

FAREHAM

BOROUGH COUNCIL

Report to Housing Tenancy Board

Date **20 October 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 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 RENT ARREARS

2. The level of current tenant rent arrears as at week ending 5 October 2014 is shown in the table below:

Period	Arrears Total (£)	Arrears as % of Rent Due and Collectable	Arrears compared to previous period	Arrears compared to similar period in previous year
Jul - Sept 2014	£253,047.80	2.17	↓	↓

3. A breakdown of current tenant rent arrears as at week ending 5 October 2014 by patch area is shown in the table below:

Arrears Banding (£)	Portchester & SW Fareham	North Fareham	Stubbington & SE Fareham	Western Wards
< 100	£2011.95 (53 cases)	£877.37 (31 cases)	£1619.12 (38 cases)	£2101.25 (53 cases)
100 - 249	£4395.30 (28 cases)	£5739.34 (36 cases)	£6036.37 (39 cases)	£3150.00 (20 cases)
250 - 499	£6164.75 (18 cases)	£11940.29 (33 cases)	£8234.31 (23 cases)	£5701.25 (16 cases)
500 - 999	£18151.20 (25 cases)	£23035.77 (33 cases)	£12366.14 (18 cases)	£7153.51 (11 cases)
1000 - 1999	£22603.08 (15 cases)	£11532.73 (9 cases)	£15724.34 (12 cases)	£10505.78 (8 cases)
➤ 2000	£12543.81 (5 cases)	£16281.62 (5 cases)	£13750.91 (6 cases)	£31427.61 (9 cases)
Total	£65870.09 (144 cases)	£69407.12 (147 cases)	£57731.19 (136 cases)	£60039.40 (117 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
Jul – Sept 2014	64	↑	29	↑

5. The possession hearings in court resulted in the following outcomes
- 6 Stays of Eviction (where the tenant was successful in preventing their eviction)
 - 9 Suspended Possession Orders
 - 10 cases were adjourned on terms
 - 3 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 2 evictions due to rent arrears; in both cases the tenants were single males without any dependants.

EMPTY HOMES - RELETTING TIMES AND RENT LOSS

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

April – Sept 2014	Relet Times (Calendar Days)	Comparison to previous period	Comparison to previous year
General Purpose	28.27	↓	↑
Sheltered	36.95	↓	↑
General Purpose and Sheltered	31.76	↓	↑

9. At the end of September 2014 there were 26 empty properties; 16 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 £69,207.95. This equates to 1.26% of the total rent due to date. This is a reduction on the previous quarter.

ANTI-SOCIAL BEHAVIOUR (ASB)

11. 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 and 1 Introductory tenant has been served with a Notice to extend their tenancy because of issues with ASB. This case is being closely monitored over the next few months to ensure that further action is taken if necessary.

Period	Number of reported incidents	Comparison to previous quarter	No. of serious cases	Comparison to similar period in previous year
Jul – Sept 2014	7	↑	0	↓

ESTATE MANAGEMENT

12. In the period July to September 2014 one estate inspection was carried out. Details of the site visited, main issues identified and outcomes are shown below:

Areas Inspected	Issues Identified & Action Taken	Outcomes
Garden Court (24/07/2014)	Weeding required in the forecourt area. Guttering requires clearing	Request for treatment to be carried out made to Streetscene team. Work to be completed on or before 31/10/2014 Guttering has been cleared by Building Services.

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 2 September 2014.
15. 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
Jul – Sept 2014	90	↓	77	90.5

16. 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.

17. 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.

18. Quarterly performance meetings are held with the service provider and the last meeting was on 9 October 2014.

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 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 Size %	Overall % Satisfaction for year to date
Jul – Sept 2014	85	↓	56	90.5

TENANT INVOLVEMENT

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

Date	Event	Purpose
22 July 2014	Editorial Panel Meeting	To assist in the production of newsletters and service user leaflets
24 July 2014	TSG Meeting	To discuss and review the gas service provided
13 August 2014	Frosthole Close Estate Monitors Meeting	To discuss and review issues relating to Frosthole Close

2 September 2014	OCS (Fountains) Meeting	To discuss and review performance of the cleaning service provided
25 September 2014	Tenants' and Leaseholders' Housing Forum	General Housing Service issues were discussed
30 September 2014	Collingwood Court Update Meeting	Collingwood House representatives met to discuss developments and progress with the building work
9 October 2014	Streetscene Meeting	To discuss and review performance of the Grounds Maintenance service provided

21. The Tenant Forum met on 25 September 2014. The meeting was attended by 32 tenants/leaseholders and the main items discussed were:

- Changes to the Maintenance service and how it will be delivered in the future
- Feed-back from tenants who attended contractor review meetings.

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 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)