. The 3 main tenant groups (Tenant Forum, Leaseholder Forum and Sheltered Housing Forum) have recently amalgamated into one group and the first meeting under this new arrangement was held on 19 June 2014. The main agenda items for this meeting were:

- Feedback from Performance Monitoring report; and
- Questions to be included in the Tenant and leaseholder Survey

## RISK ASSESSMENT

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

## **CONCLUSION**

26. 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)