

HOUSING COMMITTEE

Agenda Item 22

Brighton & Hove City Council

Subject: Housing Management Performance Report
Quarter 4 and end of year 2013/14

Date of Meeting: 10th September 2014

Report of: Executive Director – Environment, Development & Housing

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1. SUMMARY AND POLICY CONTEXT:

- 1.1 This Housing Management performance report covers Quarter 4 of the financial year 2013/14, alongside end year results. Benchmarking figures for the year are provided separately as Appendix 1.







2. RECOMMENDATIONS:

- 2.1 That the Housing Committee notes and comments on the report, which went to Area Panels in July 2014.



















3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

- 3.1 The report continues the use of the 'RAG' rating system of red, amber and green traffic light symbols to provide an indication of performance, and also trend arrows to provide an indication of movement from the previous reporting period. For this end of year report, explanations have been provided for indicators which are red or amber.

3.2 Key to symbols used in the report:

Status		Trend	
Performance is below target (red)		Poorer than previous reporting period	
Performance is close to achieving target, but in need of improvement (amber)		Same as previous reporting period	
Performance is on or above target (green)		Improvement on previous reporting period	

4.0 Rent collection and current arrears

Performance Indicator		Year end 2012/13	Year end 2013/14	Target 2013/14	Status against target	Trend since last year
1	Rent collected as proportion of rent due each year	98.66% (£47,559,925 of £48,203,891)	98.31% (£49,816,314 of £50,671,674)	98.66%		
2	Tenants with more than seven weeks rent arrears	2.63% (310 of 11,771)	3.57% (415 of 11,619)	2.85%		
3	% in arrears served a Notice of Seeking Possession (NOSP) during the year	25.87% (722 of 2,791)	26.79% (806 of 3,008)	27.02%		
4	Households evicted because of rent arrears	0.08% (10 of 11,771)	0.04% (5 of 11,619)	Less than 0.29%		
5	Rent loss due to empty dwellings	0.76% (£357,781 of £47,183,691)	1.00% (£495,009 of £49,675,286)	1.6%		
6	Former tenant arrears collected	18.10% (£96,216 of £531,636)	34.66% (£165,781 of £478,368)	18%		
7	Rechargeable debt collected	10.80% (£24,561 of £255,226)	12.08% (£30,825 of £255,226)	11%		
8	Percentage collection rate of leaseholders' gross arrears	83% (£1,998,705 of £2,401,856)	78% (£2,448,038 of £3,133,224)	92%		
9	Percentage collection rate of leaseholders' recoverable arrears	92% (£2,211,933 of £2,401,856)	98% (£3,069,680 of £3,133,224)	93%		

4.0.1 Percentage of rent collected as proportion of rent due each year

The end year collection rate fell by 0.35% compared to last year, with the result that performance is slightly below target. A demographic analysis of council households in Brighton & Hove suggests that arrears are arising from increased pressure placed on household incomes due to the cost of living generally and the impacts of welfare reform changes introduced from April 2013. As of the end of March 2014:

- Working age households make up 61% of total households but account for 86% of total arrears.
- Working age households that do not receive Housing Benefit account for half of total arrears despite comprising only 23% of households overall.
- 37% of households with children are in arrears, which is a significantly higher proportion than for households without children (20%).
- Households with elderly or disabled occupants are less likely to be in arrears, although only if they are in receipt of housing benefit.

Another factor affecting this trend is the 695 under occupying tenants affected by the reduction in Housing Benefit, whose arrears of £91k make up a small but significant 10% share of overall arrears. However, these arrears have come

down since their peak of £142k in August 2013. Other welfare reforms will have made an impact, including:

- Council tax changes, with approximately 5,000 tenants required to pay a minimum of around £3 per week
- Benefit cap, affecting around 9 tenants
- Changes in benefits to people with disabilities, potentially reducing disabled tenants' household incomes
- Overall benefit uprating capped below the rate of inflation.

We continue to take a proactive approach to supporting our tenants with paying their rent, such as through our contract with the Money Advice and Community Support Service (MACS) who work with households facing financial difficulties to manage their money successfully. Since the start of the contract in September 2012, £670,000 of financial benefit has been pulled in for tenants as a result of benefit maximisation and appeals, grant/fund applications, refunds and debt write offs. The contract continues to perform well, and has been extended up to 31st March 2015.











4.0.2 Tenants with more than seven weeks rent arrears

The average proportion of tenants with seven or more weeks rent arrears (of gross rent) increased by 0.95% to exceed the target of 2.85%. This is for similar reasons to the overall increase in arrears as described in paragraph 4.0.1 – for example, 89% of households with seven weeks rent arrears at the end of March 2014 are of working age, and 56% do not receive Housing Benefit.

4.0.3 Percentage collection rates of leaseholders' gross and recoverable arrears

The collection rate of gross arrears (78%) fell because more needs to be collected than last year due to a sharp increase in the amount billed for capital works, which has risen from £764k in 2012/13 to £1,291k this year. This has a negative impact on the collection rate because not all arrears can be recovered within the six months between leaseholder billing at the end of September and the end of the financial year – eg because money demanded is being disputed, cases where we have instructed our solicitors to take action, charging orders that have been placed and instalment arrangements that have been agreed. The collection rate of leaseholders' recoverable arrears, which accounts for the circumstances outlined above, has significantly improved since last year to a record high of 98%.

4.0.4 Percentage of rent collected as proportion of rent due each year by area

Area	Q4 2012/13	Q4 2013/14	Target 2013/14	Status against target	Trend since last year
North (includes Sheltered housing)	99.12% (£13,550,150)	98.87% (£14,221,229)	99.12%		
West	98.69% (£9,604,919)	98.57% (£10,106,573)	98.69%		
Central	98.87% (£8,952,438)	98.53% (£9,302,802)	98.87%		
East	98.13% (£15,449,313)	97.54% (£16,185,711)	98.13%		
All areas*	98.66% (£47,559,925*)	98.31% (£49,816,314)	98.66%		

*Total for 2012/13 includes collection from small number of HRA properties which were then used as Temporary Accommodation.



4.0.5 Percentage of rent collected as proportion of rent due each year by area

Rent collection has reduced across all areas of the city because they have all been impacted by the same pressures outlined above in paragraph 4.0.1. At 97.54%, the collection rate is lowest in the East Brighton area, which has larger than average proportions of groups who are experiencing hardship, such as:

- Working age households (69%, compared to 61% citywide).
- Households with children (33%, compared to 23% citywide).
- Under occupiers who have seen their Housing Benefit reduced (8%, compared to 6% citywide).

4.0.6 A table presenting information relating to the impact of the reduction in Housing Benefit for under occupying households is attached as Appendix 2.

4.1 Empty home turnaround time

Performance Indicator	Performance for the quarter			Performance for the year			
	Q4 2012/13	Q4 2013/14	Trend since last quarter	Target 2013/14	Year end 2012/13	Year end 2013/14	Status against target
Average re-let time in calendar days (BV212)	18	18	↔	21	15	19	
Average re-let time in calendar days (no exclusion periods as per BV212)	36	51	↓	32	32	51	

4.1.1 Average re-let time in calendar days – no exclusion periods as per BV212









Of the 145 re-lets during the quarter, 49 were long term empty properties (6 weeks or more), including 7 hard-to-let sheltered properties. The result was heavily skewed by one property in Moulsecoomb which had been untenanted for more than five years, although was not empty for the whole period as it was used to house decanted families whilst extensions were carried out to their homes. We have been successful in reducing the number of general needs and sheltered dwellings which have been unlet for a year or more, from six at end March 2013 to one at end March 2014.






4.1.2 The table below shows the breakdown by bedroom size of the 592 properties that were let during the year.

Bedroom size	Studio	1	2	3	4	5	Total
Number of lets	122	195	178	82	10	5	592
% of lets	20%	33%	30%	14%	2%	1%	100%

4.1.3 A table presenting a summary of long term empty properties is attached as Appendix 3.

4.2 Property & Investment

Performance Indicator		Performance for the quarter			Performance for the year			Status against target
		Q4 2012/13	Q4 2013/14	Trend since last quarter	Target 2013/14	Year end 2012/13	Year end 2013/14	
1	Emergency repairs completed in time	99.35% (2,579 of 2,596)	99.89% (2,775 of 2,778)	↑	99%	99.57% (8,281 of 8,317)	99.77% (11,261 of 11,287)	
2	Routine repairs completed in time	99.73% (8,648 of 8,671)	99.81% (6,405 of 6,417)	↓	98%	99.78% (33,799 of 33,873)	99.80% (28,276 of 28,332)	
3	Average time to complete routine repairs (calendar days)	9 days	17 days	↓	15 days	9 days	14 days	
4	Percentage of appointments kept by contractor	95.46% (7,379 of 7,730)	97.79% (7,118 of 7,279)	↑	95%	94.56% (27,434 of 29,013)	95.47% (27,579 of 28,889)	
5	Tenant satisfaction with repairs (respondents from period who were satisfied or very satisfied)	97.40% (2,213 of 2,272)	99.46% (369 of 371)	↑	95%	97.03% (7,493 of 7,722)	99.09% (5,525 of 5,576)	
6	Percentage of responsive repairs passing post-inspection	96.65% (1,240 of 1,283)	95.71% (1,119 of 1,152)	↑	95%	95.44% (4,728 of 4,954)	94.89% (4,063 of 4,276)	
7	Percentage of repairs completed right first time	98.63% (12,622 of 12,797)	99.55% (9,154 of 9,195)	↓	97%	98.09% (45,717 of 46,607)	99.42% (39,390 of 39,619)	
8	Cancelled repair jobs	5.21% (633 of 12,143)	2.75% (316 of 11,472)	↑	Under 5%	11.04% (4,875 of 44,165)	3.26% (1,421 of 44,480)	

Performance Indicator		Performance for the quarter			Performance for the year			
		Q4 2012/13	Q4 2013/14	Trend since last quarter	Target 2013/14	Year end 2012/13	Year end 2013/14	Status against target
9	Percentage of homes that are decent	95.33% (11,347 of 11,903)	100% (11,827 of 11,827)	↑	100%	95.33% (11,347 of 11,903)	100% (11,827 of 11,827)	
10	Energy efficiency rating of homes (SAP 2009)	62.5	63.6	↑	63.0	62.5	63.6	
11	Percentage of planned works passing post-inspection	100% (253 of 253)	100% (165 of 165)	↔	97%	99.37% (2,221 of 2,235)	99.15% (1,163 of 1,173)	
12	Stock with a gas supply with up-to-date gas certificates	99.97% (10,387 of 10,390)	99.91% (10,284 of 10,293)	↓	100%	99.97% (10,387 of 10,390)	99.91% (10,284 of 10,293)	
13	Percentage of empty properties passing post-inspection	100% (157 of 157)	98.76% (159 of 161)	↓	98%	98.99% (591 of 597)	99.54% (655 of 658)	
14	Lifts – average time taken (hours) to respond	-	1h 32m	↑	-	-	2h 59m	-
15	Lifts – percentage restored to service within 24 hours	-	98.91% (181 of 183)	↑	-	-	96.74% (712 of 736)	-
16	Lifts – average time to restore service when not within 24 hours	-	6 days (12 days, 2 lifts)	↑	-	-	9 days (197 days, 24 lifts)	-

4.2.1 Percentage of responsive repairs passing post-inspection

Of the 4,276 jobs that were post inspected during the year, 219 failed: 186 required further works to complete the repair, 24 were due to poor quality work, eight were overclaimed (meaning less work was done than was stated on the repair order) and one was deemed to have failed by the supervisor because the expectations of the tenant were not fully met, although the technical requirements were. Performance has improved and is above target for Quarter 4 2013/14, at 95.71%.










4.2.2 Stock with up-to-date gas certificates

Nine properties did not have safety certificates as of 31st March 2014, although the checks have since been completed. To ensure all checks are carried out, the council will obtain an injunction and force access in cases where tenants repeatedly do not keep appointments, although this is rarely necessary – only 11 forced access appointments took place during the year, and the tenants were written to informing them of the time and date that they would be taking place.

4.2.3 Lifts restored to service within 24 hours of callout

Two lifts that went out of service during Quarter 4 were not restored to service within 24 hours, these were one lift at Bowring Way (3 days, to replace door gear) and one at Leach Court (9 days, to order and fit a new inverter). There were also lifts out of service due to long term refurbishments at Thornsedale and at Hereford Court, but these are not included in this indicator.

4.3 Estates Service

Performance Indicator		Performance for the quarter			Performance for the year			Status against target
		Q4 2012/13	Q4 2013/14	Trend since last quarter	Target 2013/14	Year end 2012/13	Year end 2013/14	
1	Cleaning quality inspection pass rate	98% (184 of 188)	99% (193 of 194)	↔	98%	98% (719 of 734)	99% (723 of 729)	
2	Minor repairs quality inspection pass rate	99% (145 of 147)	100% (186 of 186)	↔	99%	99% (657 of 664)	99% (723 of 729)	
3	Cleaning tasks completed	97% (12,337 of 12,694)	99% (13,531 of 13,668)	↑	98%	98% (53,424 of 54,792)	98% (54,602 of 55,766)	
4	Emergency bulk waste removed within 1 working day	100% (3 of 3)	100% (64 of 64)	↔	100%	100% (17 of 17)	99% (276 of 277)	
5	Routine bulk waste removed within 5 working days	97% (829 of 855)	97% (559 of 576)	↑	98%	98% (3,270 of 3,337)	96% (2,517 of 2,622)	
6	Emergency light replacements/repairs completed within 1 working day	100% (270 of 270)	97% (264 of 272)	↓	100%	99% (718 of 725)	98% (706 of 717)	
7	Routine light replacements/repairs completed within 5 working days	74% (200 of 270)	98% (450 of 459)	↔	97%	94% (1,410 of 1,500)	98% (1,474 of 1,499)	
8	Neighbourhood Response Team jobs completed within target times	96% (1,986 of 2,069)	96% (1,276 of 1,329)	↓	96%	97% (8,027 of 8,275)	96% (5,936 of 6,182)	
9	Graffiti removals completed within target times	92% (11 of 12)	100% (5 of 5)	↑	100%	93% (25 of 27)	86% (31 of 36)	

4.3.1 **Emergency and routine removals of bulk waste completed within 1 working day**

Jobs to remove bulk waste represent a large and unpredictable (in terms of timings, locations and type) workload for the team, and all but one of the 278 emergency jobs completed during the year met the target completion date – the job in question was done the following day. Of the 2,622 routine jobs completed during the year, 105 missed the target, but the work was completed and the items cleared did not pose a risk to health and safety – eg because they were in enclosed areas such as bin rooms. Performance against both indicators during Quarter 4 represented an improvement on the year as a whole.

4.3.2 **Emergency maintenance and replacement of lights completed within 1 working day**

Of the 717 jobs completed during the year, 706 were completed within 1 working day. Of those that did not, eight jobs missed the target because tenants were not at home at the time of their appointments, but these were re-arranged. The remaining three were in common ways and were completed within one day in excess of the target date.

4.3.3 **Graffiti removals completed within target times**

Of the 36 graffiti removals carried out by the Estates Service team during the year, 31 were completed within their target times. Although five jobs missed their targets, the graffiti removed was not offensive, and all four jobs to remove offensive graffiti were completed in time.

4.4 Anti-social behaviour (ASB)

Performance Indicator	Q4 2012/13	Q4 2013/14	Year End 2012/13	Year End 2013/14
Cases closed without need for legal action	94% (76 of 81)	97% (115 of 118)	95% (279 of 295)	96% (477 of 495)
Cases closed resulting in legal action	6% (5 of 81)	3% (3 of 118)	5% (16 of 295)	4% (18 of 495)
Cases closed without eviction	99% (80 of 81)	100% (118 of 118)	97% (286 of 295)	98% (486 of 495)
Cases closed resulting in eviction	1% (1 of 81)	0% (0 of 118)	3% (9 of 295)	2% (9 of 495)
Customer satisfaction with cases managed by the ASB Team*	75% (6 of 8)	100% (6 of 6)	82% (23 of 28)	96% (26 of 27)

*Percentage of victims from complex cases handled by the ASB Team who said they were either 'very satisfied' or 'fairly satisfied' with the way the case was dealt with. Of the 118 ASB cases closed during Quarter 4, 13 were closed by the ASB Team and 105 by the Tenancy Team.

4.4.1 Reports of ASB incidents by type*






Category	Q4 2013/14	Change since last quarter	Year End 2013/14
Personal (eg verbal abuse, harassment, intimidation)	8% (65)	-18	9% (354)
Nuisance (eg noise, pets and animal nuisance)	16% (139)	-27	18% (698)
Environmental (eg fly-tipping and graffiti)	76% (655)	-164	73% (2,878)
Total	100% (859)	-209	100% (3,930)

*Amendments have been made during the year to cover a wider range of ASB.

4.4.2 Reports of ASB incidents by ward

A table presenting numbers of ASB incidents for all wards is attached as Appendix 4

4.5 Sheltered housing

Performance Indicator		Performance for the quarter			Performance for the year			Status against target
		Q4 2012/13	Q4 2013/14	Trend since last quarter	Target 2013/14	Year end 2012/13	Year end 2013/14	
1	Residents with an up to date support plan (of those requesting one)	98% (844 of 861)	99% (841 of 852)	↑	100%	98% (844 of 861)	99% (841 of 852)	
2	Residents who decline a support plan	3% (25 of 886)	4% (32 of 884)	↓	3% or under	3% (25 of 886)	4% (32 of 884)	
3	New residents with a support plan completed within 21 calendar days	92% (34 of 37)	94% (31 of 33)	↑	100%	95% (76 of 80)	91% (84 of 92)	
4	Call each resident personally (if requested)	100%	100%	↔	100%	100%	100%	
5	Provision of at least one social activity per week (in 21 of our 23 schemes)	100%	100%	↔	100%	100%	100%	

4.5.1 Residents with an up to date support plan, and those who decline one

As of the end of March 2014, 841 of 852 residents (99%) requesting a support plan had one, and only 11 plans were yet to be finalised with the resident. Of the 884 total residents, 32 declined a support plan altogether. However, residents are allowed to decline a support plan, as they may feel they do not need help to live independently.

4.5.2 New residents with a support plan completed within 21 calendar days

The majority of support plans for new residents were done within 21 days during Quarter 4 (94%) and the year (91%). Support plans can take longer to complete for a number of reasons – eg complexity of the residents' needs, appointments being missed due to staff sickness or resident absence (due to work commitments, hospitalisation or respite care).

5. COMMUNITY ENGAGEMENT AND CONSULTATION:

- 5.1 The performance measures in this report demonstrate whether we are delivering quality service and the report promotes scrutiny by members, residents and the general public. This report was taken to Area Panels in July 2014 and was commented upon and noted. Queries were raised and answered surrounding scaffolding and cancelled repair jobs, and a format change was proposed to make the charts and graphs clearer when printed in black and white, which will be adopted for future reports.

6. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 6.1 Changes in most performance areas will have a financial implication. The area with the most significant financial impact is the ability to collect rents from tenants. Recent income collection indicators show that year on year arrears levels for current tenants have increased by more than 25%, which equates to approximately £184,000, allowing for inflationary increases in rents. This is of growing concern as rents are the main source of income for the HRA and further welfare reform changes are still to follow. The 2014/15 budget for the contribution to bad debt provision is currently just sufficient to meet this level of increased debt. However, any reduction in rent collected has a direct impact on the resources available to spend on the management and maintenance of tenants' properties. Given the current economic climate and the on-going welfare reform changes, the situation is being closely monitored to ensure that any financial implications arising are highlighted in the monthly Targeted Budget Management (TBM) report for the HRA, which is reported quarterly to Policy and Finance Committee.

Finance Officer Consulted: Monica Brooks Date: 01.07.14

Legal Implications:

- 6.2 As this report is for mainly for noting, there are no significant legal implications to draw to the Panel's attention.

Lawyer Consulted: Liz Woodley Date: 30/06/14

Equalities Implications:

- 6.3 Where appropriate, equalities implications are included within the body of the report.

Sustainability Implications:

- 6.4 Where appropriate, sustainability implications are included within the body of the report. The increase in the energy efficiency rating of homes reflects an improvement towards the council's sustainability commitments, among other objectives such as reducing fuel poverty and deprivation.

Crime & Disorder Implications:

- 6.5 There are no direct crime and disorder implications arising from this report. Cases of anti-social behaviour involving criminal activity are worked on in partnership with the Police and other appropriate agencies.

Risk and Opportunity Management Implications:

- 6.6 There are no direct risk and opportunity implications arising from this report.

Public Health Implications:

- 6.7 There are no direct public health implications arising from this report.

Corporate of Citywide Implications:

- 6.8 There are no direct corporate or city wide implications arising from this report. However, two performance indicators featuring in this report (the percentage of homes that are decent and the energy efficiency rating of homes) are among those used to measure success against the Corporate Plan Priority of Tackling Inequality.

SUPPORTING DOCUMENTATION

Appendices:

1. Appendix 1. Housing Management Benchmarking Report 2013/14
2. Appendix 2. Outline of under occupation arrears and related information
3. Appendix 3. Long term empty properties
4. Appendix 4. Reports of ASB incidents by ward

Background Documents:

1. None

Appendix 1. Housing Management Benchmarking Report 2013/14

This report benchmarks our year end performance for 2013/14 against ten similar housing providers listed. The data is provided by Housemark, an independent organisation used by over 500 social landlords to share best practice. The indicators follow the definitions used by Housemark, so may be different to those presented in the main report.

The benchmarking results are presented in the table below. An explanation of the last four columns is given here:

- Our result – BHCC performance for the year
- Upper quartile – what our performance needs to be to place us in the top 25%
- Top quartile? – indicates whether or not we come in the top 25%
- Our ranking where 1 is the top – where we rank among our peer group members who provide data.

Housemark Performance Indicator		Our result	Upper quartile	Top quartile?	Our ranking
Rent collection and arrears	Current tenant arrears as a percentage of the annual rent debit	1.71%	Under 2.28%		1 of 8
	Percentage of all tenants who have been evicted for rent arrears	0.04%	Under 0.18%		1 of 8
	Former tenant arrears collection rate	19.99%	Over 17.54%		2 of 7
Empty homes	Average re-let time in days (standard re-lets only)	19 days	24 days or under		1 of 8
	Average re-let time of all re-lets (including any time spent in works)	51 days	37 days or under	ƒ	5 of 7
Property and Investment	Percentage of emergency repairs completed within target time	99.77%	Over 99.77%		3 of 9
	Percentage of routine repairs completed within target time	99.80%	Over 99.57%		1 of 9
	Appointments kept as a percentage of appointments made	95.47	Over 99.29	ƒ	6 of 7
	Percentage of repairs completed at the first visit	99.42%	Over 96.51%		1 of 6
	Percentage of dwellings with a valid gas safety certificate	99.91%	100%	ƒ	7 of 9
	Percentage of homes that are non-decent at the end of the period	0%	0%		1 of 5
ASB	Number of live cases per 1,000 properties	13	12 or under	ƒ	3 of 8

Benchmarking Group

The members of our peer group for benchmarking are:

- Bristol City Council
- Derby Homes (ALMO*)
- Enfield Homes (ALMO)
- Hounslow Homes (ALMO)
- London Borough of Croydon
- London Borough of Wandsworth
- North Tyneside Council
- Norwich City Council
- Plymouth Community Homes
- Southampton City Council
- Thurrock Borough Council

These organisations are from our benchmark peer group because they are similar in terms of:

- Stock size
- Index of Multiple Deprivation ranking
- Proportion of flats compared to houses
- Percentage of high rise and medium rise flats

Please note that one landlord (Thurrock Borough Council) have not yet provided any year end data to benchmark against, and the others do not provide data for all of the indicators – hence the varying totals in the our ranking column. More detailed breakdowns of these benchmarks are available upon request from housing.performance@brighton-hove.gov.uk

*Arms Length Management Organisation

Appendix 2. Outline of council under occupation arrears and related information

Item	Indicator	Baseline March 2013*	End Jan 14	End Feb 14	End Mar 14
1	Number of under occupying households affected by the charge	949	770	727	695
2	Percentage of under occupying households in arrears (numbers)	29% (277)	71% (533)	67% (484)	48% (337)
3	Average arrears per under occupying household	£122	£171	£168	£131
4	Total arrears of under occupying households	£84k	£132k	£122k	£91k
5	Percentage increase in arrears of under occupying households since 1 April 2013 (amount of arrears)	0% (£84k)	58% (£132k)	46% (£122k)	9% (£91k)
6	Percentage increase in arrears of all current tenant arrears since 1 April 2013 (amount of arrears)	0% (£639k)	46% (£935k)	49% (£954k)	35% (£861k)
7	Under occupier arrears as a percentage of all arrears	13%	14%	13%	11%
8	Cumulative number of under occupying households moved via mutual exchange	0	33	34	36
9	Cumulative number of under occupying households moved via a transfer	0	49	51	57

*Baseline = before the under occupation charge was introduced in April 2013

Appendix 3. Long term empty properties

General needs and sheltered long term empty properties (6 weeks or more)		
Calendar days empty as at 27/06/14	Ward	Status
61	East Brighton	Ready to let
159	East Brighton	Ready to let
159	East Brighton	Ready to let - sheltered studio flat
285	East Brighton	To be leased to Seaside Homes - batch TBC
522	East Brighton	Undergoing extensive major works, along with adjoining property, prior to letting
124	Hangleton and Knoll	With Mears undergoing major repairs
131	Hangleton and Knoll	With BHCC for refurbishment
138	Hangleton and Knoll	With BHCC for refurbishment
180	Hangleton and Knoll	With BHCC for extension and refurbishment
201	Hangleton and Knoll	Ready to let following refurbishment by BHCC
257	Hangleton and Knoll	With BHCC for extension and refurbishment
47	Hanover and Elm Grove	With Mears undergoing major repairs
47	Hollingdean and Stanmer	Ready to let
89	Hollingdean and Stanmer	Ready to let
166	Hollingdean and Stanmer	Ready to let - sheltered studio flat
397	Hollingdean and Stanmer	Ready to let - sheltered studio flat
75	Moulsecoomb and Bevendean	Ready to let - sheltered studio flat
264	Moulsecoomb and Bevendean	Ready to let - sheltered studio flat
313	Moulsecoomb and Bevendean	With BHCC for extension and refurbishment

General needs and sheltered long term empty properties (6 weeks or more)

Calendar days empty as at 27/06/14	Ward	Status
152	North Portslade	With BHCC for refurbishment
54	Queens Park	Ready to let - sheltered flat
61	Queens Park	Ready to let
89	Queens Park	Ready to let - sheltered studio flat
117	Queens Park	Ready to let - sheltered studio flat
131	Queens Park	With BHCC for refurbishment
68	Rottingdean Coastal	Ready to let
47	South Portslade	Let - new tenancy due to commence
54	South Portslade	Ready to let - sheltered studio flat
166	South Portslade	With BHCC exploring option to convert property into flats, detailed discussions with planning underway.
82	Wish	Small sheltered flat due for conversion into larger dwelling
131	Wish	Small sheltered flat due for conversion into larger dwelling
152	Wish	Small sheltered flat due for conversion into larger dwelling
103	Woodingdean	Ready to let following major repairs
208	Woodingdean	With Mears for major repairs
Total of 34 dwellings		

Temporary accommodation long term empty properties (6 weeks or more)		
Calendar days empty as at 27/06/14	Ward	Status
1733 to 1986	Central Hove (1 property containing 2 flats)	With BHCC undergoing major refurbishment to merge two small studio dwellings into one flat. Will be available for letting once connected to gas network – likely Aug 2014.
1051 to 2049	Goldsmid (1 property containing 2 flats)	With BHCC undergoing major refurbishment to merge two small studio dwellings into one flat. Will be available for letting once connected to gas network – likely Aug 2014.
1051 to 1051	Westbourne (2 properties containing 2 flats)	Discussions are underway with Pre-Planning team to merge two studio dwellings, which are adjacent, into one flat.
1052	Withdean (4 prefab bungalows and surrounding land)	To be redeveloped, as agreed at Housing Committee in November 2013.
Total of 10 dwellings		

Appendix 4. Reports of ASB incidents by ward

Ward	Incidents during Q4 2013/14			Incidents during the year 2013/14		
	Q4 2013/14	...per 1,000 tenancies	Change since last quarter	Year End 2013/14	...per 1,000 tenancies	Number of tenancies*
Brunswick & Adelaide	0	0	0	0	0	4
Central Hove	2	35	-1	12	211	57
East Brighton	218	98	-42	993	447	2,219
Goldsmid	22	67	-6	101	306	330
Hangleton & Knoll	40	33	-22	225	188	1,198
Hanover & Elm Grove	58	117	4	187	379	494
Hollingdean & Stanmer	81	64	-13	352	277	1,271
Hove Park	1	111	1	1	111	9
Moulsecoomb & Bevendean	50	32	-55	303	195	1,555
North Portslade	34	83	-17	135	331	408
Patcham	17	32	-5	94	175	538
Preston Park	3	48	-3	26	413	63
Queen's Park	194	114	-44	878	515	1,706
Regency	2	71	-3	11	393	28
Rottingdean Coastal	0	0	0	4	167	24
South Portslade	30	81	8	146	395	370
St. Peter's & North Laine	40	106	7	132	349	378
Westbourne	3	26	-6	25	216	116
Wish	40	116	-24	234	676	346
Withdean	0	0	0	0	0	43
Woodingdean	24	52	12	71	154	461
Total	859	74	-209	3,930	338	11,618

*General needs and sheltered tenancies as of 31 March 2014