

# **HOUSING MANAGEMENT CONSULTATIVE COMMITTEE**

## **Agenda Item 84**

Brighton & Hove City Council

<b>Subject:</b>	<b>Housing Management Performance Report (Quarter 3)</b>		
<b>Date of Meeting:</b>	<b>29<sup>th</sup> March 2010</b>		
<b>Report of:</b>	<b>Director of Adult Social Care &amp; Housing</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>John Austin Locke</b>	<b>Tel:</b> 29-1008
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<b>Key Decision:</b>	<b>No</b>		
<b>Wards Affected:</b>	<b>All</b>		

### **FOR GENERAL RELEASE**

## **1. SUMMARY AND POLICY CONTEXT:**

- 1.1 This is the third quarter for Housing Management Performance for the financial year 2009/2010.
- 1.2 The report includes comparisons with the first and second quarter figures for this year, the end of year performance for the last financial year and targets for future years. The areas covered include key Best Value (BV) performance indicators, by which the government measure and compare our performance in key service areas.
- 1.3 The measurement of performance, the comparison with appropriate other suppliers, locally and nationally, and the inclusion of customers in reporting and deciding what performance measures are important, remains a key driving force in developing this report. The coming of the Tenant Services Authority (T.S.A.) as the national regulator for social housing will see a further evolution in performance reporting. In the coming months we will be working with representatives and customers throughout the service to develop performance measures and service standards that are robust and meaningful to customers. Key government driven measurements will remain, but it is anticipated that additional measures will support and amplify these both in terms of the quarterly report to HMCC and local reporting to area panels. The TSA require us to demonstrate how the reporting to our customers will be accomplished by 10 October 2010 and to have these measures in place by April 2011.

## **2. RECOMMENDATIONS:**

- 2.1 That Housing Management Consultative Committee comment on the contents of this report.

### 3. RELEVANT BACKGROUND INFORMATION

#### 3.1.0 Rent Collection and Current Arrears

Indicator	End of Year Performance 08/09	First Quarter 09/10	Second Quarter 09/10	Third Quarter 09/10	Top 25% of Performing Authorities Figures 2 <sup>nd</sup> Quarter	Future Targets	
						09/10	10/11
BV66a Rent Collection	98.16%	98.16%	98.27%	98.05 %	Definition under review with HouseMark	98.50%	98.68%
BV66a Rent Collection (Central housing area)	98.35%	98.43%	98.42%	98.13%	n.a.	98.79%	99.03%
BV66a Rent Collection (East housing area)	97.73%	97.78%	97.97%	97.7%	n.a.	97.99%	98.13%
BV66a Rent Collection (North housing area)	98.35%	98.30%	98.35%	98.21%	n.a.	98.66%	98.82%
BV66a Rent Collection (West housing area)	98.43%	98.36%	98.52%	98.34%	n.a.	98.88%	99.12%
BV66a Rent Collection (Temporary Acc.)	97.07%	97.10%	97.61%	98.48%	n.a.	96.95%	96.95%
BV66b Those with arrears of more than 7 weeks	6.40%	5.64%	5.51%	4.98%	HouseMark Major Cities Benchmarking: Upper Quartile 4.34%	4.96%	4.13%
BV66c The NOSP figure	30.35%	5.82%	12.31%	18.68%	HouseMark Major Cities Benchmarking: Upper Quartile 8.36%	26.46%	23.80%
BV66d The Eviction Figure (% tenants	0.16%	0.02%	0.06%	0.07%	HouseMark Major Cities Benchmarking: Upper	< than 35 evictions per annum: 0.29%	

Indicator	End of Year Performance 08/09	First Quarter 09/10	Second Quarter 09/10	Third Quarter 09/10	Top 25% of Performing Authorities Figures 2 <sup>nd</sup> Quarter	Future Targets	
						09/10	10/11
evicted for rent arrears)					Quartile 0.11%		
BV69 % rent lost due to vacant dwellings	1.33%	1.10%	1.93%	2.05%	HouseMark Major Cities Benchmarking: Upper Quartile 2.12%	To be set	
Total former tenant arrears (Inclusive of Temporary Accommodation)	£784,753 (£972,732k)	£812,001 (£1,002,339)	£819,524 £1,011,396	£800,731 £991,710	n.a.	To be set	
% Collection rate for former tenant arrears (exclusive of Temporary Accommodation)	28.70	4.57	10.24%	17.50%	RIEN	To be set	
% of Write Offs for former tenant arrears (exclusive of Temporary Accommodation)	18.66%	0.04%	1.56%	2.46%	n.a.	To be set	
Total recharge debt	£95,884	£97,345	£125,752	£163,090	n.a.	£125,484	
% collection rate for recharges	31.26%	6.68%	9.32%	13.34%	n.a.	35%	
% Leaseholder recovery rate	80%	63%	67%	77%	n.a.	82%	To be set
% Leaseholder Recovery Rate on Recoverable arrears	90%	Not collected quarterly yet	n.a.	n.a.	n.a.	90%	To be set

### **3.1.1 Rent Collection and Current Arrears**

3.1.2 The collection rate forecast at the end of the December 09 was 98.05%. As expected, there was a dip in performance over the Christmas period, but the collection rate was still up on previous percentages collected for December. Last year the collection rate was 97.90% and the year before it was 97.11%.

3.1.3 The percentage of debtors with more than seven weeks rent arrears at the end of December 09 was 4.98%. This represents a reduction of 257 in the number of debtors since the end of the 3<sup>rd</sup> Quarter 08/09.

3.1.4 Between April and December 09 the number of tenants served with a Notice of Seeking Possession (Nosp) was 546 compared to 725 during the same period in 08/09.

3.1.5 The number of households evicted for rent arrears at the end of the 3<sup>rd</sup> Quarter 09/10 was 8. Between April and December 08 there were 15 rent arrears evictions.

### **3.2.0 Former Tenant Arrears**

3.2.1 Former tenant arrears have reduced since the end of the 1<sup>st</sup> Quarter 09/10 resulting in a collection rate of 17.5% at the end of the December 09.

### **3.3.0 Recharges**

3.3.1 Between April and December 09 the number of tenants who were recharged for the cost of repairs due to deliberate damage or neglect was 152. At the end of the 3<sup>rd</sup> Quarter 09/10 the recharge collection rate was 13.34%.

### **3.4.0 Rent loss**

3.4.1 While performance for rent loss remains within the upper quartile, the third quarter figure of 2.05% is still being targeted for further improvement. The factors that have been attributable to the current increase in rent loss are an increase in the number of properties that became empty, and the number of properties that require major repairs before they are re-let. An improvement is anticipated in the next quarter.

### **3.5.0 Leaseholders' service charges - % collection rate on gross arrears**

3.5.1 The Quarter 3 collection rate figure shows good progress towards target of 82% but is due in part to very low major works billing on 30 September. As a consequence a further major works billing round was levied on 31 January 2010 which will detrimentally affect end of the year collection rate due to the timescale remaining for collection and dispute resolution.

### 3.6.0 Leaseholders' service charges - % collection rate on recoverable arrears

3.6.1 There is no third quarter figure to report as this figure is a year-end figure only

### 3.7.0 Empty Home Turnaround Time

Indicator	End of Year Performance 08/09	First Quarter 09/10	Second Quarter 09/10	Third Quarter 09/10	Top 25% of Performing Authorities Figures 2 <sup>nd</sup> Quarter	Future Targets	
						09/10	10/11
BV212 average re-let times in days (all properties)	28	29	26	22	HouseMark Major Cities Benchmarking: Upper Quartile 26 Stock Retained Benchmarking: Upper Quartile 25.68	26	24
General needs	25	26	22	22	n.a.	26	24
Sheltered	38	42	54	26	n.a.	26	24

3.7.1 For the third quarter of 2009/10 the Lettings Team achieved an average empty home turnaround time of 22 days. This is an improvement on the first and second quarter figures of 29 days and 26 days respectively.

3.8.1 From April 2009 to the end of the third quarter, the team had achieved an overall turnaround time 26 days, letting a total of 641 properties, and hitting the annual target of 26 days. It is worth noting however, that many properties that would have otherwise been let in December remained empty for which the let date was carried forward to January. This was as a result of the Christmas period and the snow; when for example many people who had anticipated moving had to cancel their arrangements due to the impact on transport. Consequently a higher than average turnaround time for January is anticipated.

### 3.9.0 Stock investment and asset management – Performance Quarter Three

Indicator	End of Year Performance 08/09	First Quarter 09/10	Second Quarter 09/10	Third Quarter 09/10	Top 25% of Performing Authorities Figures 2 <sup>nd</sup> Quarter	Future Targets	
						09/10	10/11
Emergency Repairs Completed in time	96.8 % 98.48 % (Mears) 94.49 % (Kier)	99.15% 99.79 % (Mears) 98.22 % (Kier)	97.86% 99.09% (Mears) 96.24 % (Kier)	98.53% 99.73% (Mears) 96.73% (Kier)	HouseMark Major Cities Benchmarking: Upper Quartile 99.73%	99 %	
No of Emergency Repairs completed	7,755 4,414 (Mears) 3,341 (Kier)	1645 969 (Mears) 676 (Kier)	1733 989 (Mears) 744 (Kier)	1837 1102 (Mears) 735(Kier)	n.a	n.a.	
Urgent Repairs Completed in time	92.53 % 95.35 % (Mears) 89.18 % (Kier)	97.43% 100% (Mears) 94.31 % (Kier)	97.26 % 99.26% (Mears) 94.43 % (Kier)	98.02% 99.56% (Mears) 95.87% (Kier)	HouseMark Major Cities Benchmarking: Upper Quartile 98.38%	98 %	
No of Urgent Repairs completed	4,391 2,388 (Mears) 2,005 (Kier)	740 406 (Mears) 334 (Kier)	914 537 (Mears) 377 (Kier)	1163 679 (Mears) 484 (Kier)	n.a.	n.a.	**
Routine Repairs Completed within target time	96.01 % 97.86 % (Mears) 93.53 % (Kier)	99.08% 99.78 % (Mears) 97.97 % (Kier)	98.76% 99.51% (Mears) 97.57 % (Kier)	99.28% 99.84% (Mears) 98.44% (Kier)	HouseMark Major Cities Benchmarking: Upper Quartile 99.34%	98 %	**
No of Routine Repairs completed	19,697 11,305 (Mears) 8,419 (Kier)	5107 3133 (Mears) 1974 (Kier)	4687 2873 (Mears) 1814 (Kier)	4138 2469 (Mears) 1669 (Kier)	n.a.	n.a.	**
BV72 Right to Repair orders completed within target time	96.87 %	98.99 %	97.94%	98.4%	HouseMark Major Cities Benchmarking: Upper Quartile 98.68% Stock Retained Benchmarking: Upper Quartile 98.40	97 %	**

Indicator	End of Year Performance 08/09	First Quarter 09/10	Second Quarter 09/10	Third Quarter 09/10	Top 25% of Performing Authorities Figures 2 <sup>nd</sup> Quarter	Future Targets	
						09/10	10/11
BV73 Ave time to complete routine repairs	15 days	13 days	12 days	10 days	HouseMark Major Cities Benchmarking: Upper Quartile 10.38 Stock Retained Benchmarking: Upper Quartile 10.95	14 days	**
NI158 % of council homes that are non-decent	48.89%	42.84%	40.91%	37.34%	HouseMark Major Cities Benchmarking: Upper Quartile 27.34% Stock Retained Benchmarking: Upper Quartile 8%	36%	**
BV63 - Energy Efficiency (SAP Rating 2001)	75.9	76	76.1	76.2	HouseMark Major Cities Benchmarking: Upper Quartile 73.5(target) Stock Retained Benchmarking: Upper Quartile 72.9 (target)	76.5	**
LPI G3 Citywide % of stock with up to date gas safety certificates	99.61%	99.79%	99.77%	99.86	HouseMark Major Cities Benchmarking: Upper Quartile target 100	100 %	**
Mears Area	99.49 %	99.79%	99.84%	99.82%	n.a.	100 %	**
PH Jones Area	99.78 %	99.8%	99.69%	99.9%	n.a.	100 %	**

### 3.9.1 Responsive Repairs

3.9.2 Performance on completion of urgent and routine repairs has improved over the last quarter with targets met for both of these categories of repair. Completion of emergency repairs has improved since quarter two with 98.53% of repairs completed within 24 hours. This is slightly below the target of 99% but performance is expected to be maintained over the final quarter of 2009/2010.

3.9.3 All responsive repairs will be carried out by our new partner Mears Group Limited from April 2010. Mears performance has been strong in responsive repairs over the course of 2009/2010 and the partnership will be working to maintain and improve this level of performance over the next year.

3.9.4 Improvements have also been made in our other two indicators over quarter three, with performance on completion of right to repairs within target time improving to 98.4% and the average time to complete non-urgent repairs improving to 10 days. Both of these results are well above target and our major cities benchmarks.

### 3.10.0 Decent Homes and SAP

3.10.1 Capital programmes targeted to improve the quality of resident's homes have delivered a further 3.5% improvement in decency over quarter three. This is through a combination of kitchen and bathroom replacements, boiler installations, door replacements and surveys undertaken by BHCC. January is a significant month for decent homes as the age of components (kitchens, bathrooms, boilers etc.) is re-calculated, this will mean that some properties will fall out of decency. This is estimated to have a negative impact of approximately 3-4%.

3.10.2 Energy efficiency continues to be a strong area of performance for BHCC with a consistent improvement over the year. Performance the third quarter was 76.2 which is well above our Major Cities and Stock Retained benchmarks.

### 3.10.3 Gas

3.10.4 The percentage of homes with a current gas safety certificate remains high with excellent performance being delivered in partnership by Brighton & Hove City Council, Mears Group and PH Jones. Performance continues to improve with 99.86% of properties having a current gas safety certificate at the end of quarter three. This means that just 15 properties have an overdue service and none of these are greater than five months overdue.



### 3.11.0 Estates Service

Indicator	End of Year Performance 08/09	First Quarter 09/10	Second Quarter 09/10	Third Quarter 09/10	Top 25% of Performing Authorities Figures 2 <sup>nd</sup> Quarter	Future Targets	
						09/10	10/11
Completion of cleaning tasks	96%	92%	95.6%	97%	n.a.*	98%	98.5%
Bulk refuse removal Targets met within timescale	Emergency 77% Routine 84%	E n.a R 95%	E 95.83% R 98.23%	E 100% R 97%	n.a.*	E 100% R 95%	E 100% R 96%
Graffiti removal Targets met within timescale	Emergency 100% Routine 88%	61%	E 83.33% R 63.88%	E 91.7% R 83.7%	n.a.*	E 100% R 95%	E 100% R 96%

\* Work will take place with HouseMark in the coming year to develop comparative figures

3.11.1 The third quarter saw the formal completion of the Chairman's working group on the Estates Service, with a celebration for members of the Estates Service Monitoring Group and staff, in December. Councillor Mears attended and presented awards to the two thirds of the cleaning staff who have passed their NVQ Level 2 in Cleaning. The remainder of the cleaning staff will be studying for this qualification in 2010.

3.11.2 One of the working group's recommendations was to appoint an Estates Service Business Manager to develop and take a strong operational lead within the service, Anette Cerabino-Read was appointed in October to this post, and started work in January. Ms Cerabino-Read has extensive experience of housing and estates management and is looking forward to further improving the performance of this service, and ensuring it meets residents' expectations.

3.11.3 Work is underway on reviewing and changing the way performance is recorded and assessed in the Estates Service, and a new framework will be introduced next year that includes residents' assessment of the services it provides.

3.11.4 The Estates Service Monitoring Group continues to meet and is now reviewing the grounds maintenance service. A report on their work will be presented later in 2010 to this committee.

### **3.12.0 Anti-social Behaviour**

- 3.12.1 As part of the 'Turning the Tide' pilot we are currently developing new performance measures with the steering group that includes customers. The performance indicators that result from this work will follow good practice guidance issued by the Home office and the Tenant Services Authority. These measures will address issues including customer satisfaction, early intervention, multi agency working, and the reduction of the public perception of crime and anti social behaviour. Statistics have been recorded since January 2010 and we will therefore be in a position to make an initial report at the next Housing Management Consultative. Areas covered will include alcohol related incidents, litter / rubbish / fly-tipping, the number of early interventions taken and a breakdown of the legal actions undertaken.
- 3.12.2 We can confirm that the progress we have made to date includes the implementation of a system of enhanced tenancy checks to capture early indications of possible problems so that prompt investigation and action can be taken.
- 3.12.3 Further, we have also established case supervision focussed on developing progressive action plans with specific embedded targets. The intention of the targets is to establish a framework within which to firmly manage behaviour change and thereby ensure that a case moves forward towards resolution at the earliest date.
- 3.12.4 Each ASB case held by Housing Officers at Selsfield Drive or staff within the ASB and Tenancy Support teams now has a central case management record. This document is a clear summary of the case which acts as an action plan and assists in supervision and case progression.
- 3.12.5 We have increased focus on early interventions, and robust, assertive sets of actions. We continue to develop new strategies and seek legal outcome to address serious antisocial behaviour.
- 3.12.6 Finally, we have continued to develop close joint working with other agencies including the Partnership Community Safety Team, Sussex Police and Environmental Health.

## **4. CONSULTATION**

- 4.1 Comments from HMCC are welcome.

## **5. FINANCIAL & OTHER IMPLICATIONS:**

- 5.1 Most performance measures discussed in this report have financial implications which are included within the monthly Targeted Budget Management (TBM) forecast reports. For example, any improvement in turnaround times or a reduction in empty property numbers increases the amount of rent collected. Improvements in performance will, in general, lead to more

resources being available for tenants services in the future

*Finance Officer Consulted: Susie Allen*

*Date: 25/02/10*

Legal Implications:

5.2 There are none

*Lawyer consulted: Liz Woodley*

*Date: 24/02/10*

Equalities Implications:

5.3 Equalities implications are included within the body of the report.

Sustainability Implications:

5.4 Sustainability implications are included within the body of the report.

Risk and Opportunity Management Implications:

5.5 There are no direct risk and opportunity management implications arising from this report

Corporate / Citywide Implications:

5.6 There are no direct Corporate or Citywide implications arising from this report.

**6. EVALUATION OF ANY ALTERNATIVE OPTION(S):**

6.1 Not applicable to this report.

**7. REASONS FOR REPORT RECOMMENDATIONS**

7.1 These are contained within the body of the report.

**SUPPORTING DOCUMENTATION**

**Appendices:**

None

**Documents in Members' Rooms**

None

**Background Documents**

None

