

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

AREA HOUSING PANEL PERFORMANCE INFORMATION

September 2023

Quarter 1 : April – June 2023

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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 2023.

Residential properties managed by resident management organisations (RMOs)

| | Tenanted | Leasehold | Total | Area Team |
|------------------------------|---------------|---------------|---------------|-----------|
| Ackroydon East TMO | 128 | 146 | 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 Coop | 44 | 44 | 88 | Western |
| Goulden House Coop | 42 | 227 | 269 | Southern |
| McCarthy Court RMO | 38 | 40 | 78 | Southern |
| Patmore Coop | 577 | 277 | 854 | Eastern |
| Totteridge Coop | 104 | 34 | 138 | Central |
| Wimbledon Coop | 49 | 230 | 279 | Western |
| RMOs Total | 1,607 | 1,430 | 3,037 | |
| Grand Total | 17,014 | 15,717 | 32,731 | |
| Percentage Breakdown: | 52% | 48% | 100% | |

Residential properties managed by area housing team:

| | Tenanted | Leasehold | Total | Percentage of stock |
|--------------|---------------|---------------|---------------|---------------------|
| Central | 3,261 | 4,473 | 7,734 | 26.06% |
| Eastern | 4,826 | 2,923 | 7,749 | 26.11% |
| Southern | 3,253 | 3,698 | 6,959 | 23.45% |
| Western | 4,067 | 3,185 | 7,252 | 24.44% |
| Total | 15,407 | 14,287 | 29,694 | 100.00% |

Stock condition and energy efficiency

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

Target for 2022/23: 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

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 by Area Team –

| | Central | Eastern | Southern | Western | Grand Total |
|---|---------|---------|----------|---------|-------------|
| No. of properties where tenants have refused works at 01/04/2023 | 6 | 7 | 26 | 10 | 49 |
| Proportion of properties where tenants have refused works at 01/04/2023 | 0.18% | 0.15% | 0.79% | 0.24% | 0.30% |

Completion of repairs within priority times allocated

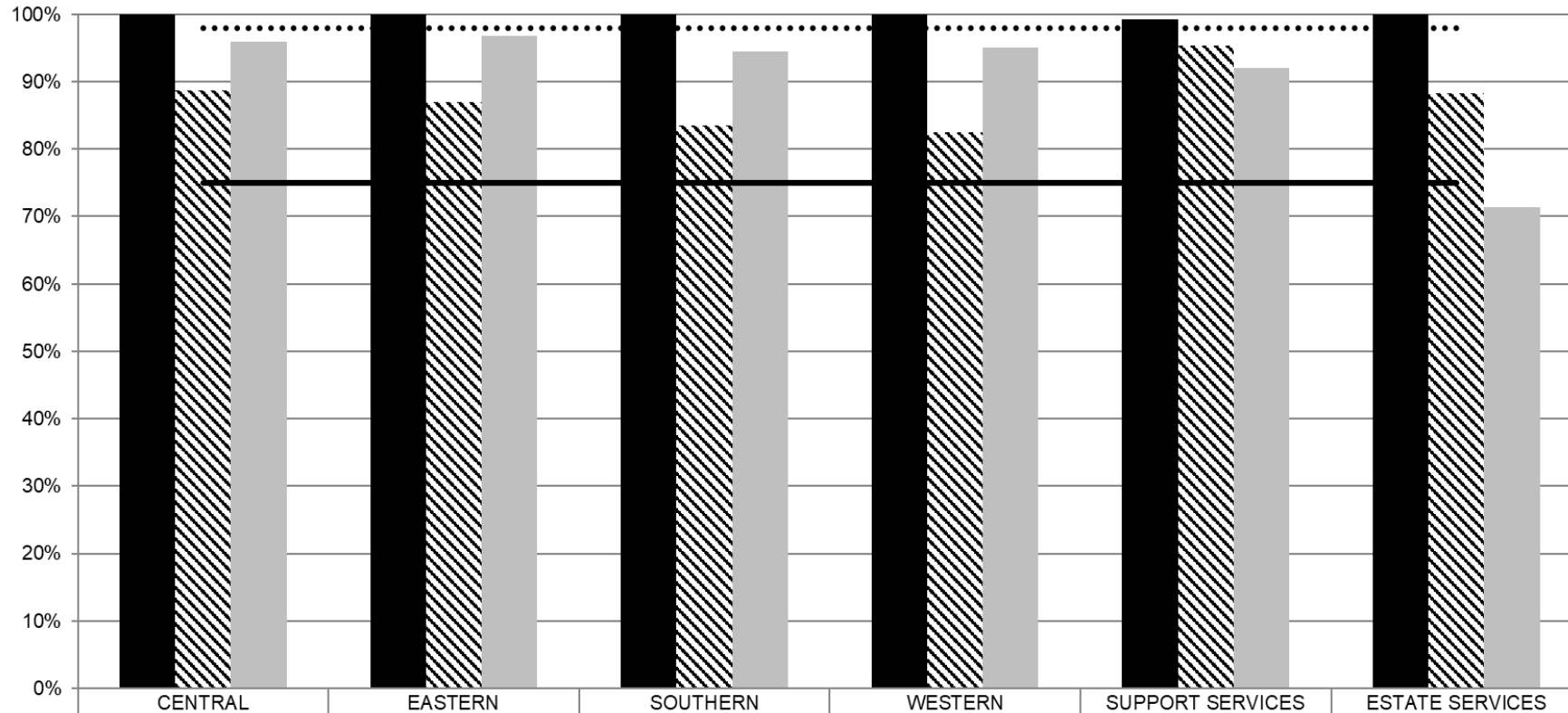
The Department is responsible for ensuring that repairs to tenanted properties are completed on time. When completing repairs each area team is instructed to use the broad guidelines which are shown below. This list is illustrative of the priority that has been awarded to a repair order and should not 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. 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 **75%** of all repairs within the target times allocated, and **98%** of emergency repairs within the target times.

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



| | CENTRAL | EASTERN | SOUTHERN | WESTERN | SUPPORT SERVICES | ESTATE SERVICES |
|--------------------------|---------|---------|----------|---------|------------------|-----------------|
| Emergency | 100.0% | 100.0% | 100.0% | 100.0% | 99.3% | 100.0% |
| Non-urgent | 88.7% | 86.9% | 83.6% | 82.5% | 95.3% | 88.3% |
| Urgent | 95.9% | 96.8% | 94.4% | 95.1% | 92.0% | 71.3% |
| Emergency Repairs Target | 98.0% | 98.0% | 98.0% | 98.0% | 98.0% | 98.0% |
| Overall Repairs Target | 75.0% | 75.0% | 75.0% | 75.0% | 75.0% | 75.0% |
| Average - Q1 23/24 | 91.1% | 90.7% | 87.2% | 86.2% | 95.7% | 87.4% |
| Average - Q1 22/23 | 79.4% | 75.3% | 73.1% | 65.8% | 94.6% | 84.3% |
| No. of Jobs - Q1 23/24 | 1,732 | 2,155 | 1,505 | 2,109 | 4,456 | 1,933 |
| No. of Jobs - Q1 22/23 | 1,489 | 1,759 | 1,248 | 1,338 | 2,430 | 1,705 |

Direction of travel ↑ ↑ ↑ ↑ ↑ ↑

As can be seen the majority of teams are completing emergency, urgent and non-urgent repairs within target timescales. Increased contract monitoring arrangements, including monthly performance reporting and regular meetings are in place to ensure contractors are completing jobs within target times. The total number of repairs reported in this quarter, Q1 2023/24 was 14298 which is an increase compared to Q1 2022/23 was 10,173. The overall repairs percentage in target for Quarter 1 2023/24 was 90.7%, which is an increase in performance compared to Quarter 1 2022/23 with 80.6%.

The number of repairs completed, and number of repairs completed on time across all priorities for each area team is as follows:

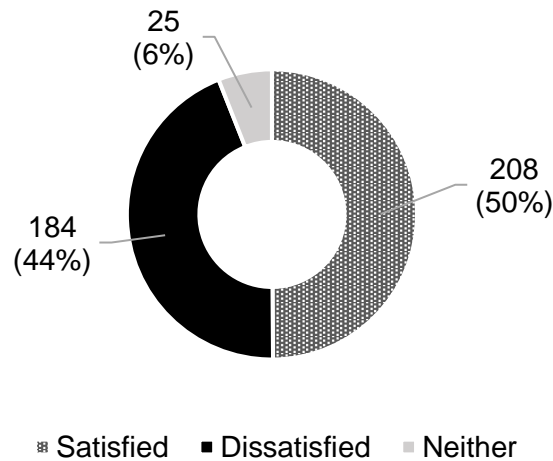
- **Central** completed 1,732 repairs in Q1, 1,578 of these were completed within target time.
- **Eastern** completed 2,155 repairs in Q1, 1,954 of these were completed within target time.
- **Southern** completed 1,505 repairs in Q1, 1,313 of these were completed within target time.
- **Western** completed 2,109 repairs in Q1, 1,819 of these were completed within target time.

Tenant Repairs Satisfaction

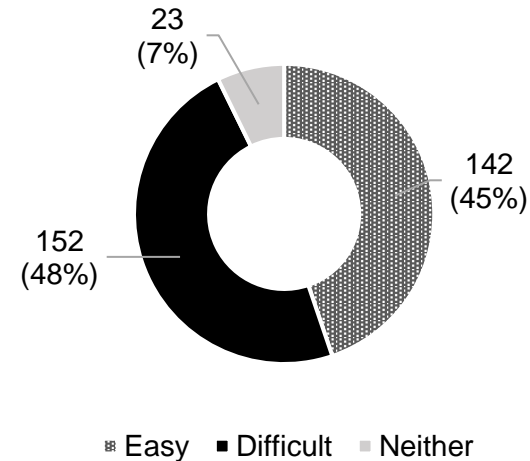
A transactional survey measuring repairs satisfaction began in February 2021, where tenants who have a repair completed within their home are sent a text message to complete a short satisfaction survey. Satisfaction with all repairs for both tenants and leaseholders is also asked through the Housing Link surveys carried out annually. The following two graphs display tenant satisfaction on Council repair completions between April 2023 to June 2023:

The section on Tenant Repairs Satisfaction has not been included since Q4 21/22 as an error has been identified with those who received a satisfaction text message. The new contractors have now been added into to those being sent text messages, so data is now being reported from this quarter – Q1 23/24. Contractors will now be receiving direct feedback from the text surveys to ensure that areas of poor performance are addressed and tenants are kept better informed.

Graph 2: Overall, how satisfied or dissatisfied are you with the repairs service you received on this occasion?



Graph 3: How easy or difficult was it to get your repair completed?



Cleaning Monitoring: Inspections on residential blocks and estates

Target for 2022/23: 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.

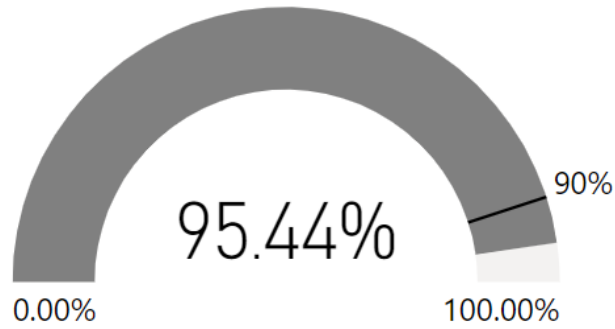
Regular cleaning inspections are carried out to monitor the performance of the two contractors to ensure they are meeting the agreed standards highlighted in the [HouseMark Caretaking and Cleaning Standards](#) document which provides indicative standards of cleanliness in photographic form for a range 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 |

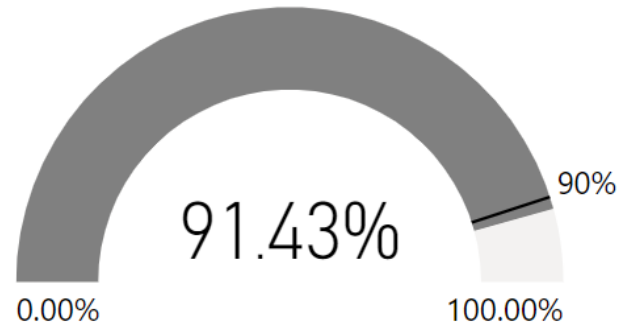
During the inspection, the Council awards a grade to each of the fifteen elements in the block or estate item which have been inspected using the grading system above. All grades across the elements are then averaged, and the contractor is provided a final A to D grade.

Graph 4, 5 and 6 below displays the % of cleaning inspections during Q1 that received a grade B or above for both contractors:

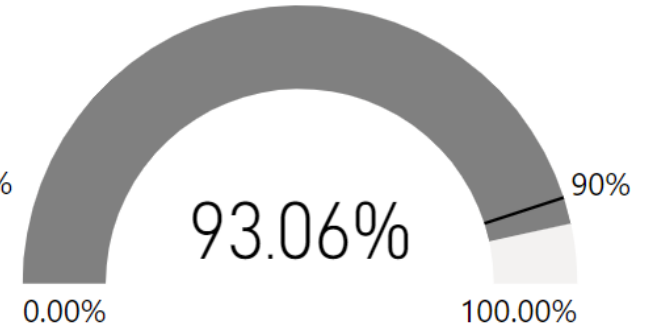
Graph 4: Lewis and Graves



Graph 5: Pinnacle



Graph 6: Overall %



During Q1 23/24, the Council inspected 548 blocks and 100 estates, with 263 being cleaned by Lewis and Graves and 385 being cleaned by Pinnacle. Of these inspections, 95.44% were graded B+ (18.63% receiving a grade A) for Lewis and Graves. 91.43% of inspections were graded B+ (11.69% receiving a grade A) for Pinnacle.

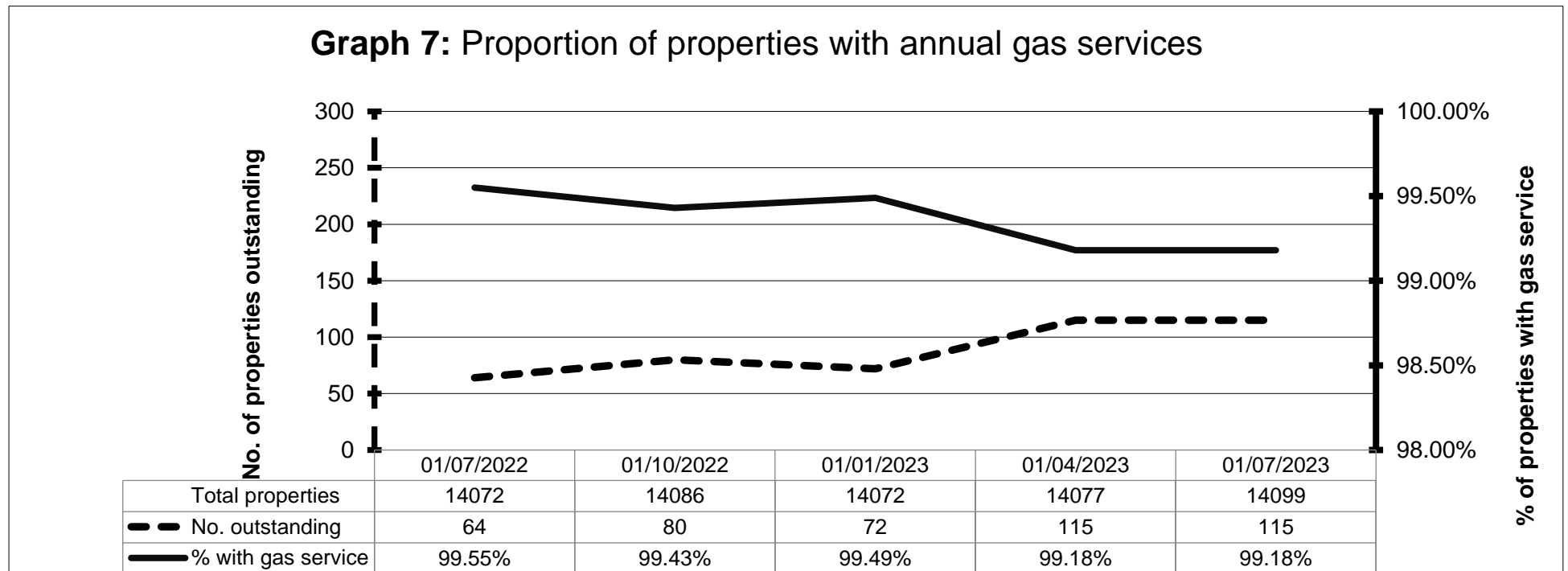
This provides an overall average of 93.06% of all inspections receiving a grade B+, of which 14.51% were graded A.

Proportion of gas service certificates outstanding

Target for 2022/23: 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 7** 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 a set target of 38 days -reviewed in April 2023 (3.5 weeks) for the vacancy turnaround process, which is split between the following stages:

- The time taken for the Area Team or Co-op to make the property available for offer (e.g. carrying out repairs, lock changes, etc.). This period is known as the **Key Received (KREC) to Actual Completion Date (ACD) period** and has a target time of 13 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 **Actual Completion Date (ACD) to Commencement of Tenancy (COT) period**.

In line with Government guidance major works voids are excluded from the KREC to ACD period and are instead counted only from the ACD to COT period.

Table 1 below displays the Q1 average KREC to ACD turnaround time for each area team when major works voids are excluded from the calculation. Please note that where the figure is zero in Table 1 this means all the voids in this team are categorised as major works.

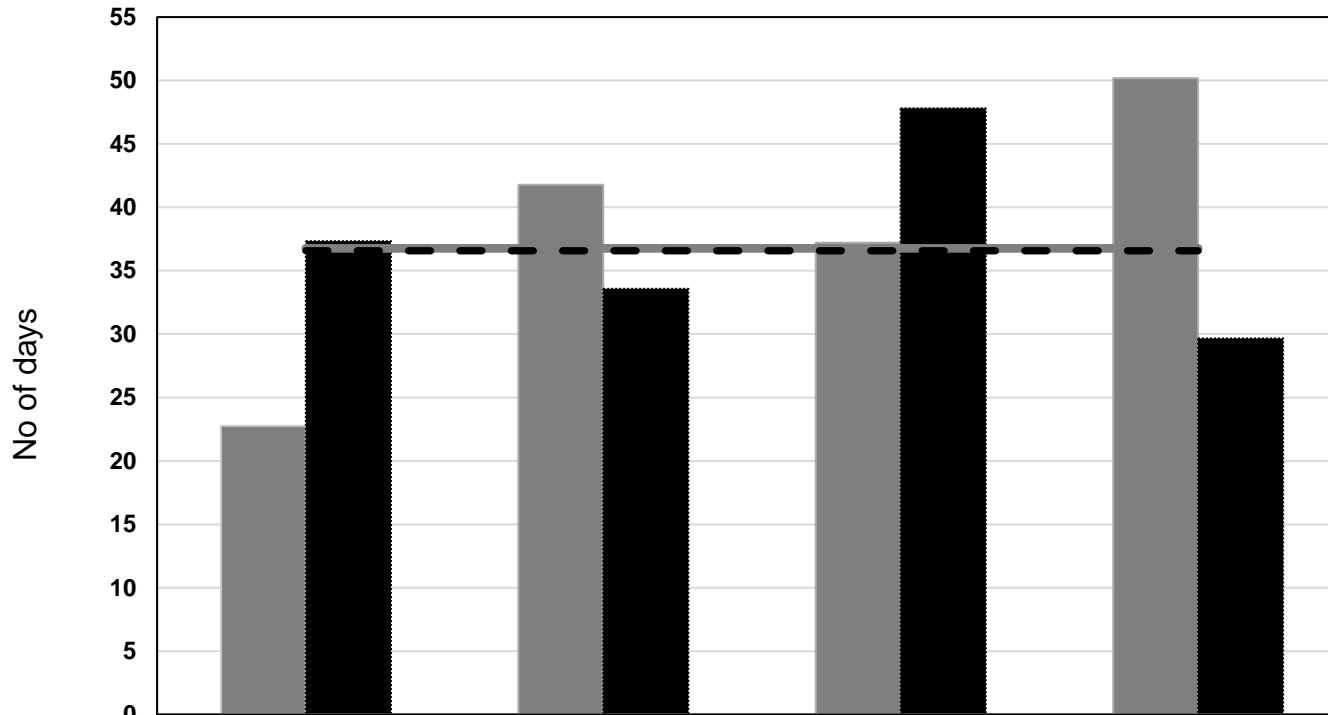
Table 2 below displays the Q1 average ACD to COT turnaround time for all voids managed by the respective Area Teams.

| Table 1 | |
|------------------|---|
| Area Team | Average time taken between KREC and ACD (days) |
| Central | 12.18 |
| Eastern | 2.96 |
| Southern | 18.05 |
| Western | 8.26 |

| Table 2 | |
|------------------|---|
| Area Team | Average time taken between ACD to COT (days) |
| Central | 25.13 |
| Eastern | 30.62 |
| Southern | 29.76 |
| Western | 21.41 |

Graph 8 shows the performance for the previous two quarters broken down by the Area Teams. These figures show the total void period from vacation of a property to reletting including major works voids where only ACD to COT is used.

Graph 8: Void Turnaround by Area Team



| | Central | Eastern | Southern | Western |
|---------------------------------|---------|---------|----------|---------|
| ■ Average no of days Q4 2022/23 | 22.77 | 41.77 | 37.21 | 50.19 |
| ■ Average no of days Q1 2023/24 | 37.32 | 33.58 | 47.81 | 29.67 |
| ■ Overall average Q4 2022/23 | 36.76 | 36.76 | 36.76 | 36.76 |
| - Overall average Q1 2023/24 | 36.57 | 36.57 | 36.57 | 36.57 |
| Q4 2022/23 No of Properties | 52 | 44 | 24 | 37 |
| Q1 2023/24 No of Properties | 38 | 26 | 21 | 27 |

Direction of travel



Void Performance

Overall performance improved slightly in Q1 23/24 compared to Q4 22/23. The void turnaround figure decreased from 36.76 days to 36.57 days. The 2023/2024 financial year has an updated void target of 38 days and so the target has now been met for Q1 23/24. This will be reviewed again for the 24/25 financial year. The total number of completed voids in Q1 23/24 reduced from 157 in Q4 22/23 to 112 in Q1 23/24.

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'*.

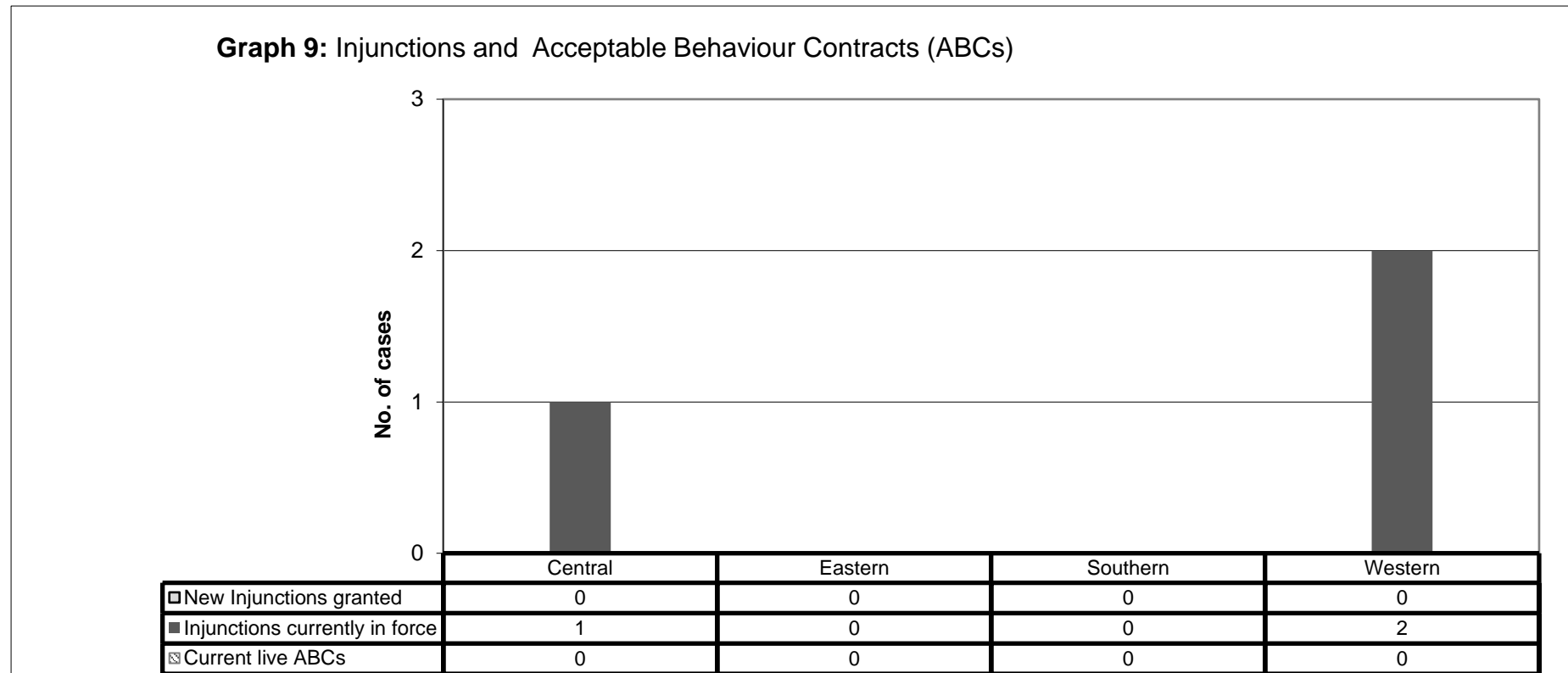
Examples of ASB which might cause the Council to take legal action against a resident include: using or threatening to use violence; hate crime or harassment due to race, religion, faith, disability, age, gender or sexual orientation; creating noise at a level that is intrusive or disturbing; drug dealing 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 - https://www.wandsworth.gov.uk/media/5370/asb_housing_policy_statement.pdf. 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 person, and their parents if aged under 18, 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.

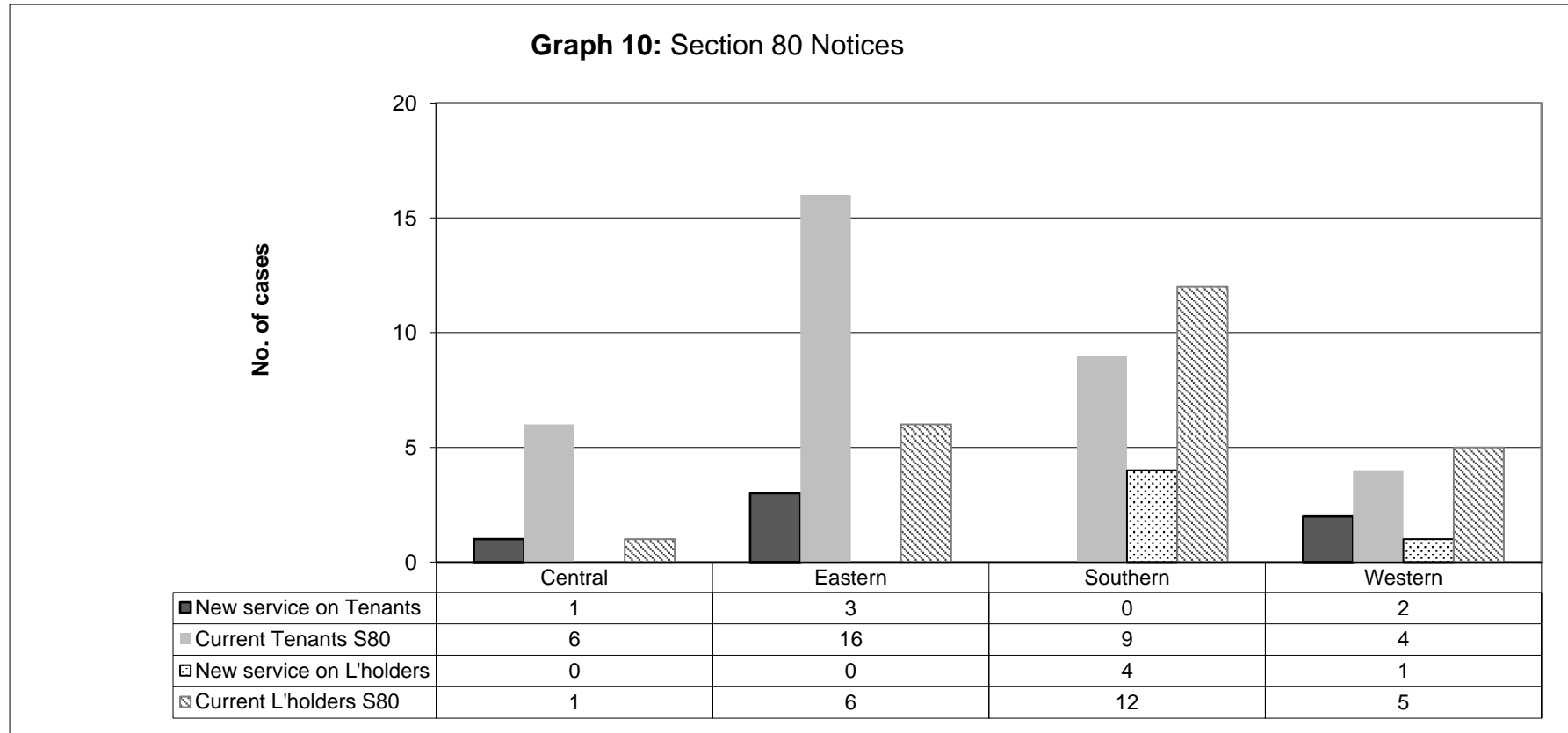
Graph 9 below shows the number of injunctions and ABCs issued for ASB across the Area Teams:



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.

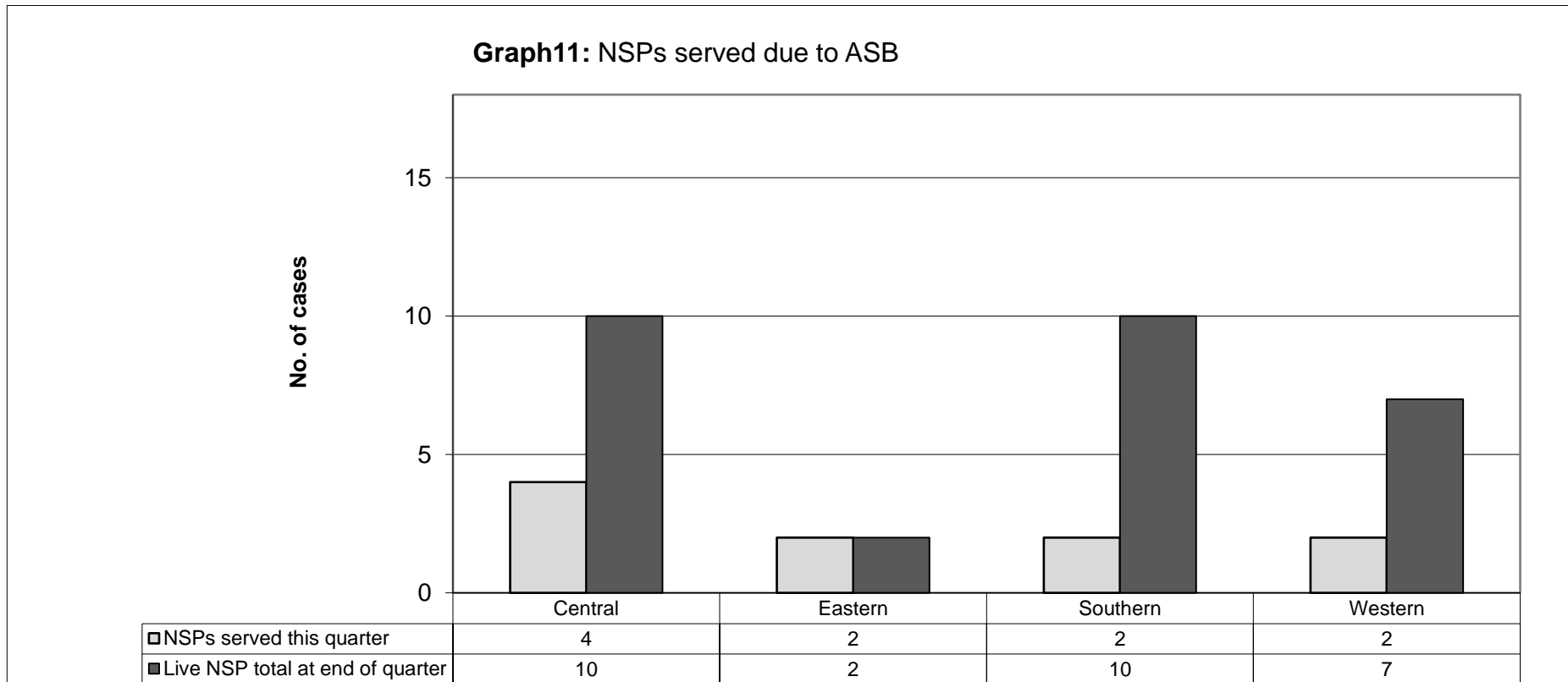
Graph 10 below shows the number of Section 80 Notices issued by Area Team for both tenants and leaseholders. The overall number of current Section 80 notices at the end of Q1 were 59 which is slightly higher than last quarter which was 54 in Q4 2022/23.



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.

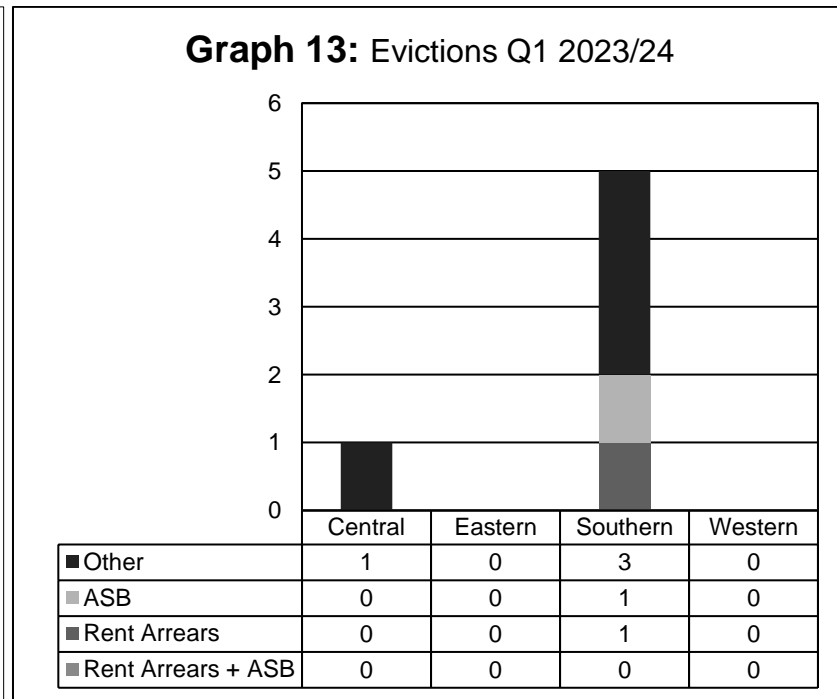
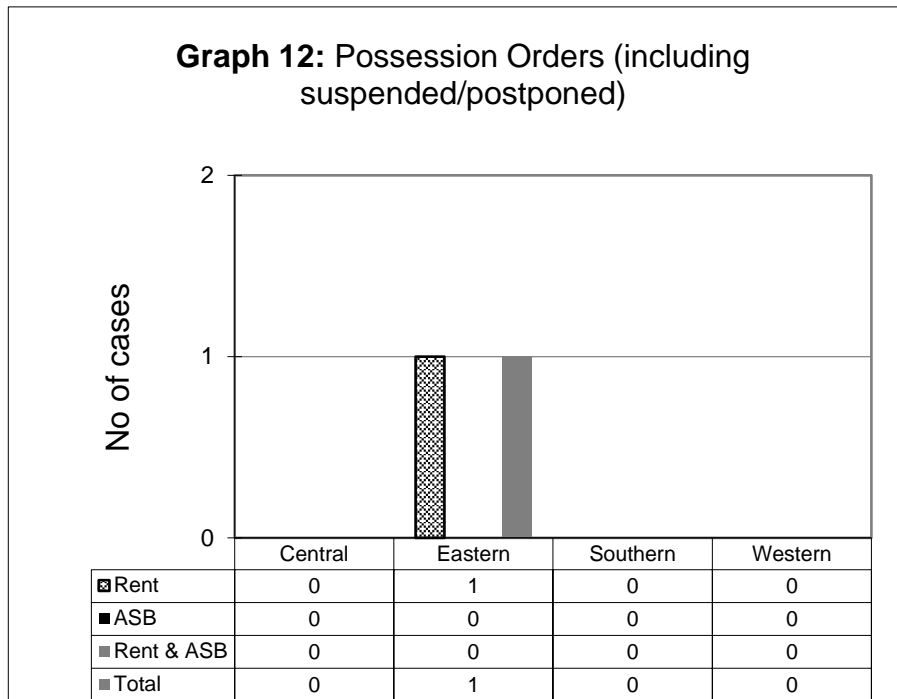
Graph 11 below shows the number of NSPs served during Q1, as well as a rolling total of live NSPs. The total number of live NSPs at the end of Q1 was 29 which is an increase compared to 13 in Q4 22/23.



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).

This quarter there has been one Possession Orders for rent. There were 6 evictions and they were obtained for rent arrears, ASB and Other. Central had 1 and Southern had 5. **Graph 12** shows the number of possession orders for each Area Team and **Graph 13** below shows the number of evictions carried out by each 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. Housing management have a separate Engineering Services section to maintain and repair lifts, entry call 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. This also includes repairs to void properties.

