

**WANDSWORTH COUNCIL – HOUSING & REGENERATION DEPARTMENT**

**ANNUAL AREA HOUSING PANEL PERFORMANCE REPORT**

**KEY PERFORMANCE INDICATORS FOR 1<sup>st</sup> APRIL 2019 TO 31<sup>st</sup> MARCH 2020**

**AREA HOUSING PANELS – OCTOBER 2020**

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## 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 2018/19. 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@richmondandwandsworth.gov.uk](mailto:hms@richmondandwandsworth.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 (excluding freeholders) managed by the area teams and resident management organisations (RMOs) as at 1<sup>st</sup> April 2019.

### Residential properties managed by area housing team:

	Tenanted	Leasehold	Total	Percentage of stock
Central	3561	3790	7351	24.9%
Eastern	4380	3171	7551	25.6%
Southern	3447	3863	7310	24.8%
Western	4063	3193	7256	24.6%
<b>Total</b>	<b>15,451</b>	<b>14,017</b>	<b>29,468</b>	<b>100%</b>
	<b>52.4%</b>	<b>47.6%</b>	<b>100%</b>	<b>100%</b>

### Residential properties managed by resident management organisations (RMOs)

	Tenanted	Leasehold	Total	Area Team
All Saints Coop (est 1979)	23	26	49	Southern
Convent Coop (est 1984)	34	61	95	Central
Felsham Road (est 1985)	46	42	88	Western
Chatham Coop (est 1989)	2	16	18	Southern
Totteridge Coop (est 1991)	103	35	138	Central
Wimbledon Park Coop (est 1992)	47	230	277	Western
Goulden House Coop (est 1992)	42	227	269	Southern
Carey Gardens Coop (est 1993)	229	174	403	Eastern
Patmore Coop (est 1994)	581	273	854	Eastern
Ackroydon East TMO (est 1999)	128	146	274	Western
Battersea Fields RMO (est 2002)	341	169	510	Central
McCarthy Court RMO (est 2005)	39	39	78	Southern
<b>RMOs Total</b>	<b>1615</b>	<b>1438</b>	<b>3053</b>	
<b>Grand Total</b>	<b>17,066</b>	<b>15,455</b>	<b>32,521</b>	

## **STOCK CONDITION AND ENERGY EFFICIENCY**

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

#### **Target for 2019/20: All tenanted properties to maintain 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 the planned decent homes work installed, 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 (Communities and Local Government guidance). The exception to this is where works are required to maintain the structural integrity of the dwelling or prevent other components within the dwelling from deteriorating, or where there is a hazard that must receive early attention. 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 Health and Safety hazards)
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.

\* “Reasonable” as defined in the Decent Homes guidance

	<b>Central</b>	<b>Eastern</b>	<b>Southern</b>	<b>Western</b>	<b>Grand Total</b>
No. of properties where tenants have refused works at 01/04/2019	17	12	42	10	81
Proportion of properties where tenants have refused works at 01/04/2019	0.48%	0.27%	1.22%	0.25%	0.52%

The Council has continued to achieve 100% compliance with the Decent Homes Standard where access to the properties has been allowed. This means that the Council is joint first in London for decency, with eight other Boroughs also complying with the standard.

### **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 eighth 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 2020/21 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. It 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.

	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Forecast</b>
	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>
Av. weekly management cost	£18.90	£18.94	£19.13	£19.01	£19.49

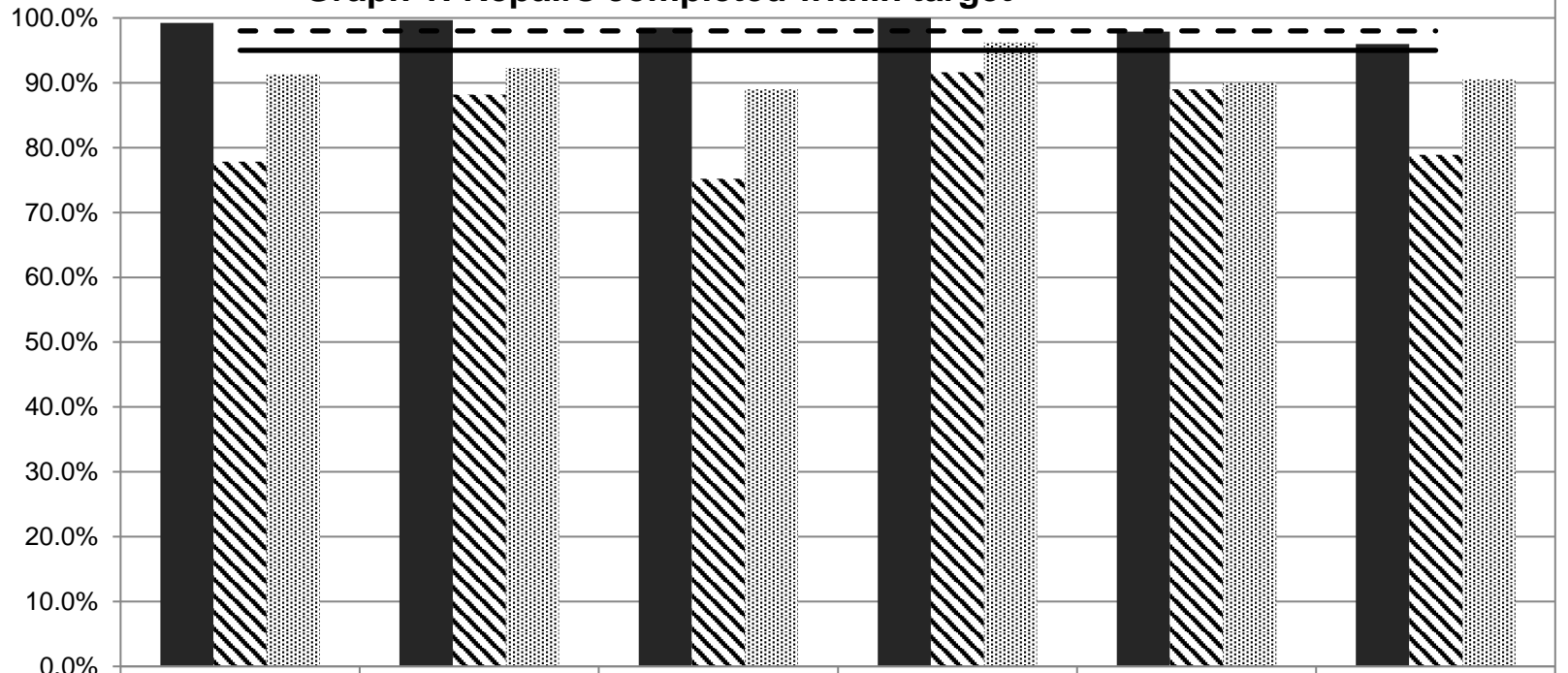
### **Average Cost of Maintenance**

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.

	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Forecast</b>
	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>
Av. weekly maintenance cost	£28.14	£27.67	£28.84	£32.46	£30.79

**REPAIRS**

**Graph 1: Repairs completed within target**



	CENTRAL	EASTERN	SOUTHERN	WESTERN	SUPP_SERV	ALL ES
Emergency	99.2%	99.7%	98.5%	100.0%	97.9%	96.0%
Non-urgent	77.8%	88.2%	75.2%	91.6%	89.0%	78.9%
Urgent	91.3%	92.3%	89.0%	96.2%	90.0%	90.5%
Emergency Repairs Target	98.0%	98.0%	98.0%	98.0%	98.0%	98.0%
Overall Repairs Target	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Average - Q4 2019/20	82.9%	90.2%	78.3%	93.2%	91.7%	80.7%
Average - Q4 2018/19	75.0%	90.0%	80.0%	93.0%	97.0%	86.0%
No. of Jobs - Q4 2019/20	8,735	9,808	8,515	9,662	13,026	10,723
No. of Jobs - Q4 2018/19	8,688	11,490	9,633	10,853	15,728	10,831

Direction of travel	↑	↑	↓	↑	↓	↓
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## **Repairs Satisfaction**

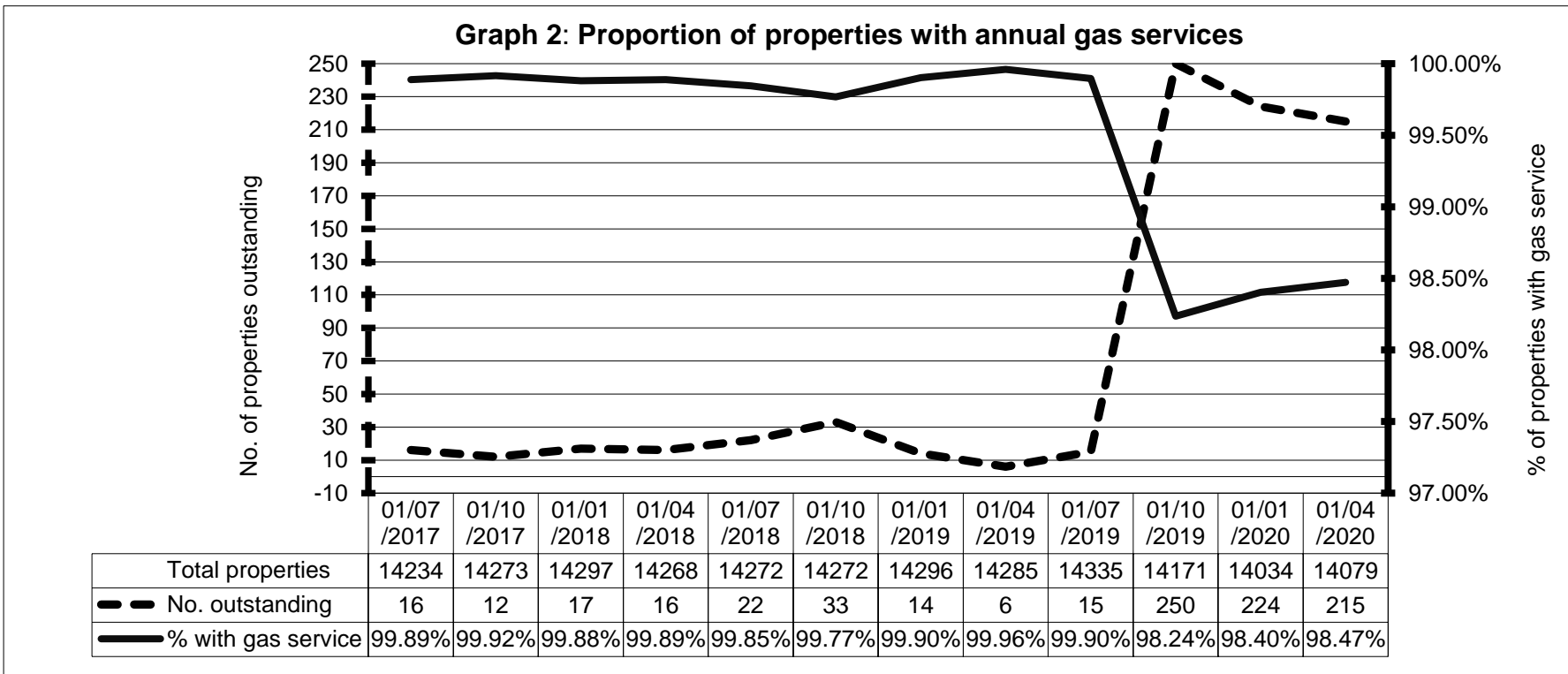
Due to the transition from Saffron to NPS and to a paperless system there were no job sheets sent out from August 2019. A transactional survey measuring repairs satisfaction will begin in January 2021 where tenants who have a repair completed within their home will be sent a text message to complete a short satisfaction survey. Results of these will be reported through Area Housing Panels. Satisfaction with all repairs for both tenants and leaseholders is also asked through the Housing Link surveys carried out annually.

**Proportion of gas service certificates outstanding**

**Target for 2019/20: 100% of tenanted properties with a gas service at 1<sup>st</sup> April 2019**

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 2020, 215 properties out of 14,079 had a last recorded gas service that was more than 12 months ago. This represents 1.53% of properties with an outstanding gas service. This is a significant difference compared to 1<sup>st</sup> April 2019 which is largely due to changes in contractors and IT systems both in August 2019 and bedding in issues with the new system monitoring the new contractor’s performance. Work was underway to address this and as of March 2020 numbers reduced to 123 by March 2020, however in the latter part of the year COVID-19 has impacted the numbers due to lockdown and issues over access. 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.



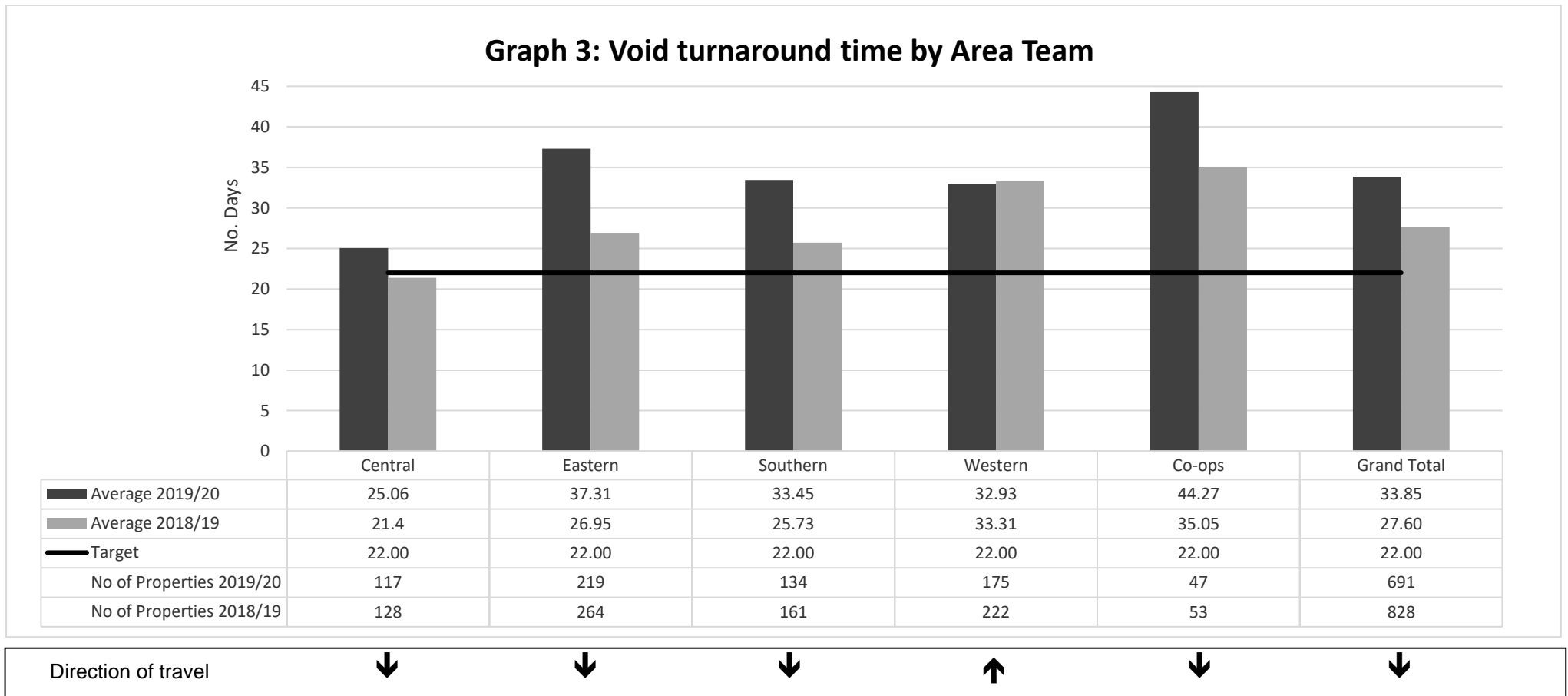


**VOID PROPERTIES**

**Vacancy Turnaround Times**

**Target for 2019/20: 22 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 occupation (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 or which the Council intends to sell or demolish.



## Percentage of Rent Lost Through Vacants

### How are we performing locally?

	Actual	Actual	Actual	Actual
	2016/17	2017/18 *	2018/19 *	2019/20
% rent lost through Council homes being empty	0.72%	2.16%	1.18%	1.69%
Total rent lost through vacants (in £s)	863,466	1,028,215.00	1,320,077.86	1,904,104.47

The Council has improved its performance since 2017/18 and has seen a slight decline when compared to 2018/19. The reason for the slight drop in performance since last year was due to new properties being added in 2019/20, including new blocks. 2019/20 also saw the first rent increase for four years, which would have increased the amount of rent loss when compared to preceding years. The Council is below the London-wide average for percentage of rent lost through vacants, which was 1.89% in 2018/19.

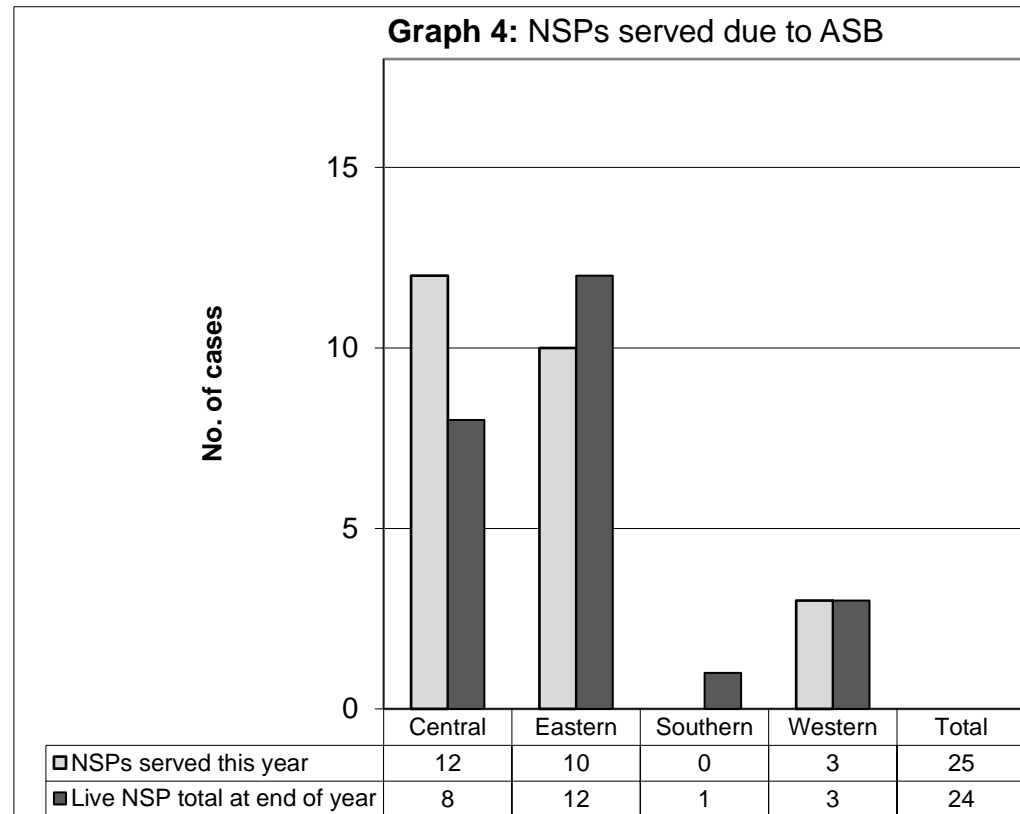
**\* Please note: the figure for 2017/18 and 2018/19 has changed from the 2017/18 and 2018/19 AHP Annual Report. This is due to a recalculation of the Local Area Housing Statistics (LAHS) figures supplied by Rents and provided to MHCLG. The method applied to calculate the figure for 2019/20 was more in depth than in previous years and therefore the same method was also applied retrospectively to the 2017/18 and 2018/19 figure.**

## 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 2019/20. Data for all area teams is shown for comparison.

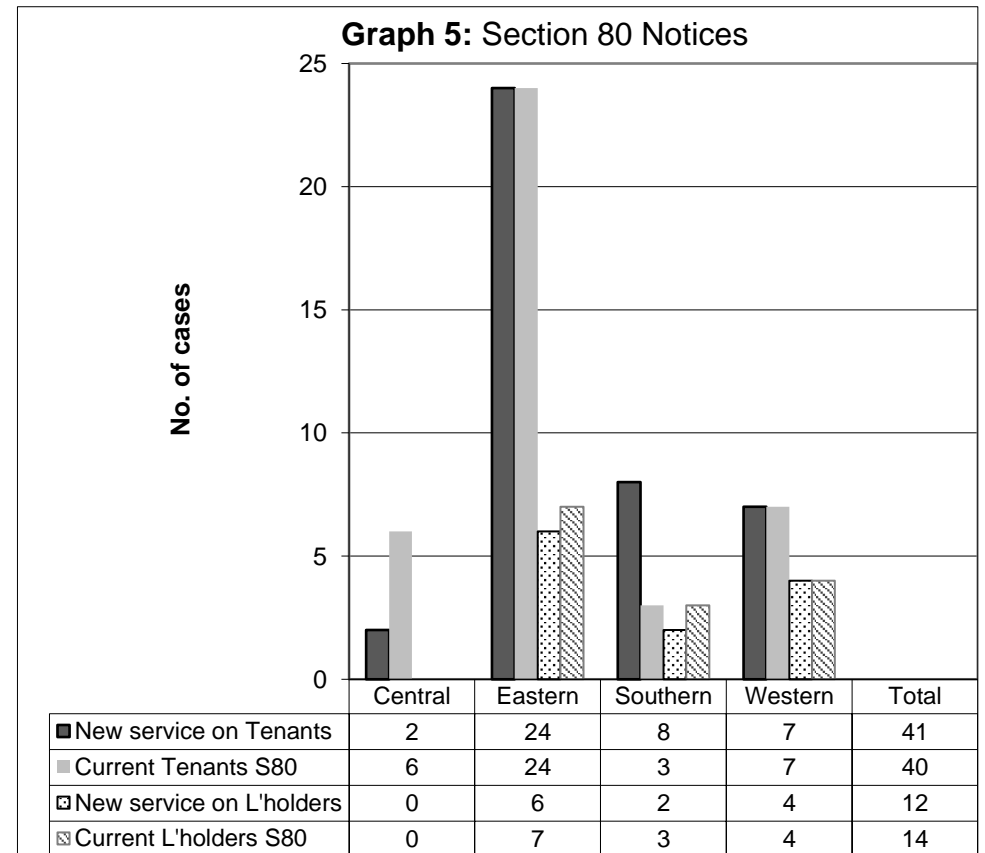
### Notice Seeking Possession (NSP) served on secure and introductory tenants due to ASB - Housing Act 1985

As shown in Graph 4, 25 NSPs were served by Area Teams in 2019/20. This is up from the 23 served in 2018/19.



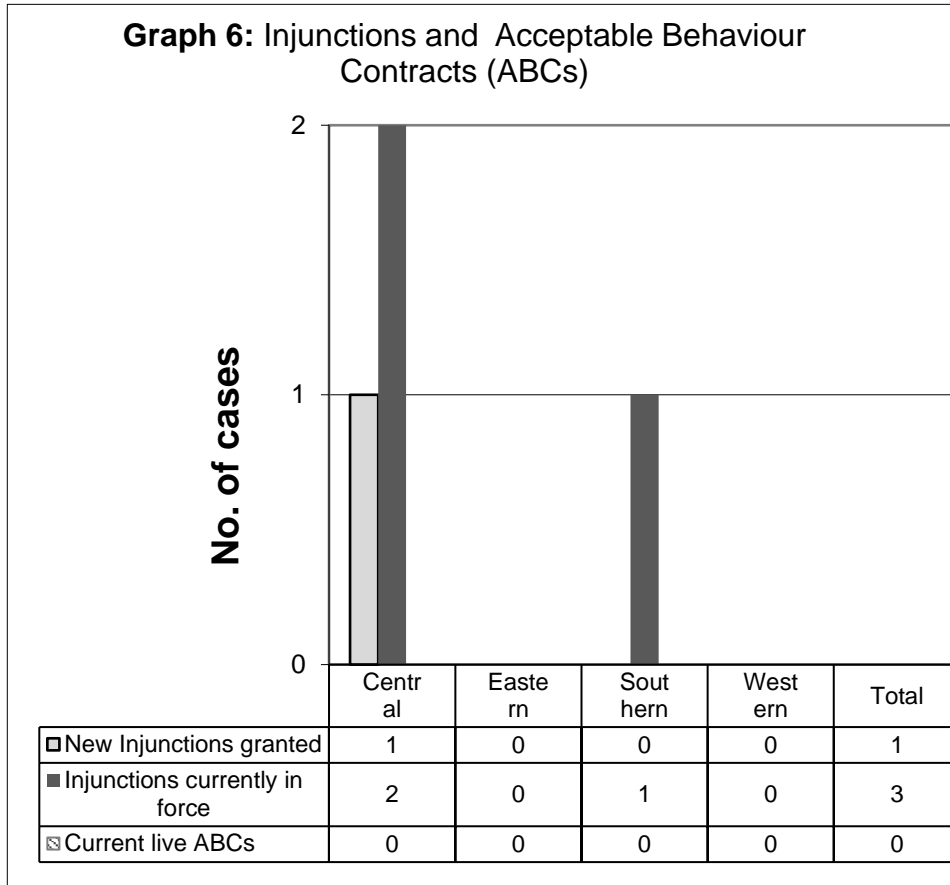
### Section 80 Notices issued under the Environmental Protection Act 1990

Overall, the number of new Section 80 Notices served on tenants (41) and leaseholders (12) during 2019/20 has decreased from the 43 new notices served on tenants and 20 served on leaseholders during 2018/19.



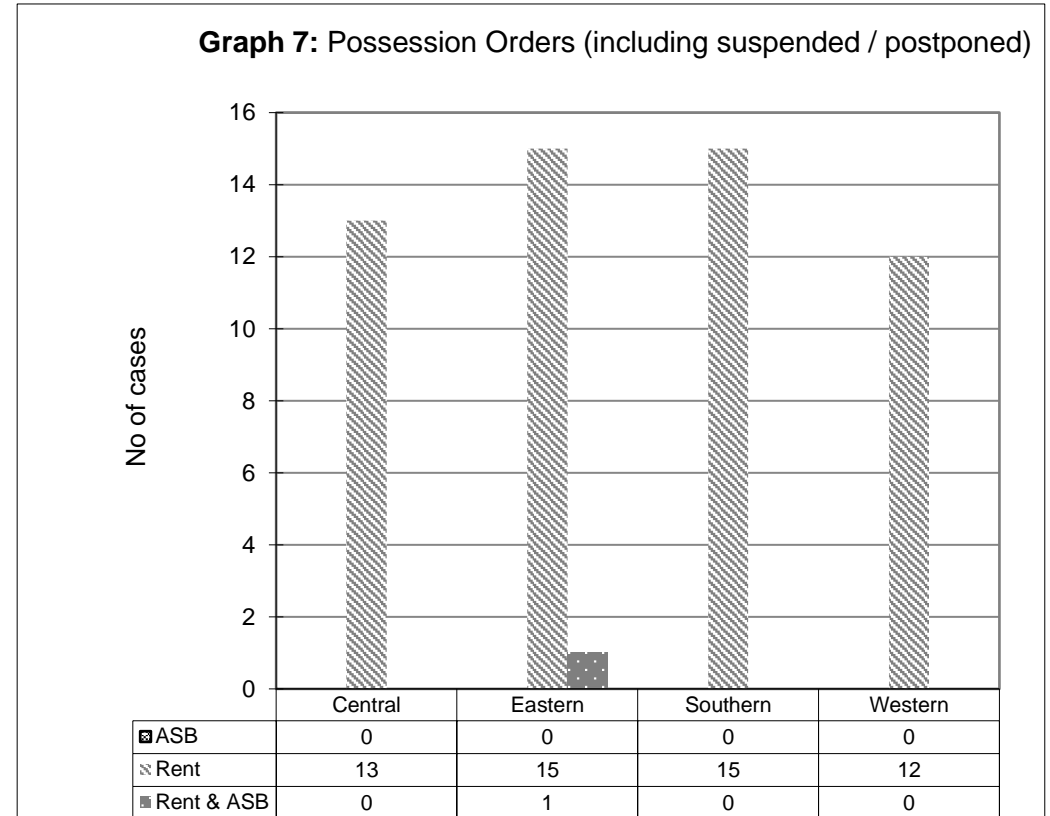
**Acceptable Behaviour Contracts (ABCs) and injunctions**

The figures shown in Graph 6 show that the number of new injunctions being granted (1) has decreased significantly compared to 2018/19 (6).



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

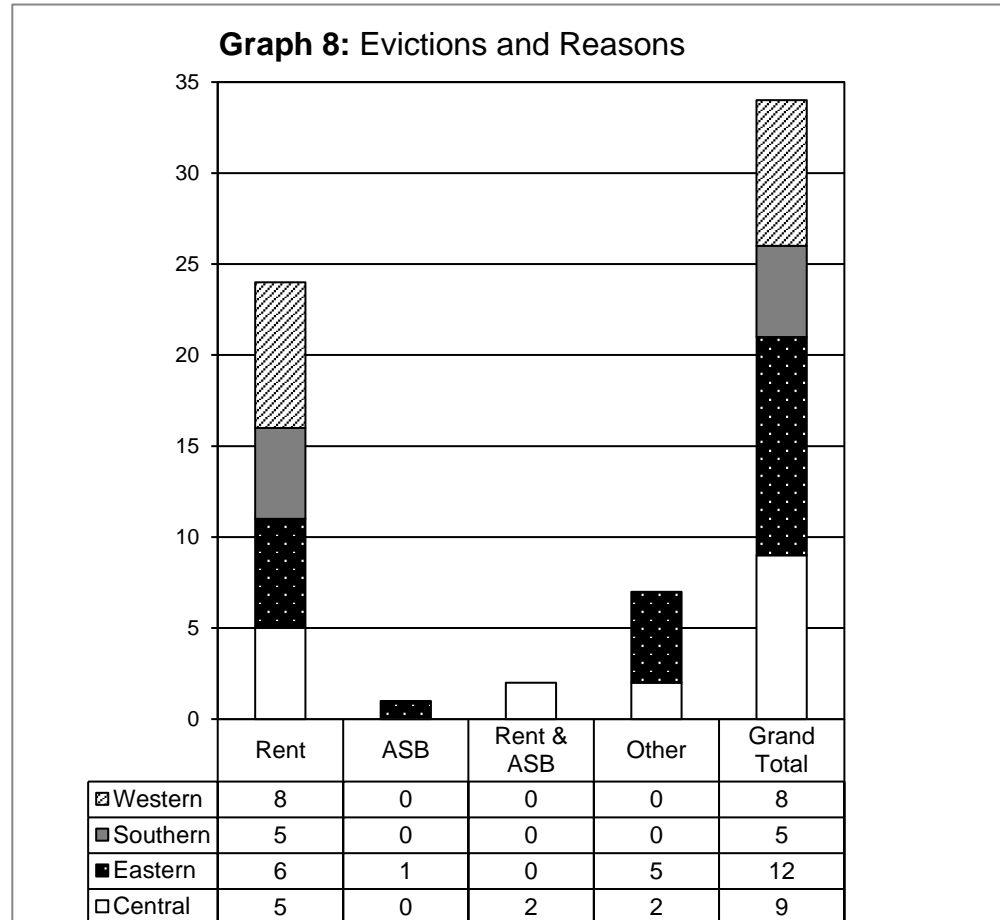
The number of possession orders granted in 2019/20 has had a sharp decrease to 56 compared with the 132 granted in 2018/19. There were also 0 ASB-only Possession Orders issued in 2019/20 compared to 6 issued in 2018/19.



### Number of evictions for both for secure and introductory tenants

The number of evictions taking place during 2019/20 (34) represents a 9.7% increase compared with 2018/19, when 31 took place.

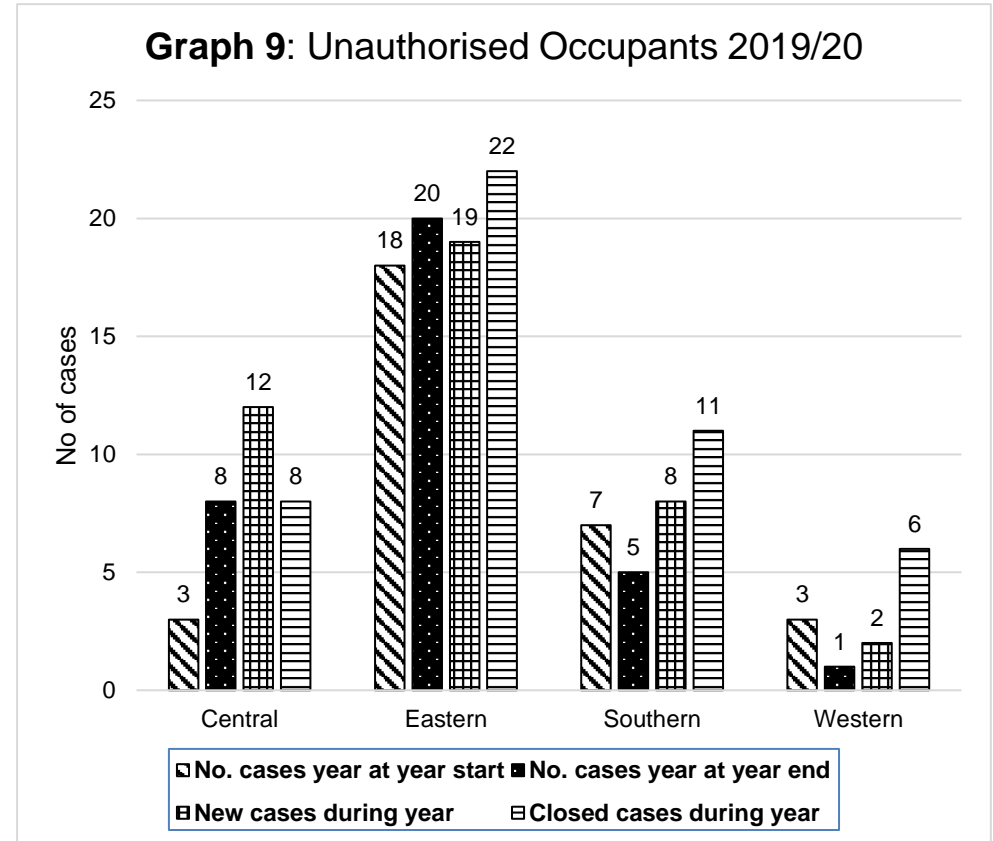
**Graph 8: Evictions and Reasons**



### Unauthorised Occupants

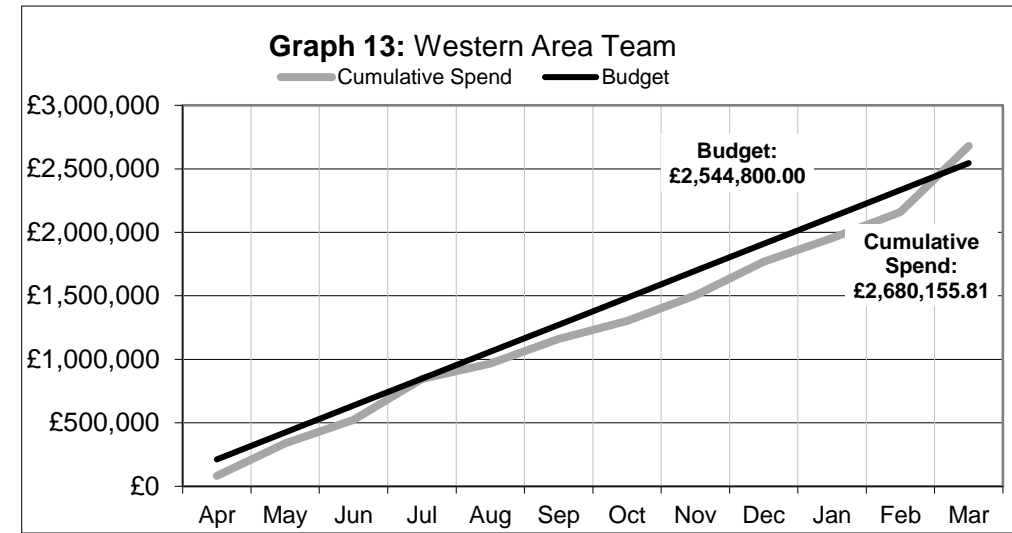
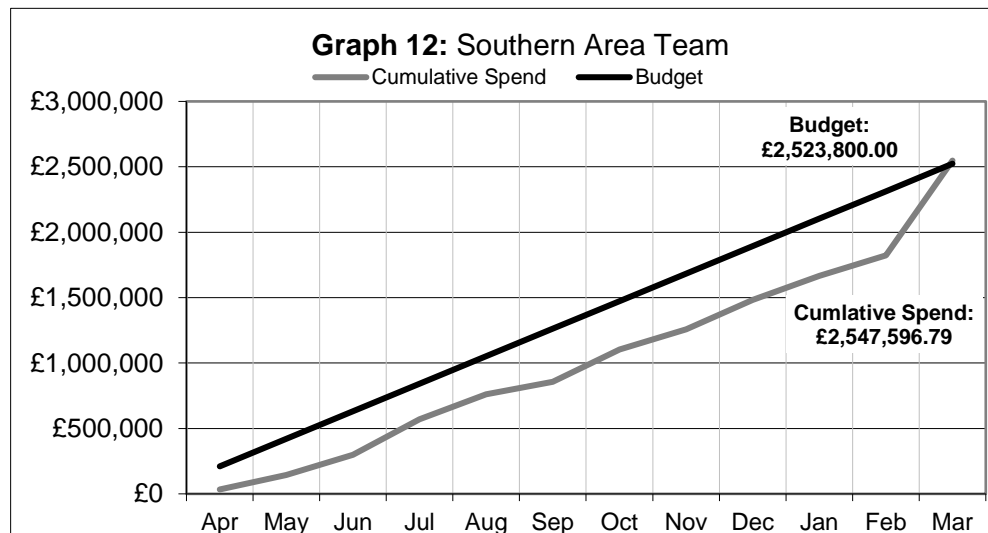
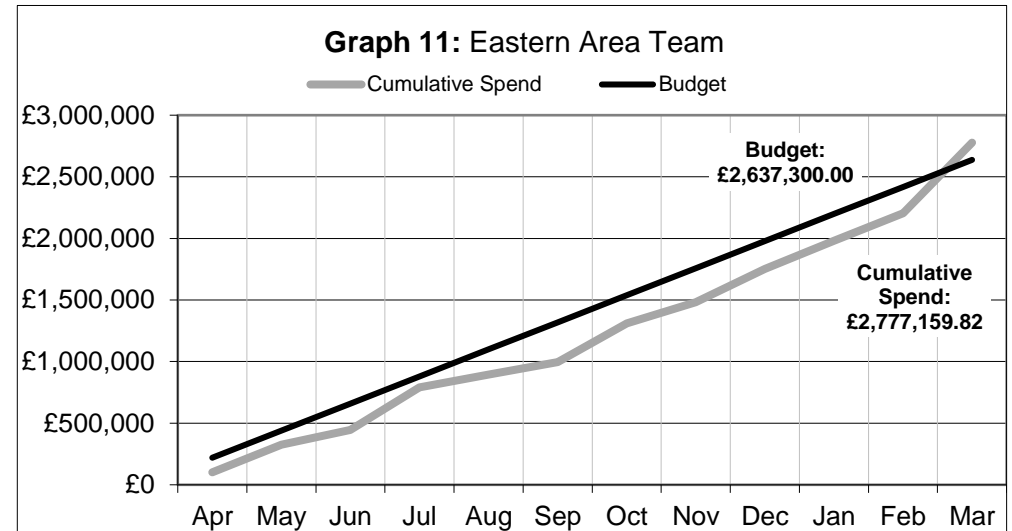
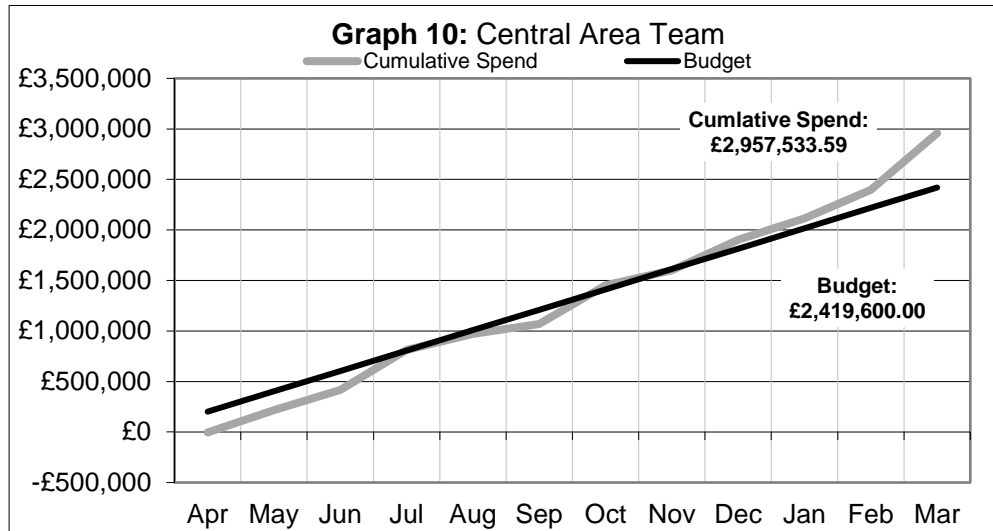
An unauthorised occupant is a person who is, or remains, in occupation of a property after the departure of the previous tenant and where there is no automatic right of succession or transfer of tenancy to that person. The UO figures also include cases where tenants are caught sub-letting.

**Graph 9: Unauthorised Occupants 2019/20**



## BUDGETARY PERFORMANCE

A budget is set at the beginning of each financial year (April to March). Area Team budgets are set using either historical outturn data (such as repairs and general maintenance costs) or fixed costs. The budget for the Area Teams is for the maintenance of tenanted properties and associated block repairs. The graphs below show performance for each service area in 2019/20. The black line relates to the budget provided; the grey line relates to actual expenditure.



**COMPLAINTS MONITORING**

The council has a corporate procedure for dealing with complaints from its customers. Data for 2016/17 to 2019/20 is shown for comparison purposes. There is a corporate target to respond to complainants fully within 10 working days. The table below shows the breakdown of complaints relating to the Housing Management Division.

Sections	Section Sub Total				2019/20 complaints dealt with at:		
	2016/17	2017/18	2018/19	2019/20	Step 1	Step 2	Step 3
Area Teams	148	120	168	105	71	24	10
Major Works and Leasehold and Procurement	1	11	7	20	6	7	7
Supported Housing Services	12	19	12	3	3	0	0
Estate Services	9	9	14	7	3	2	2
Support Services	10	3	8	5	3	1	1
RMOs and Co-ops	24	28	24	24	24	0	0
<b>Total</b>	<b>204</b>	<b>190</b>	<b>233</b>	<b>164</b>	<b>110</b>	<b>34</b>	<b>20</b>
					67%	21%	12%

During the year, the Department received 227 complaints (164 for Housing Management, 18 contractor complaints and 45 relating to other divisions) compared with 309 for the services in 2018/19, a decrease of 26.5%. The number of complaints received regarding the Housing Management Division decreased by 29.6%, from 233 to 164. 67% of complaints regarding Housing Management were concluded at step one of the complaints procedure, which means that the majority are dealt with at this stage, without the need for them to be escalated by the complainant. This is up from 64% in 2018/19.

Out of the 164 complaints received regarding the Housing Management Division, the area teams received 105 complaints in total for 2019/20, which is an 37.5% decrease compared to the 168 complaints received for the area teams in 2018/19. Of the 105 complaints received for the area teams in 2019/20, Central received 9 (8.6%), Eastern received 51 (48.6%), Southern received 23 (21.9%) and Western received 22 (20.9%).

The Department as a whole responded to 69.16% of complaints within the target time of ten working days in 2019/20, compared to 53.7% in 2018/19. 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.