

**WANDSWORTH BOROUGH COUNCIL - HOUSING AND REGENERATION
DEPARTMENT**

ANNUAL AREA HOUSING PANEL PERFORMANCE REPORT
KEY PERFORMANCE INDICATORS FOR 1 APRIL 2021 TO 31 MARCH 2022

AREA HOUSING PANELS SEPTEMBER 2022

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Key to Direction of Travel: Where a comparison with the previous financial year is shown, an arrow indicates the direction of change between the previous year and the current year.

CONTEXT INFORMATION

This report contains information on the performance of the housing management area teams and contractors under their control. Also, where information is available, comparisons with other London councils are shown. Due to the timing of the publication of this comparative data, the information relates to 2016/17. This report provides detail on Key Performance Indicators to all area housing panel members to enable them to review and scrutinise the housing management service. If you are unable to attend the area housing panel meeting at which this document will be discussed, please make any comments you wish to make to your area housing manager or alternatively e-mail hms@wandsworth.gov.uk.

The area housing manager will briefly introduce the report at the meeting and will be available to respond to any questions the residents' representatives may have. If the area housing manager cannot deal with the question in the meeting, he/she will ensure that a response will be provided when the minutes are circulated.

The figures below relate to Council tenants and leaseholders who are required to pay rent and / or a service charge for the management services provided by the area teams as at 1st April 2021.

Residential properties managed by resident management organisations (RMOs)

	Tenanted	Leasehold	Total	Area Team
Ackroydon East TMO	130	144	274	Western
Allsaints Coop	23	26	49	Southern
Battersea Fields RMO	339	171	510	Central
Carey Gardens Coop	229	174	403	Eastern
Convent Coop	34	61	95	Central
Felsham Road Coop	46	42	88	Western
Goulden House Coop	41	228	269	Southern
Mccarthy Court RMO	38	40	78	Southern
Patmore Coop	576	278	854	Eastern
Totteridge Coop	104	34	138	Central
Wimbledon Park Coop	47	232	279	Western
RMOs Total	1,607	1,430	3,037	
Grand Total	16,962	15,672	32,634	
Percentage Breakdown:	52.0%	48.0%	100%	

Residential properties managed by area housing team:

	Tenanted	Leasehold	Total	Percentage of stock
Central	3,529	4,082	7,611	25.7%
Eastern	4,466	3,137	7,603	25.7%
Southern	3,271	3,861	7,132	24.1%
Western	4,089	3,162	7,251	24.5%
Total	15,355	14,242	29,597	100.0%
Direction of travel:	↑	↓	↑	

STOCK CONDITION AND ENERGY EFFICIENCY

Proportion and number of homes non-decent (not meeting the Decent Homes Standard)

Target for 2021/22 Maintain 100% compliance with the Decent Homes Standard

The Council met the Decent Homes Standard in 2007/08 and continues to ensure that properties do not become non-decent. Where tenants have refused to have central heating installed the installation takes place when the property becomes void. Where an individual tenant does not want work carried out on their home to bring it up to the Decent Homes Standard, then the home can remain below the standard until the property is vacated, at which point the necessary work can be undertaken. Whilst the home is occupied it is not counted as non-decent for reporting purposes (Department for Levelling Up, Housing and Communities). There are a few exceptions to this, e.g. where works are required to maintain the structural integrity of the dwelling or prevent other components within the dwelling from deteriorating. These dwellings are counted as non-decent.

The Decent Homes Standard has four criteria, which are:

1. It meets the current statutory minimum standard for housing (i.e. the dwelling should be free of category 1 hazards under the Housing Health and Safety Rating System (HHSRS)
2. It is in a reasonable* state of repair
3. It has reasonably modern* facilities and services
4. It provides a reasonable* degree of thermal comfort.

* As defined by the Ministry of Housing, Communities and Local Government Guidance

Number of properties where upgrade refused by tenant by Area Team

	Central	Eastern	Southern	Western	Grand Total
No. of properties where tenants have refused works at 01/04/2021	14	10	35	10	69
Proportion of properties where tenants have refused works at 01/04/2021	0.40%	0.22%	1.07%	0.24%	0.45%

Average Standard Assessment Procedure (SAP) Rating - How are we performing compared to others?

SAP is a measure of overall energy efficiency and depends on both the heat loss from the dwelling and performance of the heating system. This is an annual average figure and it is not possible to provide a further break down by quarter or area team. The SAP rating index uses the letters A to G, **where 'A' indicates the most efficient properties. For the ninth consecutive year, Wandsworth scored a "C", which was the joint-highest score achieved by any London Borough.**

COST OF MANAGING AND MAINTAINING COUNCIL PROPERTIES

This data relates only to tenanted properties and is no longer collected centrally for all local authorities so comparative data is not available. The forecasts for 2021/22 are based on the trend from previous years and projected inflation.

Average Cost of Management

Average weekly cost of management per unit is defined as the cost to the local authority of housing management and is measured by the Housing Revenue Account expenditure on management over the year less the income generated from unpooled charges for services not otherwise covered by management and maintenance allowances, divided by the average number of dwellings in the HRA at the start and end of year, divided by 52. Unpooled charges refer to services which are charged back to the tenant and are not covered by management and maintenance allowances.

	Actual	Actual	Actual	Actual	Forecast
	2018/19	2019/20	2020/21	2021/22	2022/23
Av. weekly management cost	£19.13	£19.01	£20.58	£19.81	£20.37

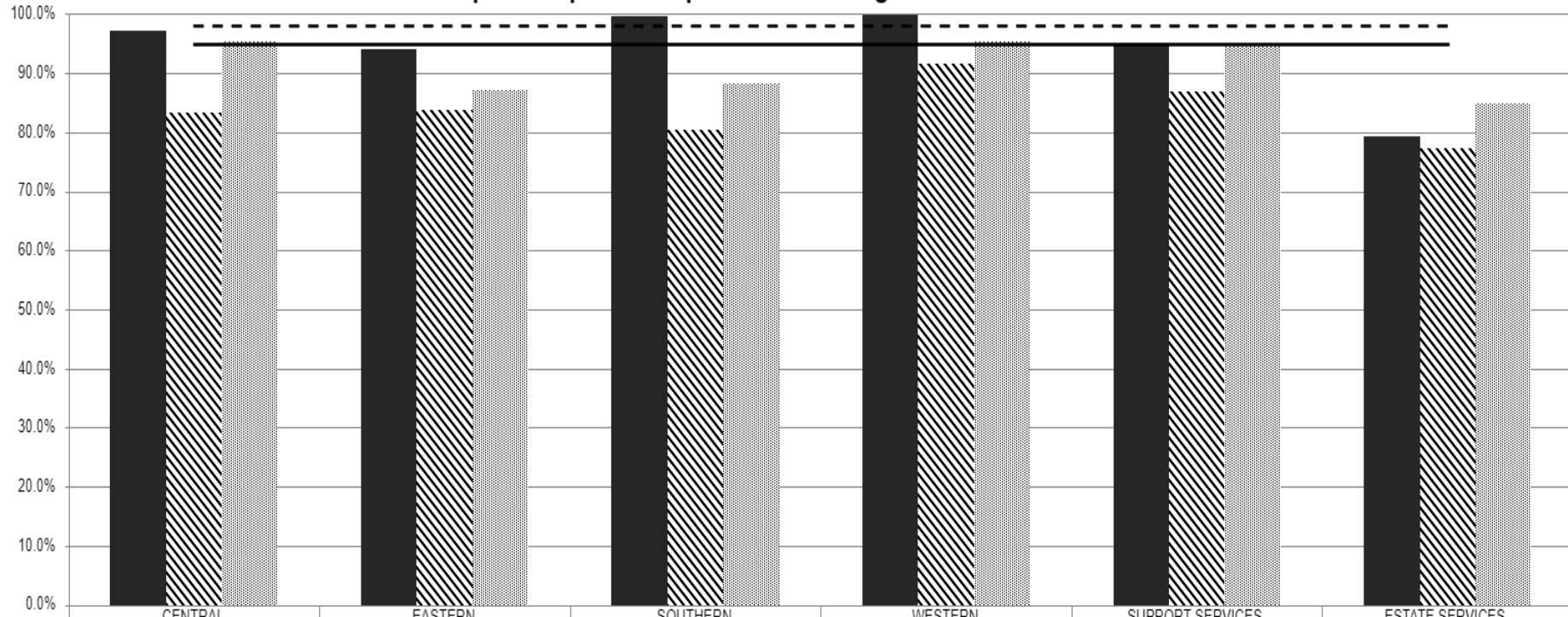
Average Cost of Maintenance

Average weekly cost of maintenance per unit is defined as the cost to the local authority of repairs and is measured by the Housing Revenue Account expenditure on repairs over the year divided by the average number of dwellings in the HRA at the start and end of the year, divided by 52.

	Actual	Actual	Actual	Actual	Forecast
	2018/19	2019/20	2020/21	2021/22	2022/23
Av. weekly maintenance cost	£28.84	£32.46	£30.16	£34.07	£35.03

REPAIRS

Graph 1: Repairs completed within target



Direction of Travel



Repairs Satisfaction

The section on Tenant Repairs Satisfaction has not been included in this 2021/22 Annual report as an error has been identified with those who received a satisfaction text message. The new contractors have now been added into those being sent text messages so data will be reported again from Q3.

Cleaning Monitoring: Inspections on residential blocks and estates

Target for 2021/22: 90% of cleaning inspections on residential blocks and estates to receive a grade B or above

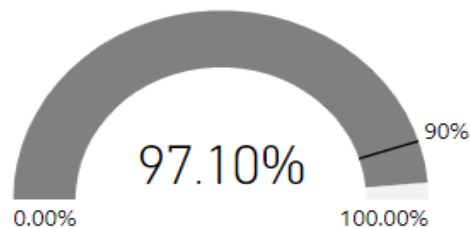
The Department has a dedicated estate services team that operates 24 hours a day, and two contractors (Lewis & Graves and Pinnacle) are hired to carry out cleaning and maintenance to the communal areas of the estate / block.

Regular cleaning inspections are carried out to monitor the performance of the two contractors to ensure they are meeting the agreed standards highlighted in the HouseMark Caretaking and Cleaning Standards document which provides indicative standards of cleanliness in photographic form for a range of elements (such as light fittings, handrails, floors, lobby areas, etc). There are four photos for each element, representing the following four standards and are graded from A-D as follows:

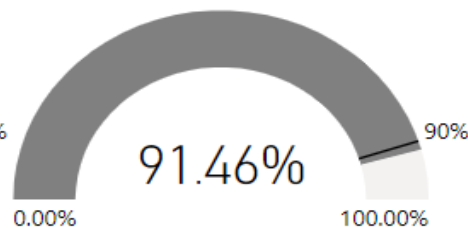
Grade	Description
A	Excellent
B	Good
C	Poor
D	Unacceptable

Graph 4, 5 and 6 below displays the % of cleaning inspections during Q4 that received a grade B or above for both contractors:

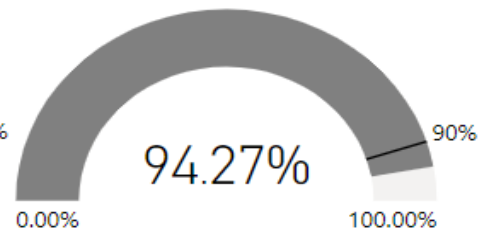
Graph 4: Lewis and Graves



Graph 5: Pinnacle



Graph 6: Overall %



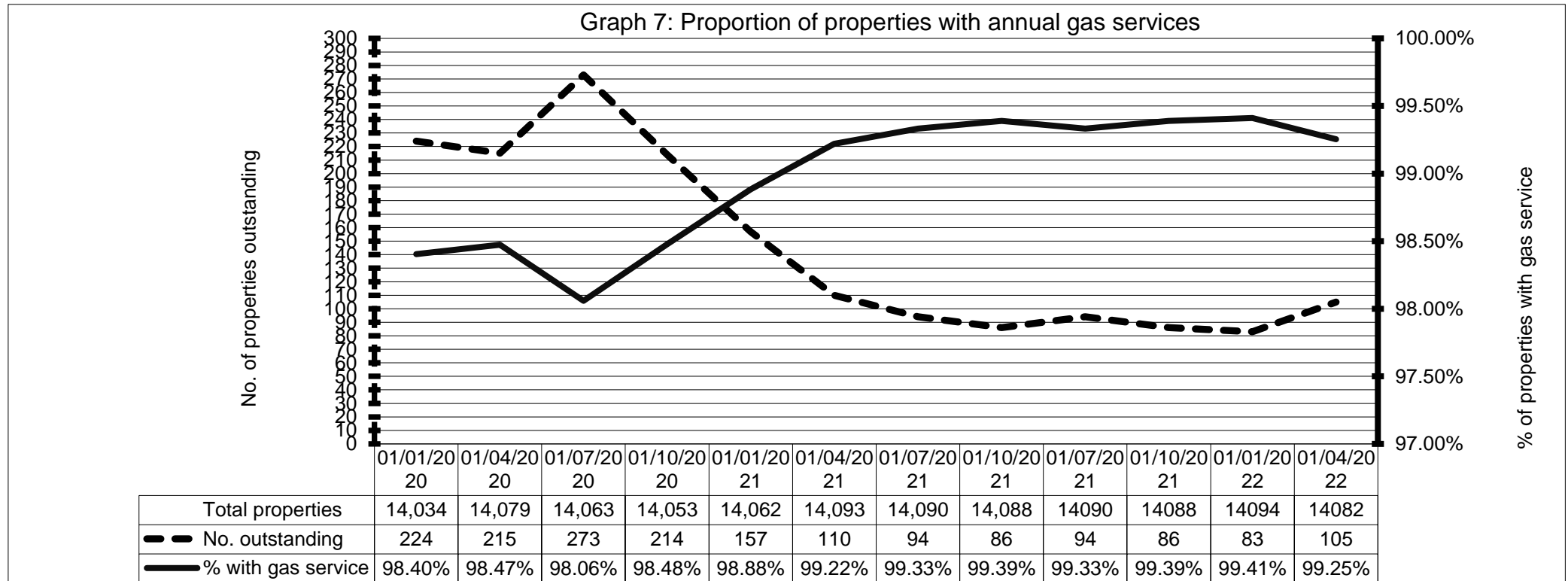
During 21/22, the Council had inspected 2071 blocks and 283 estates, with 1171 being cleaned by Lewis and Graves and 1183 being cleaned by Pinnacle. Of these inspections, 97.10% were graded B+ (38.86% receiving a grade A) for Lewis and Graves, and 91.46% of inspections graded B+ (37.28% receiving a grade A) for Pinnacle, giving an overall average of 94.27% of all inspections receiving a grade B+, of which 38.06% were graded A.

Proportion of gas service certificates outstanding

Target for 2021/22: 100% of tenanted properties with a gas service at 1st April 2022

A landlord safety certificate is a legal requirement and all homes with gas appliances should be checked yearly by a HomeSafe registered engineer who will undertake repair work and issue a gas safety certificate. Landlords should ensure that their tenants get a copy of the gas safety certificate within 28 days of the gas check, or, if new tenants, when they move in. The proportion of gas safety certificates outstanding (i.e. those that are older than 12 months) is expressed as a percentage of the total number of properties in the Housing Revenue Account that require a gas servicing certificate.

As at 1st April 2022, only 105 properties out of 14,082 had a last recorded gas service that was more than 12 months ago, which is a significant achievement given the stock profile. This represents 0.75% of council tenanted properties with this very small level of outstanding gas services being maintained throughout the year. The service continues to work to ensure that the number of properties with an outstanding gas service is kept to an absolute minimum with proactive action being taken as required to gain entry to properties to undertake servicing.

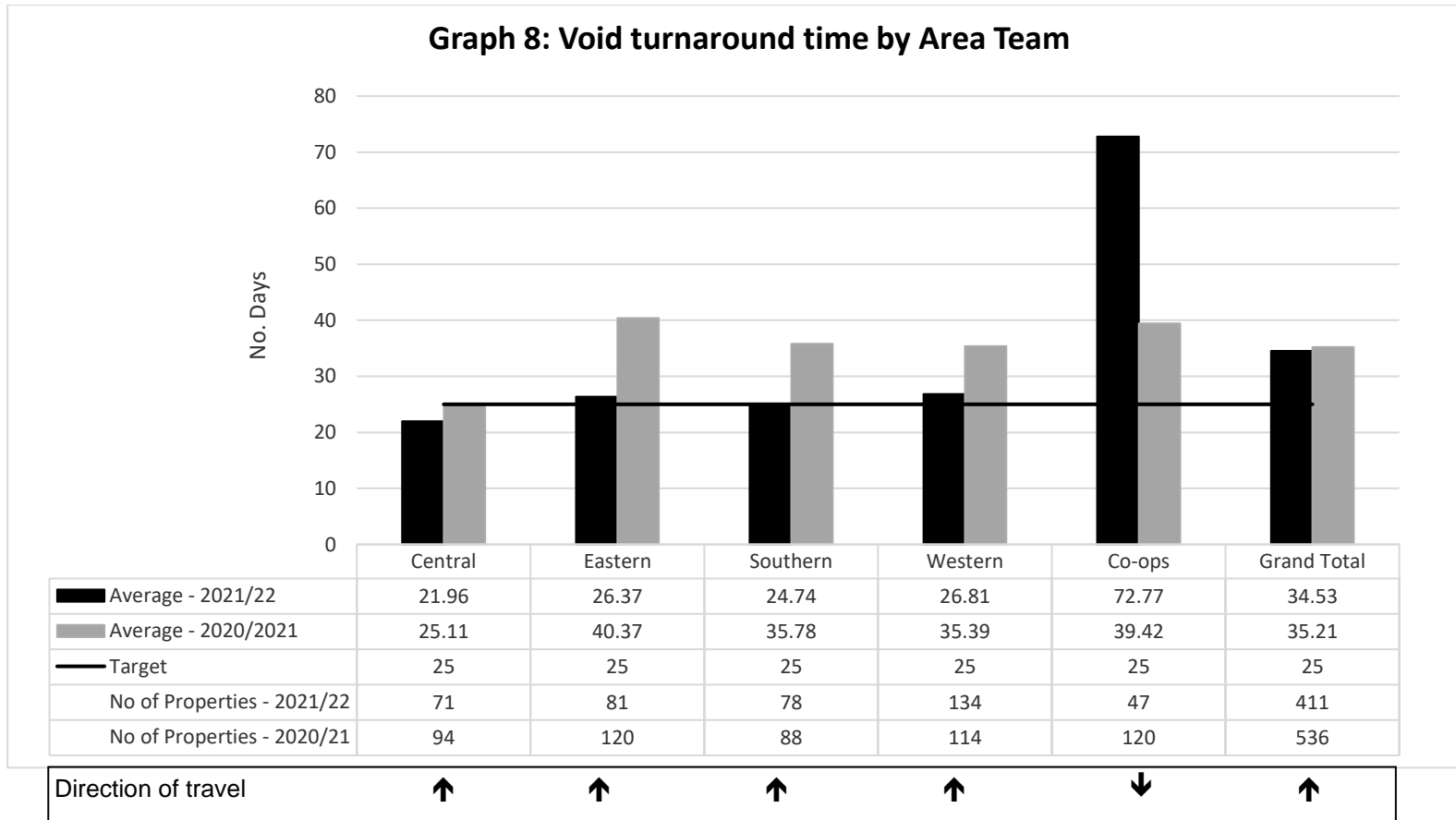


VOID PROPERTIES

Vacancy Turnaround Times

Target for 2021/22: 25 days

The Council has set this target as the maximum time between the vacation of a property and its re-letting. The period includes the time taken for the area team to make the property available for offer (i.e., carrying out repairs, lock changes, etc.) and the time taken by lettings from finding a suitable tenant to tenancy commencement. These figures exclude properties let through mutual exchanges, undergoing major works or which the Council intends to sell or demolish.



Percentage of Rent Lost Through Vacants

How are we performing locally?

	Actual	Actual	Actual	Actual
	2018/19*	2019/20	2020/21	2021/22
% Rent lost through Council homes being empty	1.18%	1.69%	2.01%	2.83%
Total rent lost through vacants (in £s)	1,320,077.86	1,904,104.47	2,313,759.63	£3,214,216.79

* Please note: the figure for 2018/19 has changed from the 2018/19 AHP Annual Report. This is due to a recalculation of the Local Area Housing Statistics (LAHS) figures supplied by Rents and provided to DLUHC. The method applied to calculate the figure for 2019/20 was more in depth than in previous years and therefore the same method was also applied retrospectively to the 2018/19 figure.

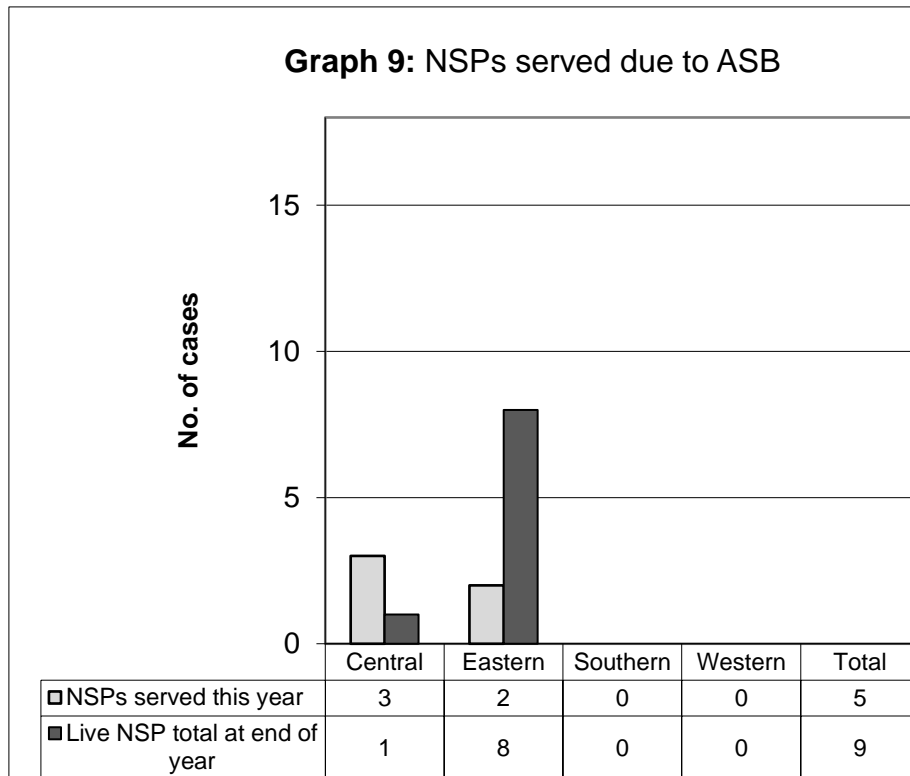
The performance has decreased in 2021/22, following on from the pandemic this has had a financial impact across the borough, with vacant properties taking longer to relet due to repairs taking longer. There is now a backlog of void properties with the majority of these needing major works and subsequently are void for longer.

TACKLING ANTI-SOCIAL BEHAVIOUR (ASB) AND TENANCY ENFORCEMENT

The following tables show different kinds of enforcement action taken against residents for anti-social behaviour in the financial year 2021/22. Data for all area teams is shown for comparison.

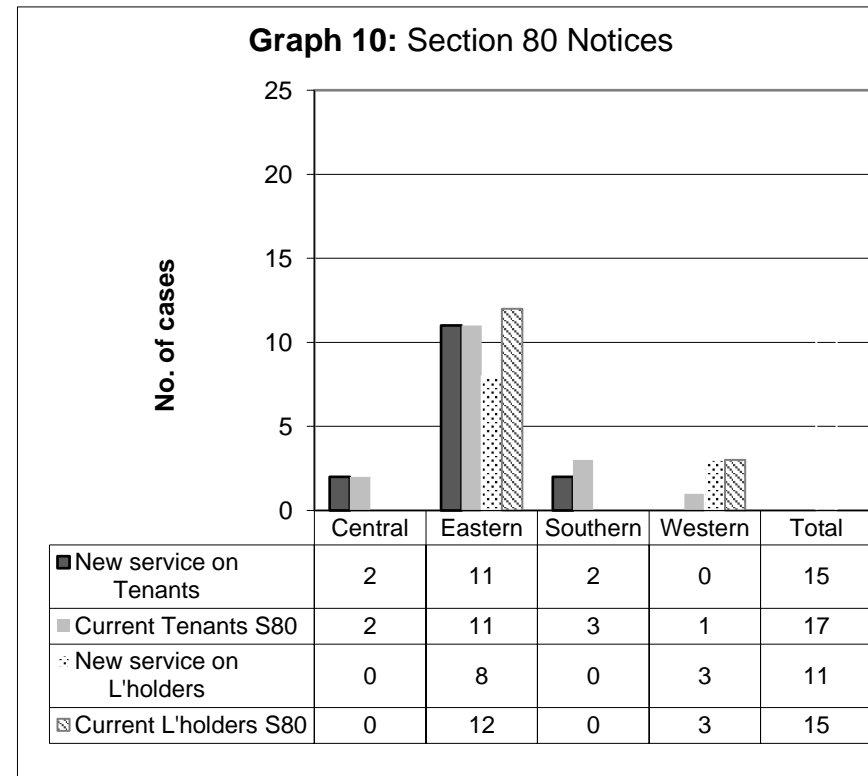
Notice Seeking Possession (NSP) served on secure and introductory tenants due to ASB - Housing Act 1985

As shown in graph 9, 5 NSPs were served during 2021/22 a decrease from 17 served in 2020/21 for all area teams.



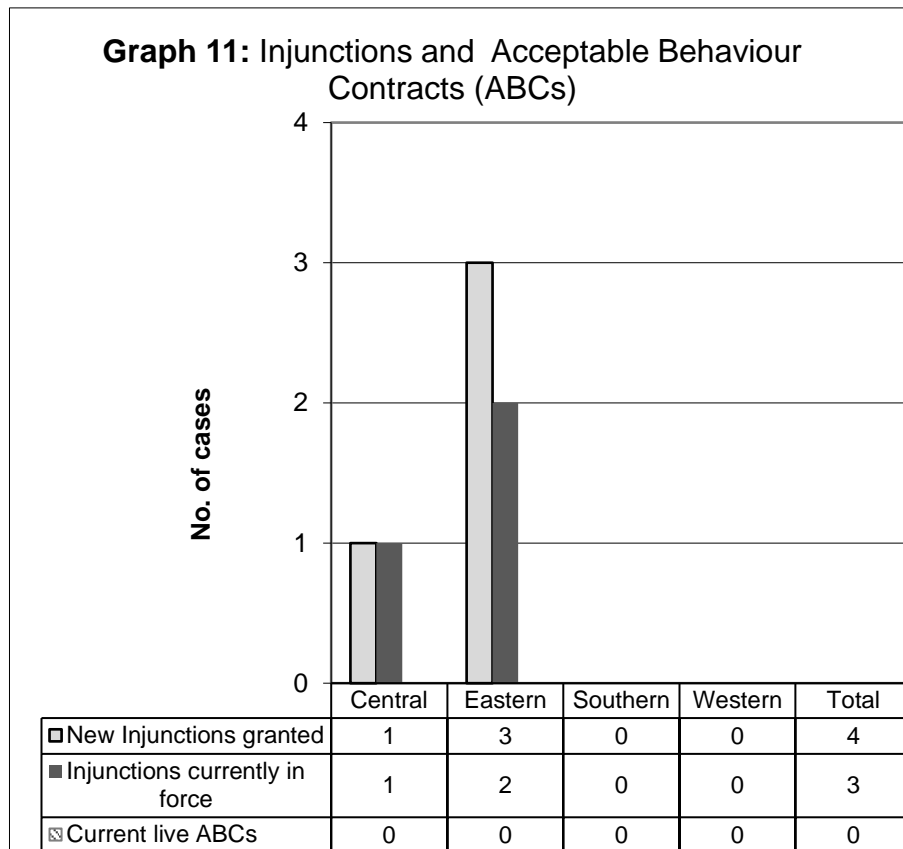
Section 80 notices issued under the Environmental Protection Act 1990

Overall, the number of new Section 80 Notices served on tenants has decreased from 33 in 2020/21 to 15 in 2021/22 and decreased from 16 during 2020/21 to 11 during 2021/22 for leaseholders.



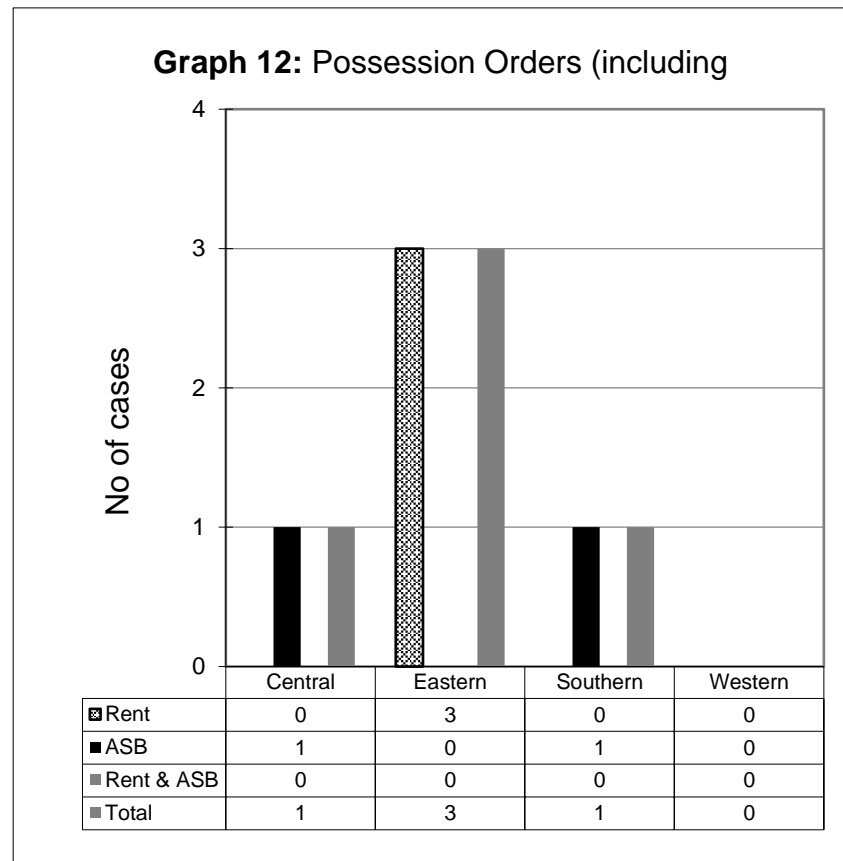
Acceptable Behaviour Contracts (ABCs) and injunctions

The figures shown in Graph 11 are a slight increase compared with 2020/21, when there were two injunctions in force to four live ABCs at the end of the year across all area teams.



Possession orders obtained – total for secure and introductory tenants – for rent arrears, ASB and other grounds

The number of possession orders granted in 2021/22 was 10 compared with 0 granted in 2020/21.



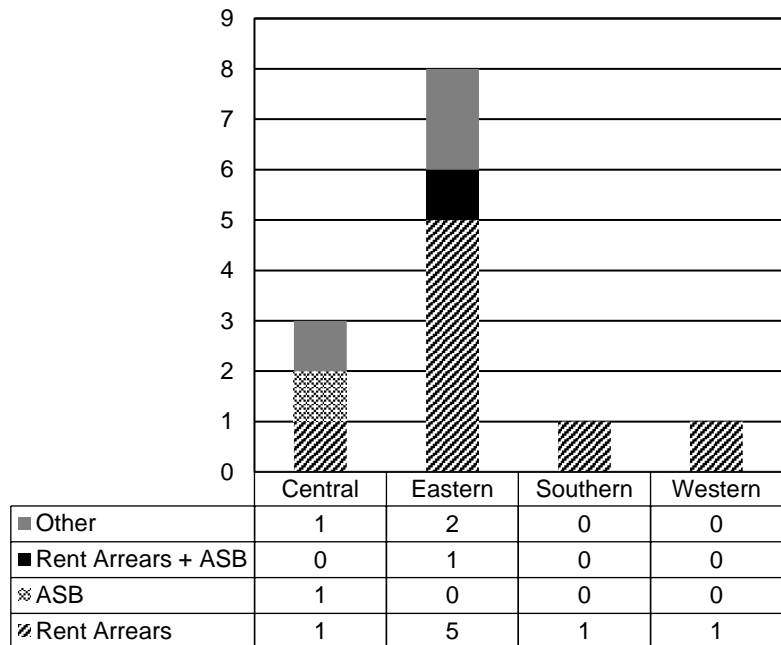
Number of evictions for both for secure and introductory tenants

The number of evictions taking place during 2021/22 (11) represents a decrease compared with 2020/21, when took place. This can also be attributed to the adjustments relating to water rates and a significant reduction in the number of evictions occurring due to rent arrears.

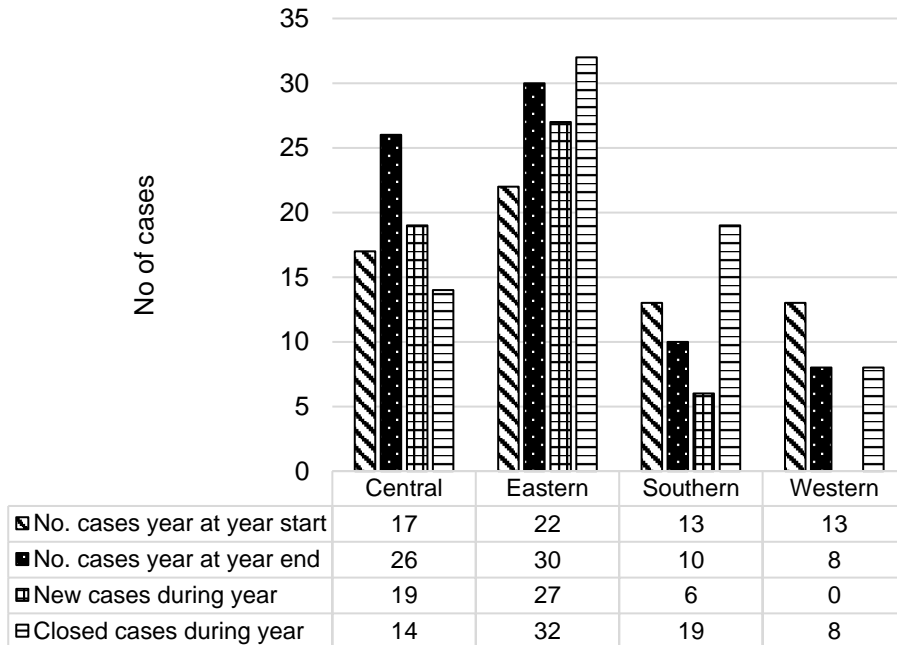
Unauthorised Occupants

An unauthorised occupant is a person who is, or remains, in occupation of a property after the departure of the previous tenant and where there is no automatic right of succession by or transfer of tenancy to that person.

Graph 13: Evictions 2021/22

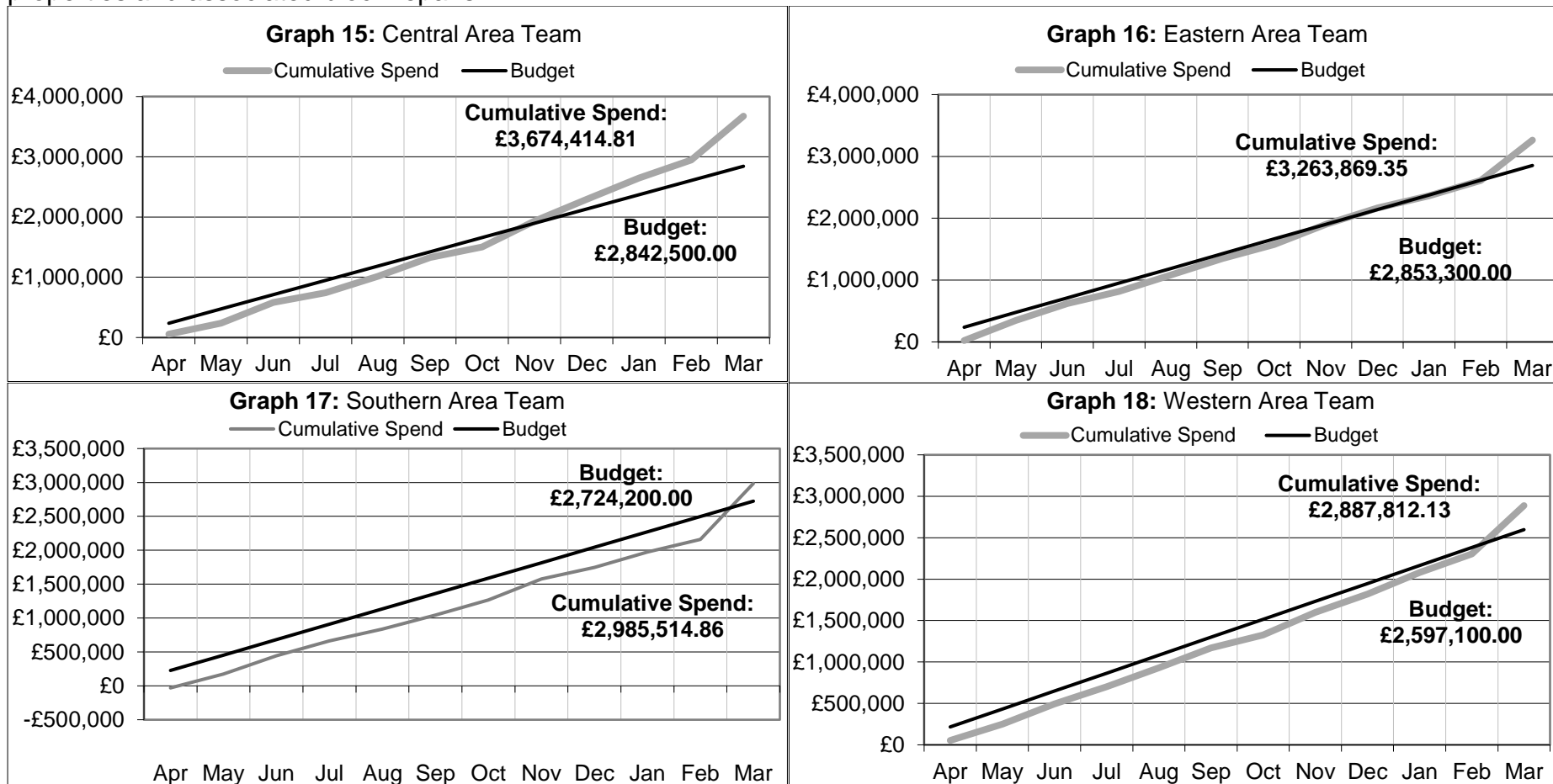


Graph 14: Unauthorised Occupants 2021/22



BUDGETARY PERFORMANCE

At the beginning of each financial year (April to March) housing management is allocated a number of budgets within which they are expected to repair and maintain the properties they manage. The budget for the Area Teams is for the maintenance of tenanted properties and associated block repairs.



COMPLAINTS MONITORING

The council has a corporate procedure for dealing with complaints from its customers. During Q1 to Q3 2020/21, a 3-step procedure was in place, meaning if a customer was unhappy with the response at step 1, the complaint would go to the next step, so the complaint is reviewed; the corporate target for a full response to the complaint was 10 working days at each step. The complaints procedure has been reviewed, and from Q4 2020/21 a 2-stage procedure was put in place, with a corporate target for a full response being received within 20 working days for stage 1 complaints, and 15 working days for stage 2 complaints. The table below shows the breakdown of complaints relating to the Housing Management Division, which includes step 1-3 complaints during Q1 to Q3 2020/21 and step 1-2 complaints Q4 2022/21 and Q1- Q4 2021/22.

Sections	No. of complaints:			2021/2022 complaints dealt with at:	
	2019/20	2020/21	2021/22	Step 1	Step 2
Area Teams	105	101	156	109	47
Major Works and Leasehold and Procurement	20	11	6	5	1
Supported Housing Services	3	21	4	4	0
Estate Services	7	1	4	3	1
Support Services	5	5	9	7	2
RMOs and Co-ops	24	44	25*	19	6
Total	164	183	204	147 72.05%	57 27.95%

During the year, the Department received 301 complaints (204 for Housing Management) compared with receiving 299 complaints in 20/21. The number of complaints received regarding the Housing Management Division increased by 10.3%, from 183 to 204. However, 72.05% of complaints regarding Housing Management were concluded at step one of the complaints procedure, an increase from 63% in 2020/21, which means that the majority are dealt with at this stage, without the need for them to be escalated by the complainant.

The Department as a whole responded to 64.23% of complaints within the target time as above and 70.07% were dealt with at stage one. Continuous monitoring of complaints takes place to ensure that any increases can be identified and addressed quickly and efficiently. Complaints are considered constructively and where possible are used to improve services. The Department is keen to learn from complaints to ensure the service provided to residents continues to be of a high standard and improvements and suggestions can be incorporated into service delivery.

* some RMOs/Co-ops did not return their complaint stats in each quarter, 2 did not in Qs 1-3 and 3 did not in Q4.