

City of Wolverhampton Housing Performance Quarter Three 2021-2022



Housing Strategy Landlord Services and the Managing Agents

The City of Wolverhampton Council own in the region of 22,000 homes, the management function is contracted out to the following Managing Agents, Bushbury Hill Estate Management Board (EMB), Dovecotes Tenant Management Organisation, New Park Village Tenant Management Committee (TMC) and Wolverhampton Homes Arms Length Management Organisation (ALMO).

The Managing Agents provide performance figures to the City of Wolverhampton's Housing Strategy Landlord Services Team, who collate all the information together to provide Cabinet with oversight of the performance of the Managing Agents. The Council use a 'RAG' rating system of red, amber and green traffic light symbols to provide an indication of performance. Indicators that have been given targets are highlighted in either red, amber or green dependant on performance against the target as outlined below. Where data has not been highlighted it is because they are for information only and do not have a performance target set.

Housing Strategy Landlord Services Team continue to maintain oversight with each of the managing agents to ensure services are in line with performance to meet the targets and where the Managing Agents are not meeting targets they will work together to improve performance targets. Councillors are asked to review this information as Councillors are responsible for ensuring that delivery of housing management functions are managed effectively and comply with the regulatory requirements.

Trend	
	Performance is out of target.
	Performance is out of target but within the agreed tolerance
	Performance is in target

Key Performance Indicator Table



Quarter Three Results ***	Bushbury Hill EMB	Dovecotes TMO	New Park Village TMC	Wolverhampton Homes ALMO **
Arrears as a % of rent roll	3.85%	13.09%	4.29%	2.71%
Rent Collected as a %				96.6%
Void Loss as a % of Rent Roll	0.50%	1.60%	n/a	1.66%
Average Void Days in Repair	14.64	35.00*	n/a	70
Responsive Repairs Appointments Kept	n/a	92.86%		97.08%
Responsive Repairs Completed on Time		98.83%	99.00%	98.14%
Emergency Repairs Completed on Time	80.97% - all repairs	100%	100.00%	99.22%
Days to Complete Non-Urgent Repairs	4.56 _{-WH} 23.7 _{-WHG}	7.93	1.60	7.63
% Planned Repairs Completed in Time				83.73%
Satisfaction with Repairs %		100.00%		

***All targets are managing agent specific and are not benchmarked against each other

**Performance targets are relative to the amount of stock managed, each one has different KPIs which need to be reported, those with n/a or blank data is not collected. Two of NPV's KPIS are n/a as they are subject to a redevelopment and therefore data cannot be collected.

*Total void time, includes time in repair and in letting

Bushbury Hill EMB



Total Homes	21807
Bushbury Hill	969
Dovecotes	763
New Park Village	286
Wolverhampton Homes	19789

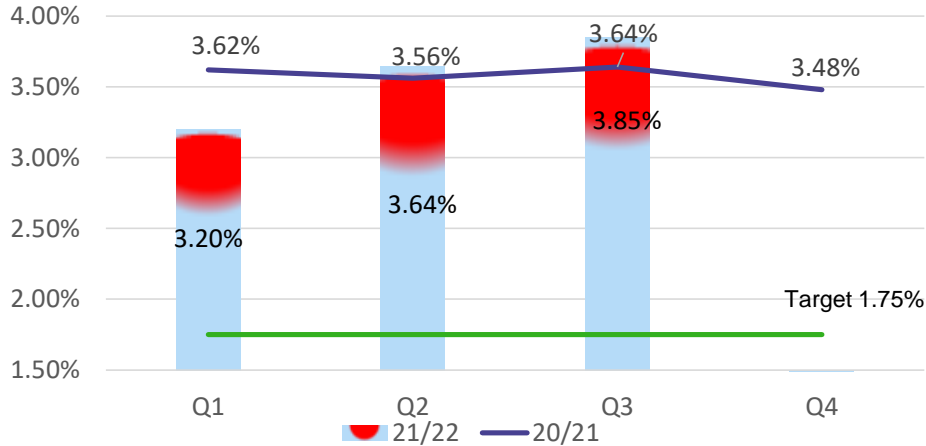
Bushbury Hill EMB has continued to work hard in supporting tenants during the quarter. They have ensured housing management services have continued to be delivered and supported vulnerable tenants to help prevent isolation. Staff working arrangements have continued to be divided between being office based and home working and are still under review, with a possibility of front office arrangements altering in the future. Financial support for customers continues to be made available through a hardship fund which is managed directly by Bushbury Hill EMB.

Rent arrears have increased slightly this quarter, by 0.21% and continue to remain off target, the figure has fluctuated slightly during the last 18 months increasing slightly during quarter three. However work continues to try and improve performance in this area, but is likely to increase again through the coming months due to tenants experiencing cost of living increases including increased fuel costs. The number of households in arrears compared to quarter two last year has seen a slight increase with 419 tenants in arrears, of those 70.88% have less than £400 in arrears. Customers are being supported to remain in their homes and no evictions have taken place this quarter.

Bushbury Hill contract out their repairs to two different providers, Wrekin Housing Group (WHG) and Wolverhampton Homes (WH), WHG will have around four times as many repairs jobs than WH. The performance of the providers remains good for jobs attended and completed whilst Covid safety measures are still being adhered to. Other issues that have caused delays has been the availability and sourcing of materials. Overall Bushbury Hill are continuing to provide a good repairs service to its customers.

It is expected that Covid will continue to affect service for the full financial year. Bushbury Hill EMB and the Council are aware of the performance figures and barriers that are currently being faced and where needed are working together to improve in these areas.

Arrears as a % of Rent Roll



Arrears % has increased and is still above the target of 1.75%. Customers are still recovering from the affects of the Covid19 pandemic and BHEMB are continuing to work with tenants and improve their performance.



9 Lets



1 Mutual Exchange

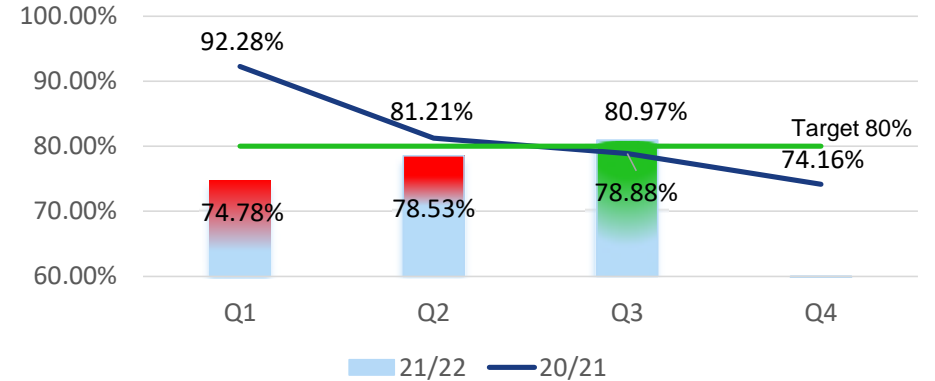


0 Eviction



16 Arrears customers paying by direct debit.

Repairs completed within 24hrs YTD



Repairs performance continues to see a recovery, successfully achieving slightly above their required target. This indicator will continue to monitored by BHEMB and CWC, as government guidelines change during the coming year.



Non-Emergency repairs completed by Wolverhampton Homes average 4.56 days. YTD cumulative.

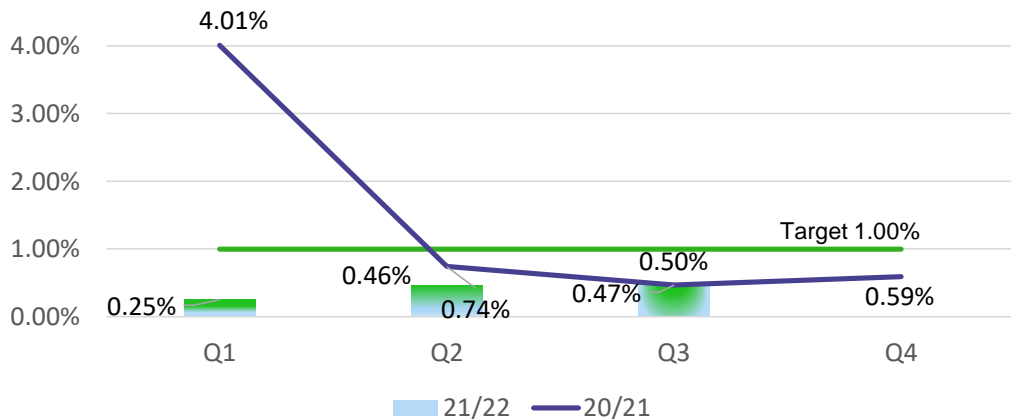


Non-Emergency repairs completed by Wrekin Housing Group average 23.7 days. YTD cumulative.



Satisfaction of repairs completed by Wrekin Housing Group 96.80%.

Void Loss as a % of Rent Roll



Another excellent quarter performance, slight increase from the previous quarter but still remains well below the agreed target. BHEMB are on target to remain below 1% by the end of the year.



6 Tenancies ended



Average void days for major repairs 14.64 days

- White British 83.20%
- Black British Caribbean 4.20%
- Mixed White & Black Caribbean 3.46%
- Black British African 2.72%
- White Other 1.98%
- Unknown/Not disclosed/Other 1.47%
- Black British Other 0.74%
- Asian British Indian 0.49%
- Other Mixed Background 0.49%
- Asian British Other 0.34%
- Mixed White Asian 0.25%
- White Irish 0.17%
- Chinese 0.17%
- Asian British Bangladeshi 0.08%
- Eastern European 0.08%
- Middle Eastern 0.08%
- Mixed White Black African 0.08%

Ethnicity

BHEMB



16 – 24	0.49%
25 – 34	15.49%
35 – 44	26.77%
45 – 54	19.60%
55 – 64	17.13%
65 – 74	12.36%
75 and over	8.15%

Age

Dovecotes TMO



Total Homes	21807
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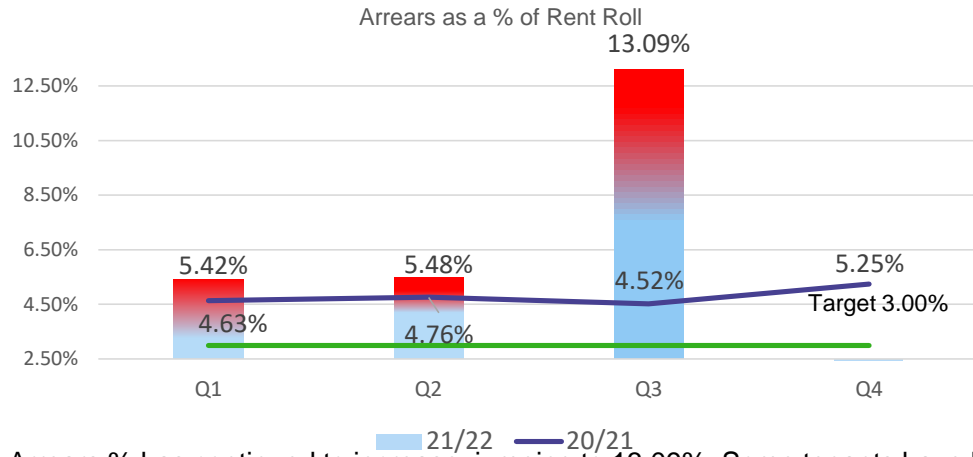
Dovecotes TMO have continued this quarter to ensure it has delivered its housing management functions to tenants and kept them informed of the office working arrangements and any changes to Covid-19 guidelines. Dovecotes TMO have focussed on reducing delays with void properties to ensure they remain within target. Dovecotes have tracked their tenants who could be at risk of eviction and additional processes have been established to try and ensure they have access to any early intervention support.

Rent arrears have increased this quarter and continue to remain off target, the figure has consistently been between 4.6-5.5% for previous 18 months and this is likely to change in the coming months. Dovecotes are undertaking a review in their rent collection process to help improve their performance. The number of households in arrears is currently at 342 of which 52.92% have arrears of less than £400. Customers are being supported to remain in their homes which has meant there have been no customers evicted for rent arrears. Dovecotes continue to provide access to hardship funds and these are assessed on a case by case basis. Over the last few months the TMO have noticed a slight drop in footfall of tenants visiting the office to make cash payments, alongside this the office opening hours were reduced to ensure compliance with Covid guidelines. It is expected that as restrictions are lifted this will change as office opening hours alter to meet demand.

Dovecotes continue to use their own contractors to complete their repairs and void works, with gas and electric works being appointed to WH. The performance has been good with customers remaining satisfied with the service, successfully achieving satisfaction rate of 100%. Covid safety measures are still being adhered to and delays have continued due to the availability and sourcing of materials. Overall Dovecotes are providing a good repairs service to customers.

Homes in the Dovecotes TMO area continue to be sought after, however their relet times remains high. The time taken for relets has increased to 35 days and therefore seven days above their agreed target of 28 days, however this is expected to reduce as Covid guidelines ease.

Sensitivity: NOT PROTECTIVELY MARKED



Arrears % has continued to increase, jumping to 13.09%. Some tenants have had financial issues relating to change in circumstances and claiming the appropriate benefits following previously being in employment. This change has led to rent arrears increasing, customers are still recovering from the affects of Covid. Dovecotes are aware of their performance and working to improve it, this is evidenced through regular monitoring of the Council's Northgate system via conversations with tenants.



10 Lets



1 Mutual Exchange

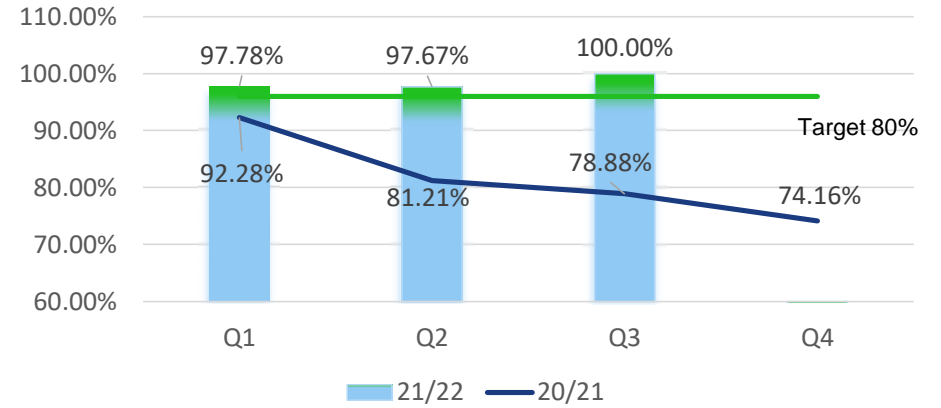


0 Evictions



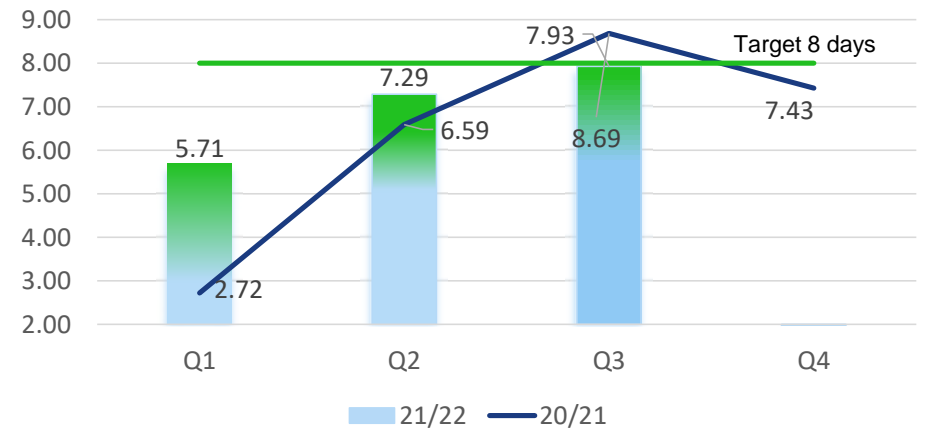
8 Arrears customers paying by direct debit.

Emergency Repairs Completed on Time

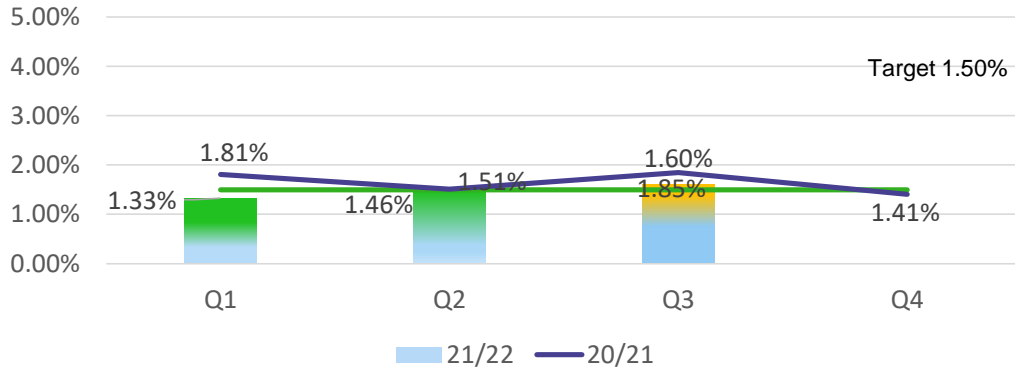


Repairs performance continues to be very good, achieving 100% within quarter three. There continues to be some delays with obtaining some materials, but overall has not affected their performance within the indicator with routine repairs achieving 98.83%. Customer satisfaction with repairs continues to remain great, achieving 100% from the start of Quarter one.

Days to Complete Non-Urgent Repairs



Void Loss as a % of Rent Roll



A slight change from the previous quarter, increasing to 1.60%. Changes with tenants circumstances during the Covid pandemic has led to tenants who would not normally be in arrears to start falling behind with their payments. Dovecotes are working to address the issue, by contacting tenants either by phone, post and ensuring their office remains open for cash payments to be made.

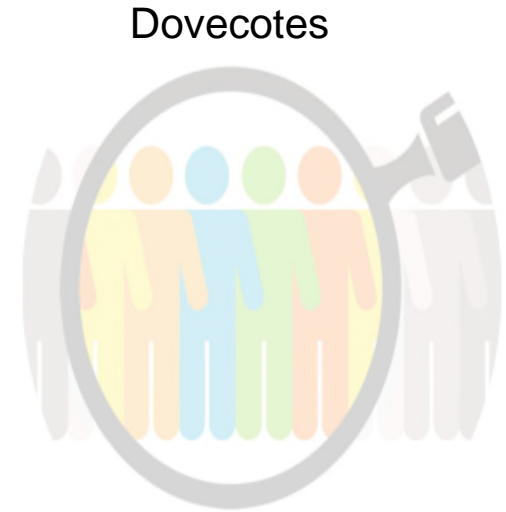


6 Tenancies ended



Currently 35 days to re-let properties

Ethnicity	Percentage
White British	70.36%
Unknown/Not disclosed/Other	6.22%
Mixed White & Black Caribbean	5.31%
Black British Caribbean	4.50%
Black British African	3.46%
Asian British Indian	2.19%
White Other	2.65%
Asian British Pakistani	1.38%
Black British Other	1.27%
White Irish	0.81%
Chinese	0.35%
Asian British Other	0.46%
Other Mixed Background	0.23%
Middle Eastern	0.35%
Mixed White Asian	0.23%
Eastern European	0.12%
Gypsy/Irish/Romany/ Traveller	0.12%



Age	Percentage
16 – 24	1.96%
25 – 34	13.26%
35 – 44	24.91%
45 – 54	20.99%
55 – 64	17.65%
65 – 74	14.07%
75 and over	7.15%

New Park Village TMC



Total Homes	21807
Bushbury Hill	969
Dovecotes	763
New Park Village	286
Wolverhampton Homes	19789

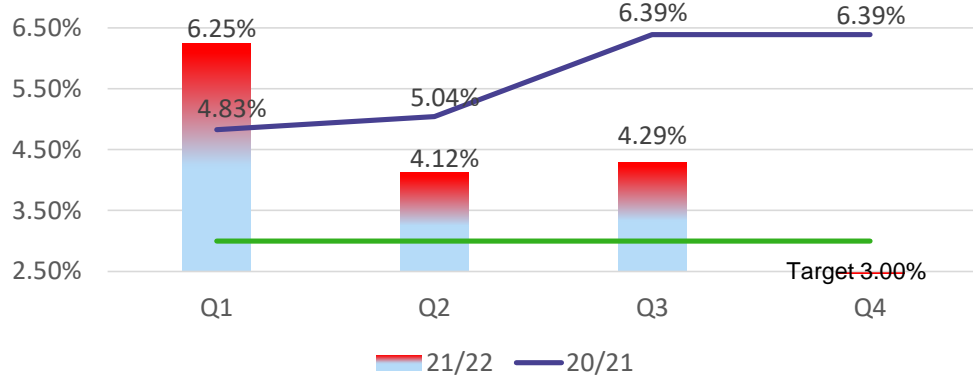
New Park Village TMC over the last 12 months have worked well, they continue to be supported by CWC Housing Development and Housing Strategy in an estate redevelopment of Ellerton Walk. During the Covid pandemic and as rules relaxed the office operating was divided between being office based and home working. With the easing of Government guidelines normal repairs services were resumed, with key focus on providing services and continuing with the redevelopment with the support of the Independent Tenants and Housing Advisor (ITHA).

Rent arrears has increased to 4.29% this quarter, a slight increase from the previous quarter and continues to remain off target. It is likely that this increase further during the coming months, but work still continues in supporting tenants with their rent payments NPV has 105 customers currently in arrears with 64.76% of those owing less than £400, a small number of customers remain with high arrears, regardless of this there has been no evictions but when applicable, notices have been issued to tenants seeking possession. NPV continue in contacting the tenants, regarding their rent arrears, offering advice and support and signposting to other Council services as required.

Repairs performance remains static, they have always managed to achieve a high level of performance and all performance indicators are meeting or exceeding the targets given, customer satisfaction in particular had risen to 100%. New Park Village remains in the process of undergoing a large redevelopment and therefore their voids will not be reported upon as they form part of the redevelopment of Ellerton Walk. As there are no void figures to report on for this quarter. Performance in relation to completing non-urgent repairs has been very good, an improvement on performance compared to the previous quarter.

Sensitivity: NOT PROTECTIVELY MARKED

Arrears as a % of Rent Roll



Arrears % had previously seen a positive reduction, but this has increased again from Q2 although it is still less than that of Q1 of the same year. Customers are still recovering from the affects of Covid pandemic and NPV are aware of their performance and working to improve it. Rent arrears is anticipated to increase over the coming months due tenants experiencing cost of living increases including increased fuel costs.



0 Lets



0 Mutual Exchanges

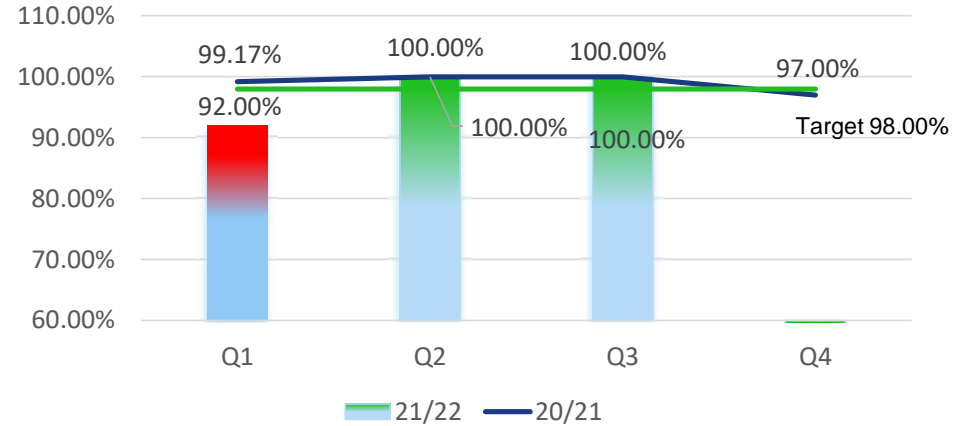


0 Evictions



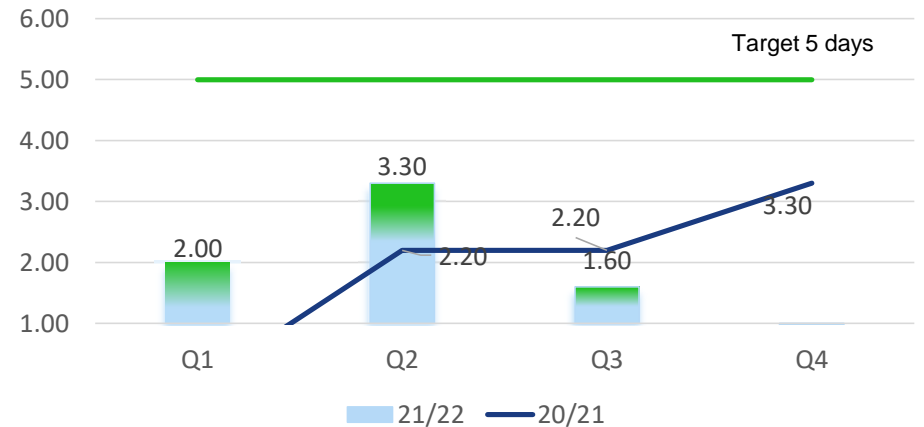
94 Arrears customers paying by direct debit.

Emergency Repairs Completed on Time



Repairs performance has improved for this quarter and has exceeded all targets in this area.

Days to Complete Non-Urgent Repairs



Void Performance

Currently there is no void performance data for New Park Village as they are undergoing a redevelopment.

A decanting strategy is being put in place to move the current tenants out of their existing homes within the redevelopment area into empty homes within the estate or to support them to move permanently to other areas of the city.



10 Tenancies ended

White British	56.92%
White Other	11.15%
Black British Caribbean	10.39%
Black British African	5.77%
Unknown/Not disclosed/Other	5.76%
Mixed White & Black Caribbean	3.46%
Black British Other	1.54%
Asian British Indian	0.77%
Eastern European	1.15%
Other Mixed Background	1.15%
Chinese	0.77%
Asian British Other	0.39%
Mixed White Black African	0.39%
White Irish	0.39%

Ethnicity



16 – 24	0.38%
25 – 34	15.00%
35 – 44	23.08%
45 – 54	17.69%
55 – 64	23.85%
65 – 74	10.00%
75 and over	10.00%

Age

Wolverhampton Homes ALMO



Total Homes	21807
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Wolverhampton Homes manages a large proportion of council owned stock and reports against additional performance targets. They have been performing well over the last quarter and in line with similar organisations they have faced challenges because of the Covid pandemic. Wolverhampton Homes continue to support their customers experiencing difficulties and the Money Smart team have supported 1371 customers throughout Q3, an increase of 105 individuals from Q2, the service is in place for customer that requests support as well as those customers referred through having rent arrears.

Wolverhampton Homes performance remains consistently high in regard to rent collection, within the KPI's reported Wolverhampton Homes continues meet and exceed the target set and have remained in line with national trends. As expected due to the ending of the Coronavirus Act 2020 there has been a steady increase in evictions taking place since the start of quarter one, of which during quarter three there were four evictions undertaken relating to rent arrears.

Most repair targets are being met with planned and response repairs are below their required targets. WH and Landlord Services continue to monitor these KPI's and WH have commissioned an external contractor to help with the delivery of undertaking larger scale repair works. Planned repairs are still being affected by a shortage of materials and are affected by staff sickness, colleagues are being moved around the business to respond to shortfalls, this does mean this target is still some way off being met. Online repairs reporting is now operational, it is anticipated that the number of calls made will reduce and therefore over the coming months Housing Strategy will continue to monitor Homes Direct provision. Additional processes that were needed to ensure Covid compliance and safe working will also be under review in light of Government guidelines in relation to the easing of restrictions.

The 72 hour Covid isolation period for new empty homes still needs to be adhered to following public health advice and completing regular risk assessments. Void repair time continues to improve, WH has managed to successfully decrease their repair void time by 14 days when comparing timescales against quarter two of the same year. Covid is affecting services more than expected for this quarter and where it had been hoped services would continue to recover in reality the recovery is slow and the improvements haven't been seen. WH have successfully reduced the time for letting of homes after they are ready, achieving to undertake this within 27 days, which is below their target timescales of 33 days.



Average number of working days lost through sickness:

10 days



Number of people supported into provision year to date (work experience, voluntary, into work, into training)

68



Satisfied with the way their ASB complaint was dealt with

99.07%



Homes Direct calls answered within 80 seconds

26.2%

Calls abandoned

24.9%



Complaints responded to within timescales

72.13%



Fire inspection tests completed

100.00%



% valid Landlord Gas Safety Records for tenanted properties

99.96%

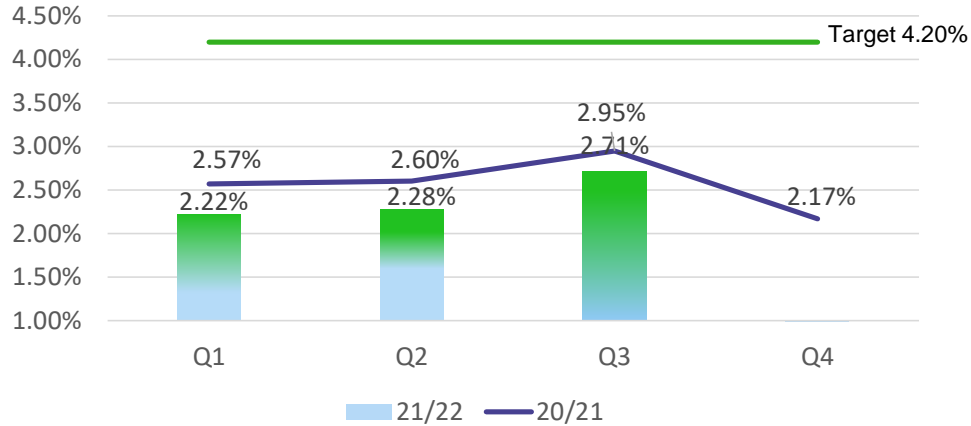
The number of people supported into work has a yearly target of 20 and a 'Great' target of 40, Wolverhampton Homes are performing well in this area and have exceeded this target.

Homes Direct performance is not recovering as anticipated and there is work being done by Wolverhampton Homes to improve the service over the coming months and will continue to be monitored by Landlord Services.

The target has now been set for Complaints Handling Within Timescales and Wolverhampton Homes are currently not meeting this target of 90%, achieving 72.13% for quarter three, a slight decrease from quarter two which stood at 73.58%.

The Council and Wolverhampton Homes continue to have regular meetings to discuss all performance and where there is under performance the Council will receive exception reports to understand and have oversight of the action plans for recovery against the performance indicator.

Arrears as a % of Rent Roll



Arrears % has seen a slight increase compared to the previous quarter, but it is still well below the target of 4.20%. WH has a great target of 2.17%



290 Lets



36 Mutual Exchanges

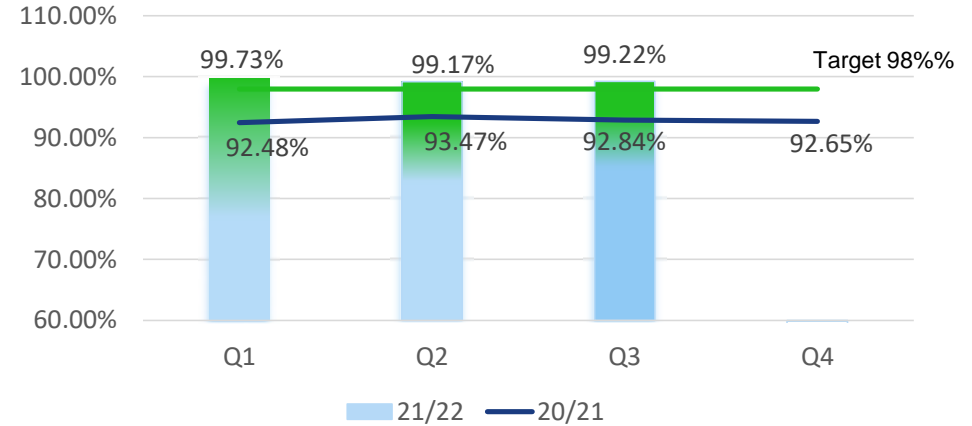


4 Evictions for rent arrears



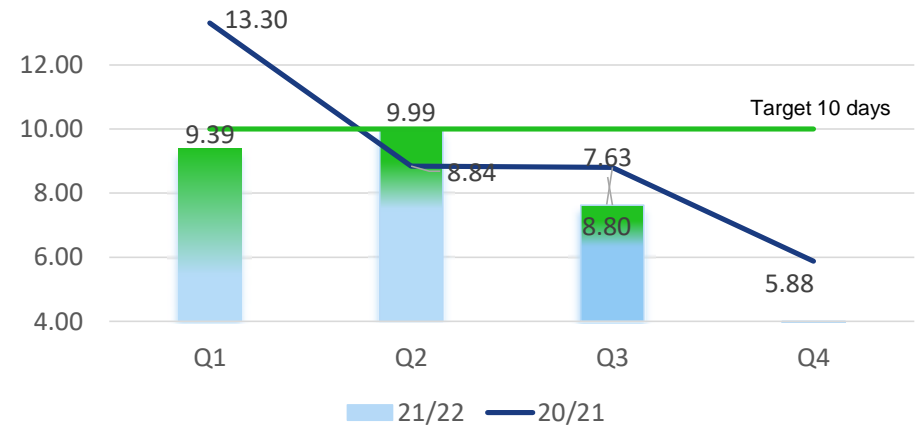
264 Arrears customers paying by direct debit.

Emergency Repairs Completed in 24hrs

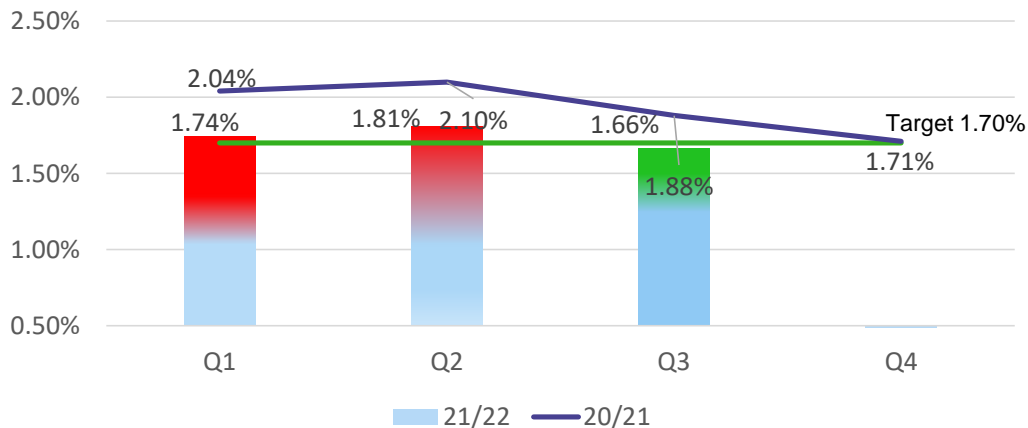


Emergency repairs have seen a great recovery this year 21/22 and continue to exceeding target.

Days to Complete Non-Urgent Repairs



Void Loss as a % of Rent Roll



Performance within this indicator has been mixed across previous months, however for quarter three WH have illustrated good performance by successfully remaining below their required target.



304 Tenancies Ended
(*includes tenant evictions for arrears)



Average void days for major repairs 70 days



Average void days in letting 27 days

Ethnicity	
White British	67.38%
Black British Caribbean	5.69%
White Other	4.95%
Black British African	4.74%
Unknown/Not disclosed/Other	3.67%
Mixed White & Black Caribbean	3.47%
Asian British Indian	2.61%
Asian British Other	1.45%
Black British Other	1.17%
Middle Eastern	1.00%
Asian British Pakistani	0.98%
Eastern European	0.93%
White Irish	0.63%
Mixed White & Asian	0.38%
Other Mixed Background	0.34%
Mixed White & Black African	0.25%
Chinese	0.21%
Asian British Bangladeshi	0.10%
Gypsy/Irish/Romany/ Traveller	0.04%



Age	
16 – 24	3.22%
25 – 34	15.71%
35 – 44	20.34%
45 – 54	19.66%
55 – 64	17.84%
65 – 74	12.62%
75 and over	10.61%