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| <b>Committee:</b>  | <b>Date:</b>           |
| Housing Management & Almshouses Sub Committee  | 22 May 2014            |
| <b>Subject:</b><br>Housing Update  | <b>Public</b>          |
| <b>Report of:</b><br>Director of Community & Children's Services   | <b>For Information</b> |
| <b>Summary</b>   |                        |
| <ul style="list-style-type: none"> <li>• This six monthly update on Housing Service performance and management information, keeps Members up to date with progress against key areas of work. The report covers performance for the second half of the financial year – 1 October 2013 to 31 March 2014.</li> <li>• In some areas, however, it has not been possible to extract the performance information for the specified period. In these cases the final performance at the end of the year has been used.</li> <li>• Members may wish to note that: <ul style="list-style-type: none"> <li>○ Performance on responsive repairs has met or exceeded targets;</li> <li>○ Performance on the percentage of properties with gas safety certificates has improved since last year;</li> <li>○ Residents remain satisfied with the services we provide;</li> <li>○ Performance on rent collection has exceeded target despite the impact of welfare benefit reforms;</li> <li>○ We continue to see a large increase in Right to Buy applications and completions since the Government introduced larger discounts and new eligibility criteria;</li> <li>○ Performance on benefit claims has exceeded targets.</li> </ul> </li> </ul> |                        |
| <b>Recommendation</b>  |                        |
| Members are asked to:  |                        |
| <ul style="list-style-type: none"> <li>• Note the report.</li> </ul>   |                        |

## Main Report

### **Background**

1. This report is 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. This report covers the period 1 October 2013 to 31 March 2014. 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, Wates (formerly Linbrook).

| Performance indicator  | Target           | Six month      | Year end         |
|--|------------------|----------------|------------------|
| 'Immediate' repairs (complete within 2 hours)                                  | 100%             | 100%           | 100%             |
| 'Emergency' repairs (complete within 24 hours)                                 | 95%              | 97%            | 98%              |
| 'Urgent' repairs (complete within 3 working days)                              | 95%              | 95%            | 96%              |
| 'Routine' repairs (complete within 5 working days)                             | 93%              | 96%            | 96%              |
| 'Routine' repairs (complete within 20 working days)                            | 96%              | 98%            | 98%              |
| % of jobs for which post-work inspections were carried out                     | 15%              | 15%            | 15%              |
| Average time taken to complete works in empty properties to prepare for relet) | <10 working days | 6 working days | 9.8 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. 96.6% of our properties now have up to date CP12 gas safety certificates. Our target is 100%, but the performance so 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 have been included in this report for the first time.
6. The 2013/14 Estate Satisfaction Survey was completed by a total of 932 households; this represents a 33.46% return rate. The table below shows the headline quantitative results, which show that residents remain generally satisfied with the services we provide. We will now be doing detailed analysis of the data on an estate by estate basis, and building actions to improve satisfaction further into Estate Plans. Where there are results we would like to explore further, such

as the feedback on safety on our estates, we will carry out more in-depth consultation to find out more about any concerns.

| Question  | Number of Respondents | Results   |
|---|-----------------------|---|
| How satisfied are you with the services we provide on your estate?    | 905                   | <b>81%</b> are either very satisfied or satisfied       |
| How satisfied are you with the cleanliness of your estate?            | 919                   | <b>75.52%</b> are either very satisfied or satisfied    |
| How satisfied are you with the appearance of your estate?             | 904                   | <b>70.24%</b> are either very satisfied or satisfied    |
| How safe do you feel on your estate?                                  | 908                   | <b>69.39%</b> feel either very safe or safe             |
| How satisfied are you with customer services provided by your estate? | 897                   | <b>81.5%</b> are either very satisfied or satisfied     |
| Would you like to be more involved in the running of your estate?     | 801                   | <b>72.91%</b> said they do not want to be more involved |

Performance on other relevant indicators is below:

| Performance indicator                         | Target | Year end performance |
|---|--------|----------------------|
| % Rent collected                              | 98.5%  | 98.6%                |
| % Tenants with more than 4 weeks rent arrears | <7%    | 6.3%                 |

7. There were 32 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.
8. 21 Right to Buy applications were made during the 6 month period. None of these applications resulted in sales. However, 10 applications received prior to the period did complete during the last six months. The figures during the second half of the year continue to be 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.

### Residents' Open Meetings

9. Residents' Open meetings have now started on the estates. To date, meetings have been held at Golden Lane, York Way, Middlesex Street, Holloway and Avondale Square Estate. The purpose of the meetings is to ensure greater transparency, wider communication and engagement with all our residents. The feedback from all meetings so far has been very positive.

### Allocations

10. The number of people currently on our waiting list is 990. There have been 59 vacancies during the last six months. 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 27 days. This figure has increased during the last six months mainly as a result of some properties needing more extensive repairs. The target is 24 days.

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

11. This area of work was the subject of a more detailed report to the Community and Children's Services Committee in March 2014. However, highlights in this area of work during the last 6 months are:

- A planning application was submitted to the London Borough of Southwark in December 2013 to develop 13 flats (4 one-bedroom, 7 two-bedroom and 2 three-bedroom flats) at George Elliston and Eric Wilkins Houses at an estimated cost of £4.3M
- A pre-planning application was submitted to London Borough of Islington in December 2013 to develop 34 units (6 studios, 5 one-bedroom and 23 two-bedroom flats) at Islington Arts Factory at an estimated cost of £8M.

### **Benefits**

12. 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>Six month</b> | <b>Year end</b> |
|---|---------------|------------------|-----------------|
| Average time taken to process new benefit claims                                | 28 days       | 19 days          | 18.3 days       |
| % New claims decided within 14 days   | 90%           | 96%              | 96%             |
| Average number of days taken to process notification of changes of circumstance | 10 days       | 9 days           | 9 days          |

### **Finance**

13. The financial outturn on the Housing Revenue Account (HRA) and Capital Budgets will be the subject of a separate report from the Chamberlain. However, budgets have been tightly managed this year and no significant under or over spends are expected.

### **Appendices**

None

### **Jacquie Campbell**

Head of Housing Management

T: 020 7332 3785

E: [Jacquie.campbell@cityoflondon.gov.uk](mailto:Jacquie.campbell@cityoflondon.gov.uk)