

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

AREA HOUSING PANEL PERFORMANCE INFORMATION

February 2020

Quarter 3: October – December 2019

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

Introduction

Information on the quarterly performance of the housing management Area Teams and the contractors under their control is provided on the following pages of this document. This paper will be reported to each Area Housing Panel where the Area Housing Manager will briefly introduce the statistics at the meeting and will respond to any questions the residents' representatives may have.

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 2019.

Residential properties managed by resident management organisations (RMOs)

	Tenanted	Leasehold	Total	Area Team
All Saints Coop	23	26	49	Southern
Convent Coop	34	61	95	Central
Felsham Road	46	42	88	Western
Chatham Coop	2	16	18	Southern
Totteridge Coop	103	35	138	Central
Wimbledon Park Coop	47	230	277	Western
Goulden House Coop	42	227	269	Southern
Carey Gardens Coop	229	174	403	Eastern
Patmore Coop	581	273	854	Eastern
Ackroydon East TMO	128	146	274	Western
Battersea Fields RMO	341	169	510	Central
McCarthy Court RMO	39	39	78	Southern
RMOs Total	1615	1438	3053	
Grand Total	17066	15455	32521	
	52.5%	47.5%	100.0%	

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%
Total	15451 (52.4%)	14017 (47.6%)	29468	100.0%

Stock condition and energy efficiency

Proportion and Number of Homes Non-Decent (not meeting the Decent Homes Standard)

Target for 2019/20: 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 (Housing, Communities and Local Government guidance). 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

How are we performing locally? Whilst efforts are made to encourage tenants to allow bathroom and kitchen upgrades or to allow central heating installation whilst in occupation, we sometimes have to agree to put work on hold until the property is vacated.

Number of properties where upgrade refused by tenant area team

	Central	Eastern	Southern	Western	Grand Total
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%

Completion of repairs within priority times allocated

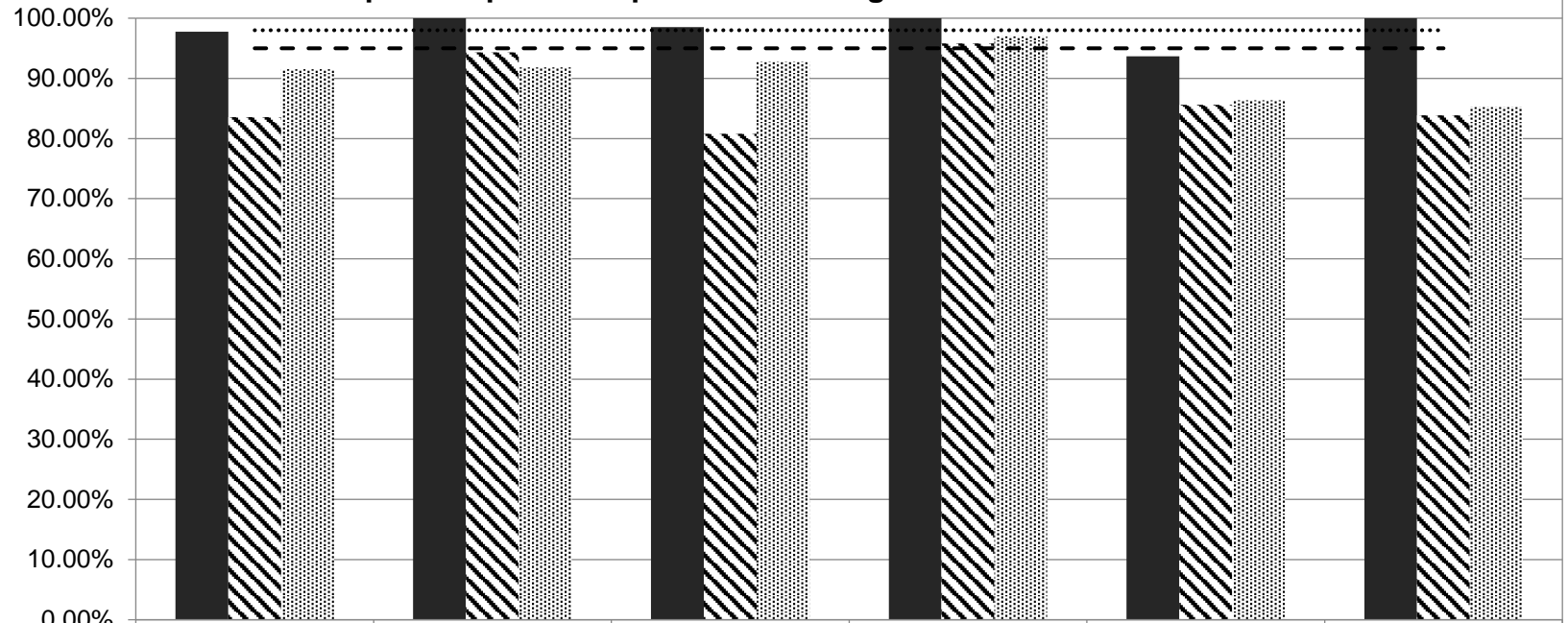
The Department is responsible for ensuring that repairs to tenanted properties are completed on time. When completing repairs each Area Team is instructed to use the broad guidelines which are shown below. This list is illustrative of the priority that has been awarded to a repair order and should not be considered as exhaustive. For emergency repairs the area team will first aim to make the repair safe within the time allocated, if more work is then needed a subsequent repair order will be raised.

Category	Response target	Type of repair
Emergency	Within 2 hours of notification	Major bursts etc where unable to isolate supply Danger to persons. Lifts in blocks of 10+ storeys and sheltered blocks
	Within 4 hours of notification	Other lifts Entry call door where system failed in lock mode
	Within 24 hours of notification	Heating & hot water Entry call door – other faults
	Within 1 working day	Emergencies Burst pipes Loss of power
Urgent	Within 3 working days	Total or partial loss of space heating or hot water or partial loss of water
	Within 7 working days	Repairs to water supply installations (enhanced priority for elderly and/or disabled residents)
Non-urgent	Within 10 working days	Work to vacant properties for re-letting
	Within 20 working days	Repairs to windows, doors and minor leaks
	Within 60 working days	Planned repairs – fencing, paving, and surface renewal etc.

Repairs performance is closely monitored by the Housing and Regeneration Department. **Graph 1** sets out the repairs performance of housing management Area Teams, the Estate Services section and the Engineering Services section during the period. The graph shows the number of orders and percentage achievement for all priorities grouped into emergency (2-24 hours), urgent (3 to 7 days) and non-urgent (10+ days). The Department aims to complete **95%** of all repairs within the target times allocated, and **98%** of emergency repairs within the target times. Repairs are defined as completed when the work has been finished and the contractor has confirmed that the order has been completed. For certain repairs where additional works are identified, the target date may be pushed back to accommodate the extra works.

The Area Teams are responsible for the maintenance of tenanted properties and associated block repairs; the Engineering Services section maintains and repairs lifts, entry-call systems, heating, etc.; and the Estate Services section maintains the communal parts of all estates and non-residential properties.

Graph 1: Repairs completed within target



Emergency	97.78%	100.00%	98.53%	100.00%	93.65%	100.00%
Non-urgent	83.55%	94.34%	80.81%	95.83%	85.61%	83.84%
Urgent	91.51%	91.85%	92.77%	96.99%	86.38%	85.22%
Overall Repairs Target	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%
Emergency Repairs Target	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%
Overall Average Q3 19/20	86.93%	93.85%	83.35%	96.41%	87.22%	84.32%
Overall Average - Q2 19/20	90.31%	95.49%	85.25%	93.11%	89.81%	86.00%
Overall No. of Jobs - Q3 19/20	1599	1723	1580	1781	2199	2162
Overall No. of Jobs - Q2 19/20	1879	1907	1769	2219	3368	2478

Direction of travel	↓	↓	↓	↑	↓	↓
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As can be seen the majority of teams continue to complete emergency and urgent repairs within or close to target timescales. However, the Department is aware that non-urgent repairs performance is below target and is impacting average performance. Bedding in issues following the introduction of the NPS Housing Management system remain this has contributed to the slight decline in the performance for non-urgent repairs. However, overall performance is generally consistent with the equivalent point in 2018/19.

The cumulative number of repairs completed during the year to date, and number of repairs completed on time across all priorities for each area team is as follows:

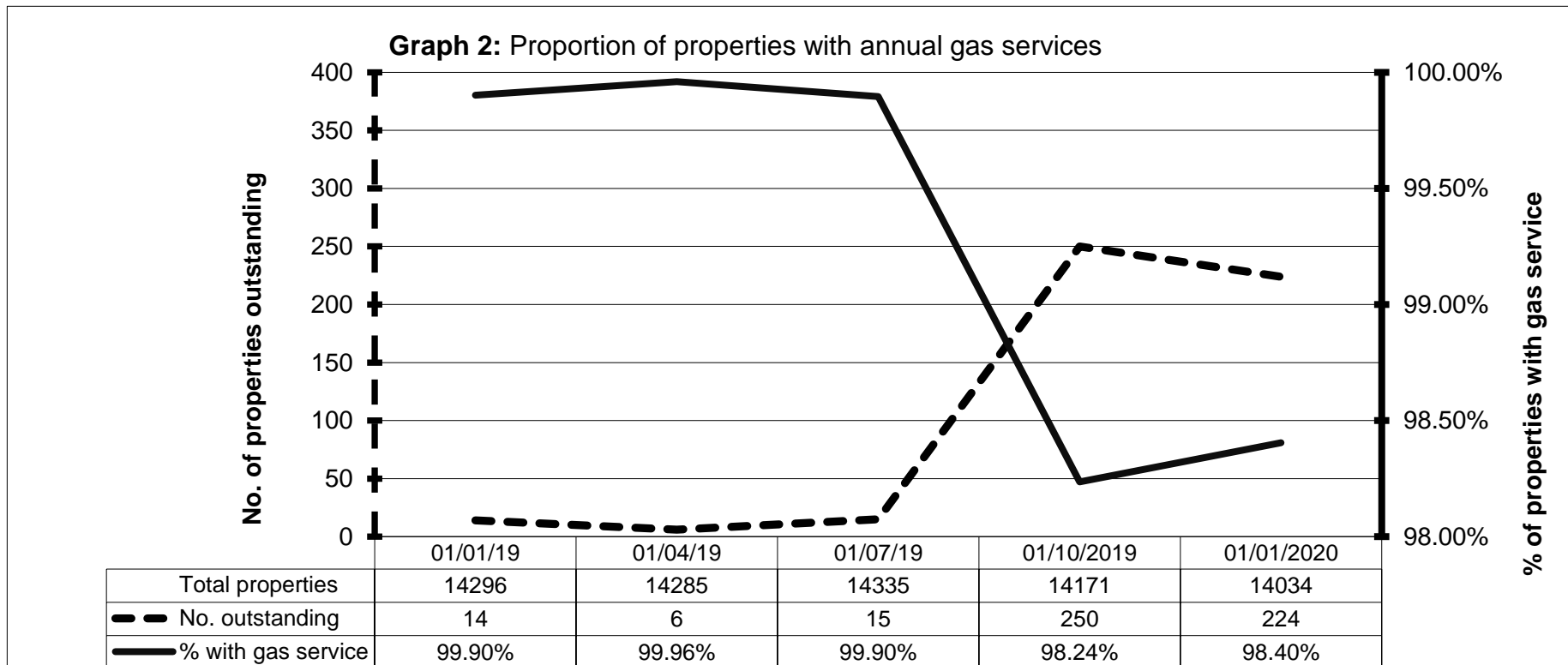
- **Central** completed 6,029 repairs by the end of Q3, of these 5,030 were completed within target time
- **Eastern** completed 6,760 repairs by the end of Q3, of these 6,274 were completed within target time
- **Southern** completed 5,931 repairs by the end of Q3, of these 4,706 were completed within target time
- **Western** completed 6,774 repairs by the end of Q3, of these 6,319 were completed within target time.

Proportion of gas service certificates outstanding

Target for 2019/20: 100% of properties with a gas service in the last 12 months

A landlord safety certificate is the minimum required by the Gas Regulations. All homes with gas appliances should be checked annually by a HomeSafe registered engineer who will undertake repair work and issue a gas safety certificate. For owner occupiers it is good sense, for landlords it is a legal requirement. 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. **Graph 2** shows the percentage of inspections completed (as a solid line) in the current and previous quarters. The dotted line indicates the number of properties with gas safety certificates outstanding. One of the main reasons for failing to carry out a gas safety check is due to tenants failing to provide access to the gas maintenance contractor.



Average vacancy turnaround times

Void turnaround calculates the time taken from a property becoming vacant to it being re-let and a new tenant signing a tenancy agreement. This is a figure that is also provided to Central Government and they have a specific set of rules for how this figure is calculated. The council has set a target for 2019/20 of 22 days (3.1 weeks) for this process. The vacancy period is split between the following stages:

- The time taken for the Area Team or Co-op to make the property available for occupation (e.g. carrying out repairs, lock changes, etc.). This period is known as the **Vacation (VAC) to Available for Occupation (AFO) period** and has a target time of 10 days (excluding major works voids).
- The time taken by Lettings to re-let the property (from finding a suitable tenant to the new tenancy starting, including viewings). This period is known as the **Available for Occupation (AFO) to Commencement of Tenancy (COT) period**.

In line with Government guidance major works voids are excluded from the VAC to AFO period and are instead counted only from the AFO to COT period. Therefore, the number of voids used to calculate the figure in **Table 1** will be less than the number of voids used to calculate the figure in **Table 2**.

Table 1 below displays the Quarter 3 average VAC to AFO turnaround time for each area team when major works voids are excluded from the calculation.

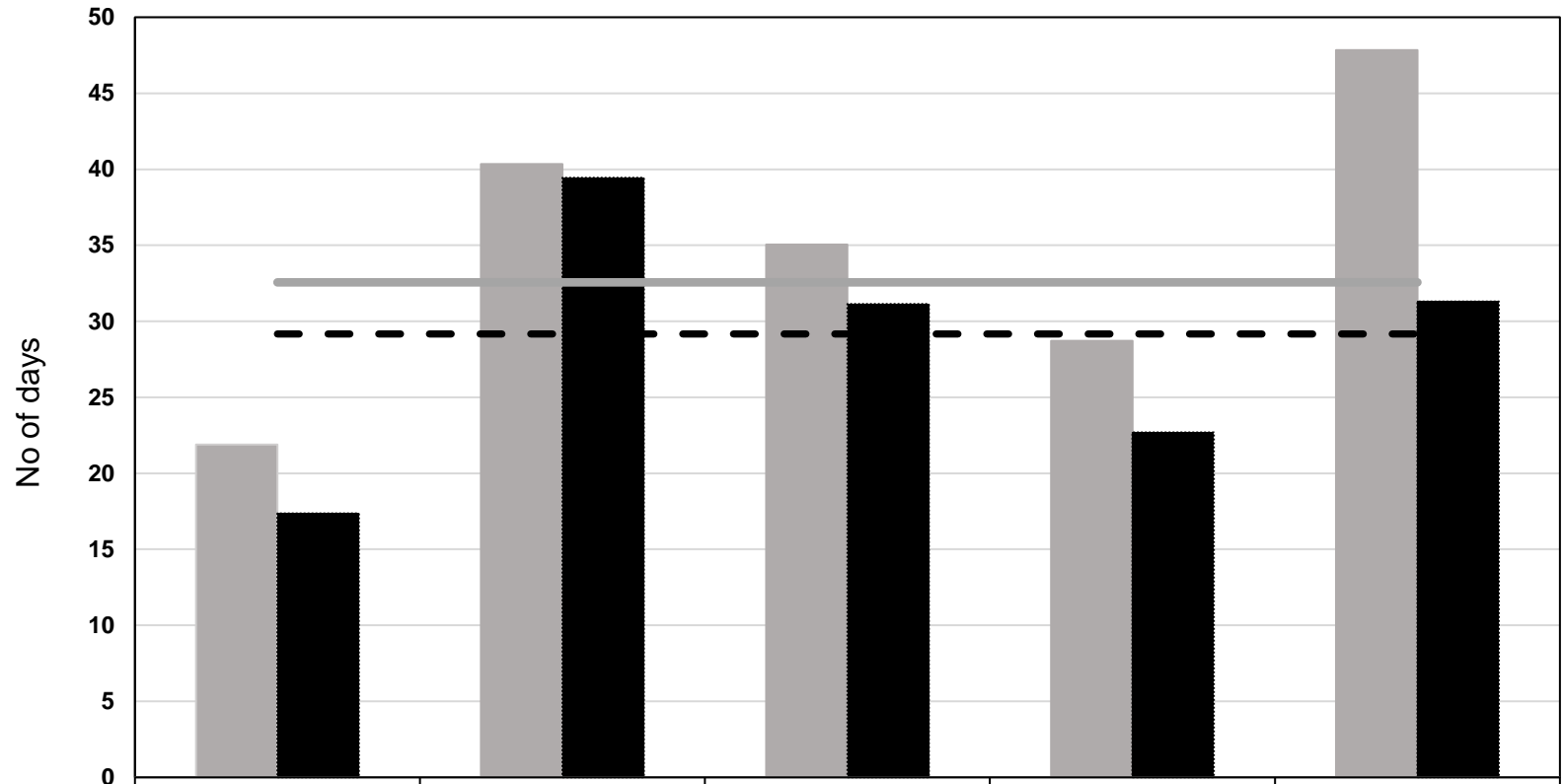
Table 2 below displays the Quarter 3 average AFO to COT turnaround time for all voids managed by the respective Area Teams.

<u>Table 1</u>	
Area Team	Average time taken between vacation and AFO (days)
Central	12.33
Eastern	12.43
Southern	12.55
Western	12.25

<u>Table 2</u>	
Area Team	Average time taken between AFO-tenancy start (days)
Central	19.83
Eastern	33.98
Southern	30.11
Western	24.86

Graph 3 shows the performance for the previous two quarters broken down by Area Team/Co-op. These figures show the total void period from vacation of a property to reletting including major works voids where only AFO to COT is used.

Graph 3: Void Turnaround by Area Team



Central	Eastern	Southern	Western	Co-ops	
Average no of days Q3 19/20	21.89	40.34	35.04	28.71	47.83
Average no of days Q2 19/20	17.36	39.44	31.14	22.69	31.30
Overall average Q3 19/20	32.56	32.56	32.56	32.56	32.56
Overall average Q2 19/20	29.17	29.17	29.17	29.17	29.17
No of Properties Q3 19/20	18	41	28	51	6
No of Properties Q2 19/20	25	50	37	45	10

Direction of travel



For Quarter 3, the overall average void turnaround time across the Area Teams (32.56 days) increased since the end of the previous quarter (29.17 days). Overall performance for this quarter was impacted by several harder to let temporary accommodation (TA) properties including some that were temporarily 'lost' in the introduction of the new NPS IT system. The introduction of NPS has also required staff to adjust to changed process and reports.

Performance for this quarter was also impacted by three general needs voids which had multiple refusals, which significantly delayed the void turnaround time. If these voids and the five hard to let TA properties were not included, the overall void turnaround time would be 28.11 days, which is consistent with the previous quarter.

Quarterly void properties meetings continue to take place, and improved vacant property reports have been developed to assist staff with monitoring and average turnaround times are expected to decrease in future quarters.

Tenancy Enforcement

The Housing and Regeneration Department has a long-standing commitment to preventing and tackling anti-social behaviour (ASB) to make estates and neighbourhoods safer. Our tenancy conditions provide a broad definition of ASB to reflect its wide-ranging nature. The tenancy conditions state that *'we will take reasonable steps to investigate complaints and will take action where appropriate, we will also do all we can to help solve problems with neighbours and take firm action against neighbours who cause a nuisance'*.

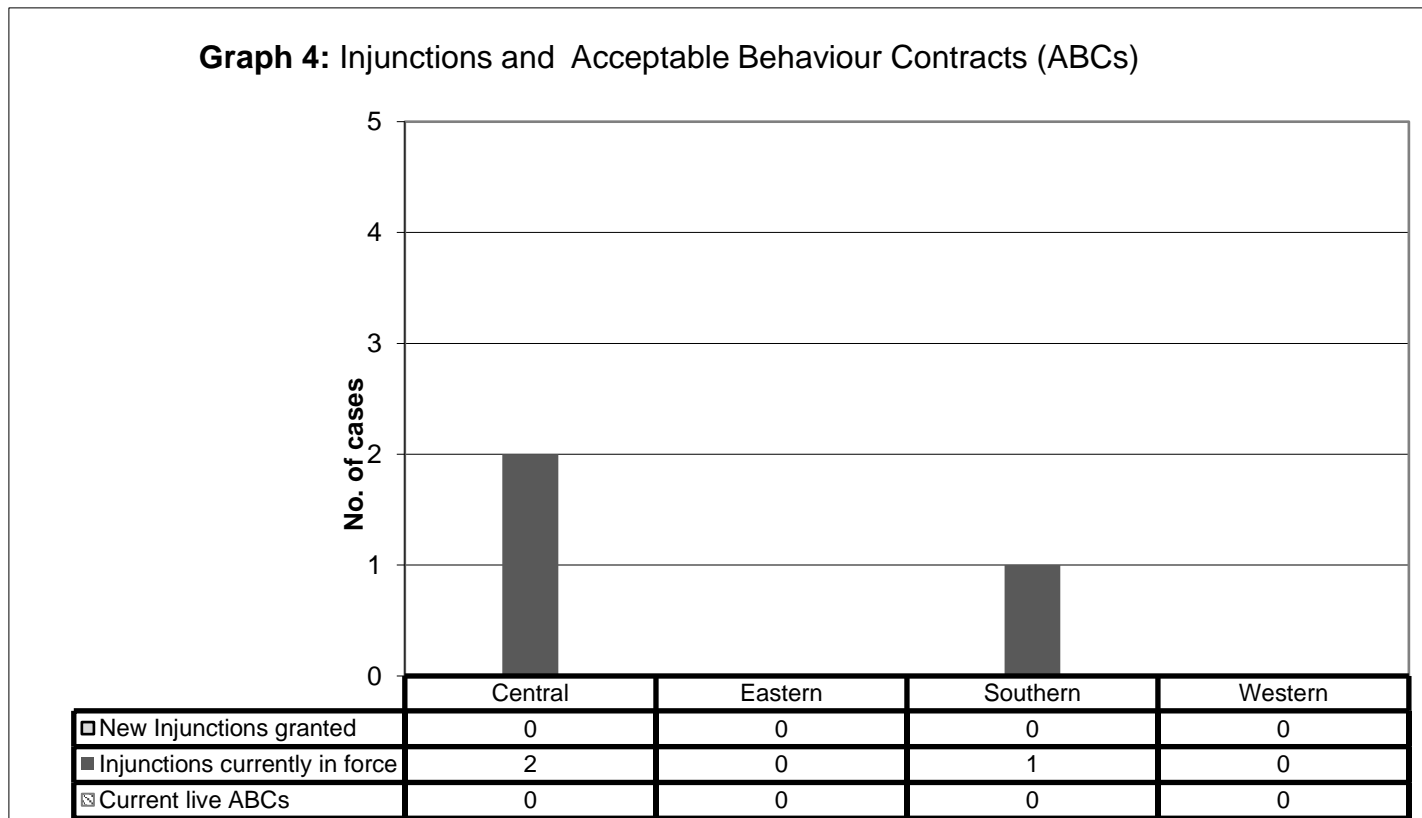
Examples of ASB which might cause the Council to take legal action against a resident include: using or threatening to use violence; hate crime or harassment due to race, religion, faith, disability, age, gender or sexual orientation; creating noise at a level that is intrusive or disturbing; drug dealing or alcohol/drug abuse. A full definition of ASB and the Department's approach can be found in our ASB policy statement which can be found on the Council's website - www.wandsworth.gov.uk/environment/antisocial-behaviour. The following graphs show different kinds of enforcement action taken against residents for ASB. Data for all Area Teams is shown for comparison.

Injunctions and Acceptable Behaviour Contracts (ABCs)

In cases where an individual continues to commit ASB the Council can apply to the County Court for an injunction, this aims to prevent them from committing further incidents of ASB. An injunction is normally granted for a specified period of time and can be granted against any person aged 10 and over. If an individual breaches the terms of the injunction this can be treated as ‘contempt of court’ for which the judge may impose a fine or prison sentence.

Acceptable Behaviour Contracts (ABCs) are used to prevent ASB and are generally voluntary agreements between a young person, their parents, the local authority, and the police. ABCs are used by the Council as a prevention tool to address problems of ASB before taking enforcement action. If an agreement is broken, then the relevant action will be taken which can include issuing an injunction or Notice of Seeking Possession.

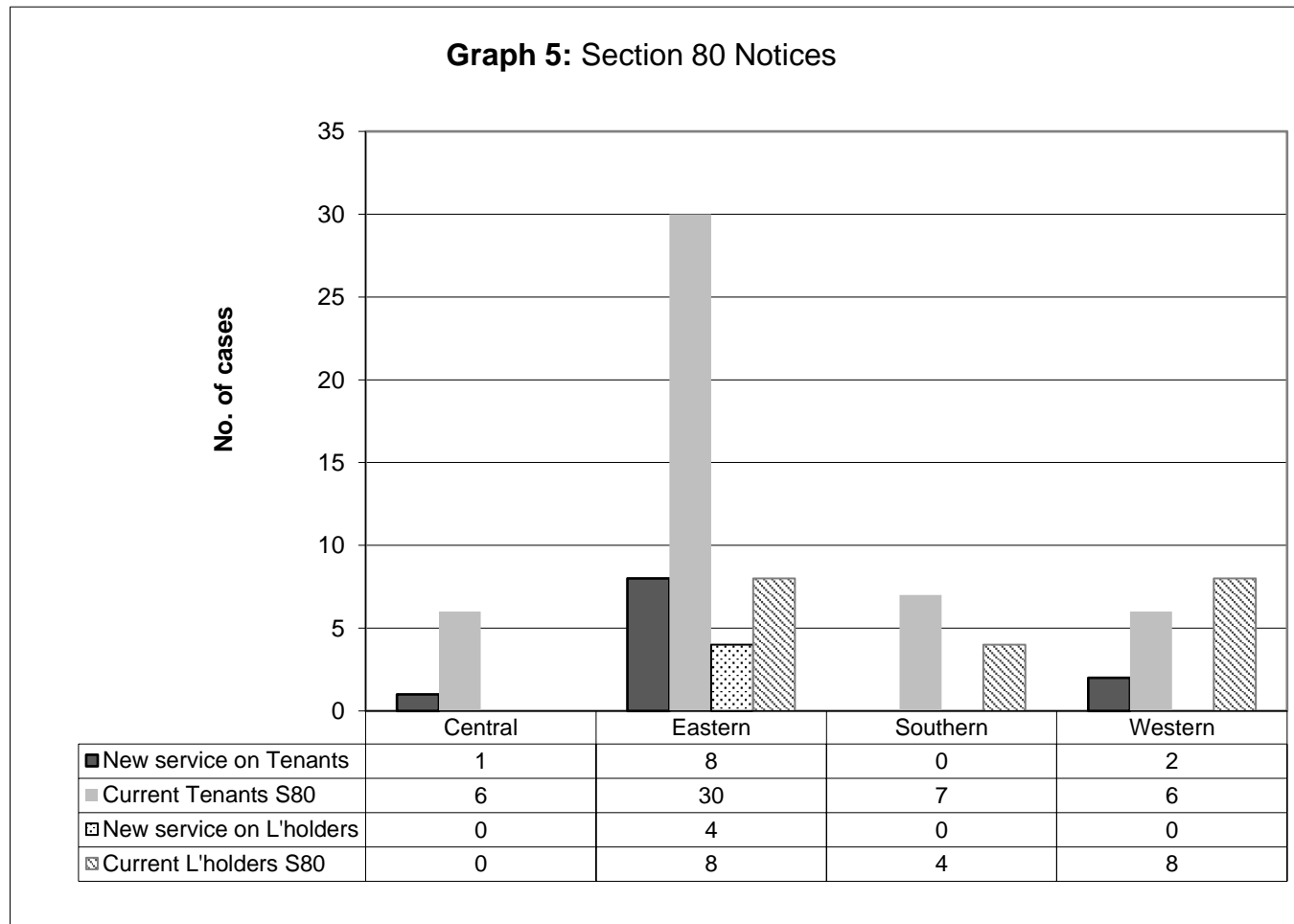
Graph 4 below shows the number of injunctions and ABCs issued for ASB across the Area Teams. The overall number of injunctions currently in force has remained consistent with Quarter 2 (3).



Section 80 Notices issued under the Environmental Protection Act 1990

Noise nuisance is one of the main types of ASB that is reported to the Council, and the Department aims to follow up 95% of noise complaints within 5 days. Where noise continues to be a problem an official warning will be served - this is called a Section 80 Abatement Notice. It can be served on any resident or person causing a statutory noise nuisance including tenants, leaseholders and their sub-tenants. If noise continues to be a problem and there is a further incident after a notice has been served court action can be taken, provided that sufficient evidence is available. If the perpetrator is then found guilty the court can impose a fine of up to £5,000 and/or authorise the seizure of equipment that caused the noise (e.g. speakers). This action alone does not result in eviction.

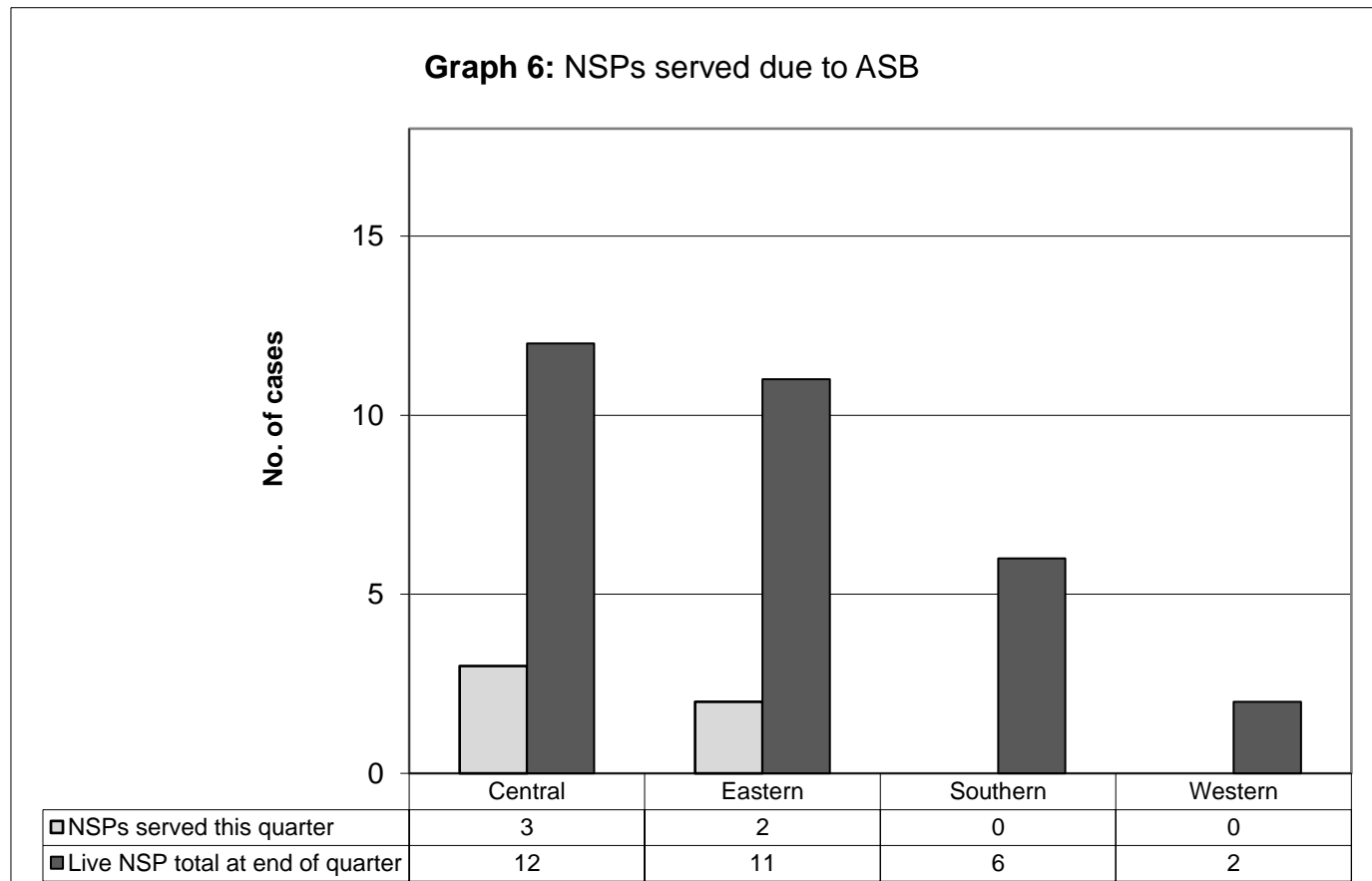
Graph 5 below shows the number of Section 80 Notices issued by Area Team for both tenants and leaseholders. The overall number of current Section 80 notices increased from 61 in Quarter 2 to 69 in Quarter 3.



Notice of seeking possession served on secure tenants - Housing Act 1985

The Council takes breaches of tenancy conditions seriously. If a Council tenant is found to have broken the terms of their tenancy a Notice of Seeking Possession (NSP) can be served on them where there is enough evidence to substantiate the facts of a breach. This is a formal warning from the Council that possession proceedings against the tenant will begin if there is any further breach within the following 12 months. If the tenancy breach is serious however court proceedings to gain possession of the property may begin straight away.

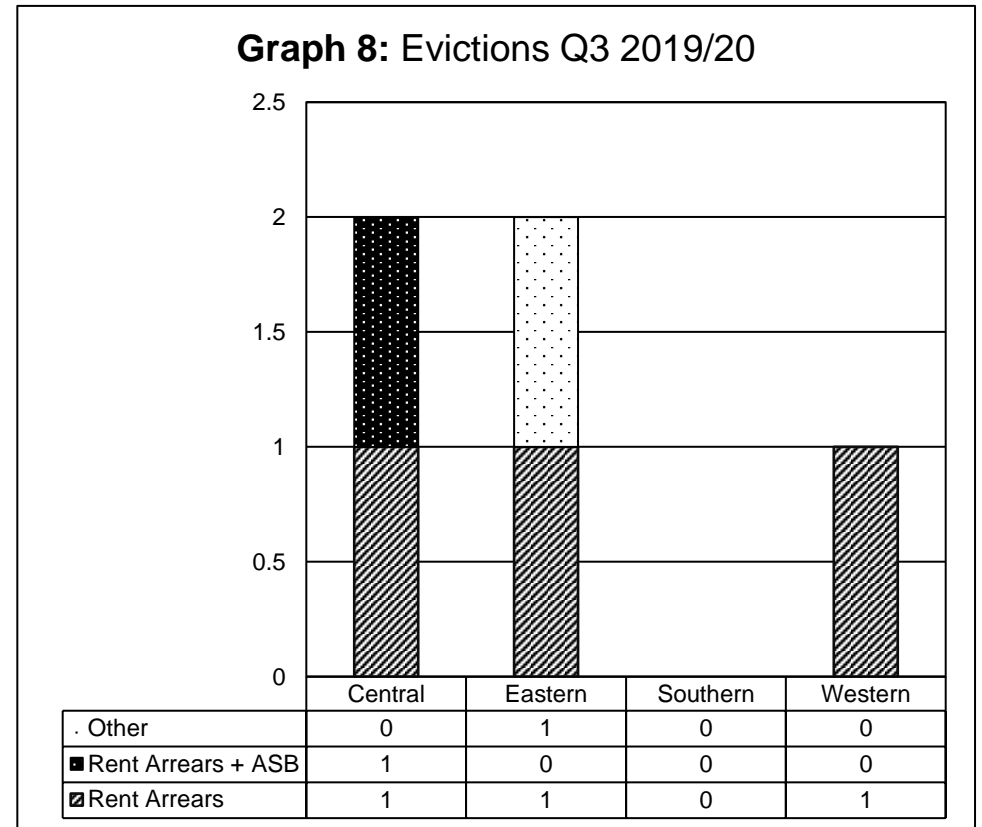
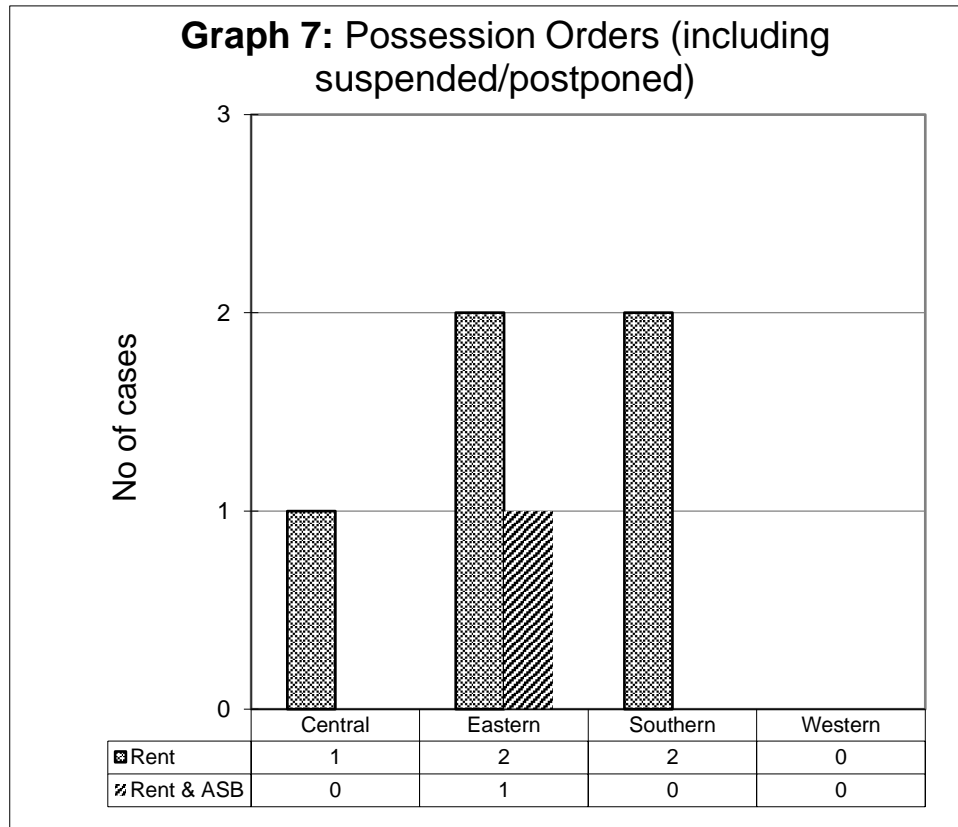
Graph 6 below shows the number of NSPs served during Q2, as well as a rolling total of live NSPs. The total number of live NSPs at the end of the quarter increased from 25 in Quarter 2 to 31 in Quarter 3.



Possession Orders and Evictions

Where there has been a serious tenancy breach the Council can begin proceedings through the Courts to gain possession of a property, this can be for reasons of severe or continued ASB and/or high rent arrears. Often this is a last resort where intervention by the Council has failed to resolve an issue (e.g. NSP has been breached, continued noise after a S80 Notice, or failed intervention by the tenancy support service).

Graphs 7 and 8 below show the number of possession orders served, and evictions carried out by Area Team:



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. Area Team budgets are set using either historical outturn data (such as repairs and general maintenance costs) or fixed costs. Housing management have a separate Engineering Services section to maintain and repair lifts, entrycall systems, heating, etc, and an Estate Services section who maintain the communal parts of all estates and non-residential properties. The budget for the Area Teams is for the maintenance of tenanted properties and associated block repairs. The black line relates to the budget provided; the grey line relates to actual expenditure.

