

<b>Committee(s):</b>	<b>Date(s):</b>
Housing Management & Almshouses Sub Committee	27 November 2013
<b>Subject:</b> Housing Update	<b>Public</b>
<b>Report of:</b> Director of Community & Children's Services	<b>For Information</b>

### **Summary**

- This is a new, six monthly update on Housing Service performance and management information, to keep Members up to date with progress against key areas of work. The report covers performance for the first half of the financial year – 1 April to 30 September.
- Members may wish to note that:
  - Performance on responsive repairs has met or exceeded targets. We are not currently able to report on satisfaction with repairs, but will do so in the next of these reports;
  - Performance on the percentage of properties with gas safety certificates has already improved significantly since last year;
  - Performance on rent collection is slightly below target but continues to remain high despite the impact of welfare benefit reforms;
  - We have seen a large increase in Right to Buy applications and sales since the Government introduced larger discounts and new eligibility criteria;
  - Performance on benefit claims has exceeded targets.

### **Recommendation**

Members are asked to:

- Note the report.

## **Main Report**

### **Background**

1. This is a new report which will be presented to the Housing Management & Almshouses Sub-Committee every six months. It provides Members with an overview of Housing Service performance and progress on key issues, plus some additional information of interest.
2. The report covers the period 1 April to 30 September. It has been organised to give Members information on each of 6 areas of work:

- Repairs & Maintenance
- Estate Management, Resident Involvement & Revenues
- Allocations
- Affordable Housing & Major Projects
- Benefits
- Finance

### Repairs & Maintenance

3. Performance information on our responsive repairs service is collected and reported quarterly. The service is run by our contractor, Linbrook (shortly to be rebranded Wates).

Performance indicator	Target	Mid-year performance
'Immediate' repairs (complete within 2 hours)	100%	100%
'Emergency' repairs (complete within 24 hours)	95%	98%
'Urgent' repairs (complete within 3 working days)	95%	98%
'Routine' repairs (complete within 5 working days)	93%	98%
'Routine' repairs (complete within 20 working days)	96%	98%
% of jobs for which post-work inspections were carried out	15%	15%
Average time taken to complete works in empty properties to prepare for relet)	10 working days	7.35 working days

4. Gas servicing is done by our contractor, Carillion, who work closely with City staff to gain access to properties and carry out the necessary checks. 98% of our properties now have up to date CP12 gas safety certificates. Our target is 100%, but the performance so far this year is a significant improvement on the 2012/13 figure of 93.4%.

### Estate Management, Resident Involvement and Revenues

5. Satisfaction with estate services (cleaning, appearance of the estate and customer service) are measured annually and will be included in this report in May. Performance on other relevant indicators is below:

Performance indicator	Target	Mid-year performance
% Rent collected	98.5%	98.29%
% Tenants with more than 4 weeks rent arrears	<7%	6.6%

6. There were 33 incidents of anti-social behaviour on our estates during the six months. Most of these were minor issues which would not be classed as anti-social behaviour by the police. We are developing a new anti-social behaviour policy to reflect changes in legislation and to ensure we are dealing with and reporting anti-social behaviour consistently and according to good practice guidelines.
7. 24 Right to Buy applications were made during the 6 month period. Four applications resulted in sales. These figures are considerably higher than last year, when a total of 28 Right to Buy applications were received for the whole year, and only one resulted in a sale.
8. Resident involvement is largely carried out on a local basis, and we are developing ways of recording the number of people involved. A new Resident Involvement Plan is being developed and will be brought to Members for agreement in due course.

### **Allocations**

9. The number of people currently on our waiting list is 1182. There have been 88 vacancies during the last six months, including 20 newly built homes. The average time taken to relet a property from the day the keys are handed back to the day they are given to a new tenant during this period was 21 days. The target is 24 days.

### **Affordable housing & major projects**

10. This area of work is the subject of a more detailed six-monthly report to the Housing Management & Almshouses Sub-Committee. However, highlights in this area of work are:
  - 20 new properties completed and let on the Middlesex Street Estate
  - The estate office at Avondale Square has relocated, ready for the existing site to be demolished and a new centre and additional homes constructed.

### **Benefits**

11. There are currently 1069 households in the City and on our housing estates claiming benefits. Performance on our indicators is as follows:

<b>Performance indicator</b>	<b>Target</b>	<b>Mid-year performance</b>
Average time taken to process new benefit claims	28 days	16 days
% New claims decided within 14 days	<90%	96%
Average number of days taken to process notification of changes of circumstance	10 days	9 days

## **Finance**

12. Also within this agenda is a report on the Housing Revenue Account (HRA) and Capital Budgets 2014/15. This sets out the latest approved budget for 2013/14 and the original budget for 2014/15. This will inform members of the HRA'S latest financial position.

## **Appendices**

None

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