

SOCIAL HOUSING MANAGEMENT REPORT  
QUARTER ONE  
APRIL – JUNE 2021

1. LANDLORD SERVICES

# SOCIAL HOUSING MANAGEMENT REPORT

## QUARTER ONE

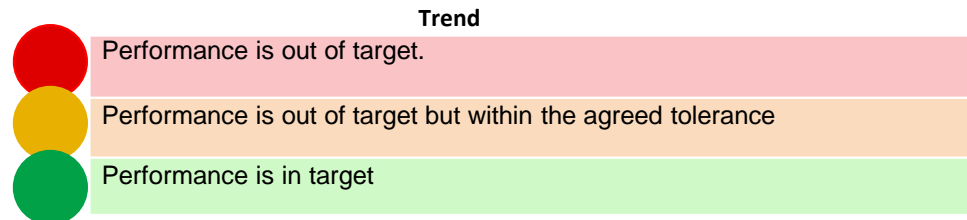
### APRIL – JUNE 2021

#### 1. LANDLORD SERVICES

This housing management performance report covers the four quarters of the financial year 2021-2022, this report is for quarter 1. It uses the '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. Where data has not been highlighted it is because they are for information only and do not have a performance target set.

During the pandemic Housing Strategy have maintained regular contact with each of the managing agents to ensure services were not greatly affected and various measures put into place to ensure services were still provided.



# WOLVERHAMPTON HOMES

STOCK PROFILE: 19,842

7 Met/exceeded target

1 Within acceptable tolerance

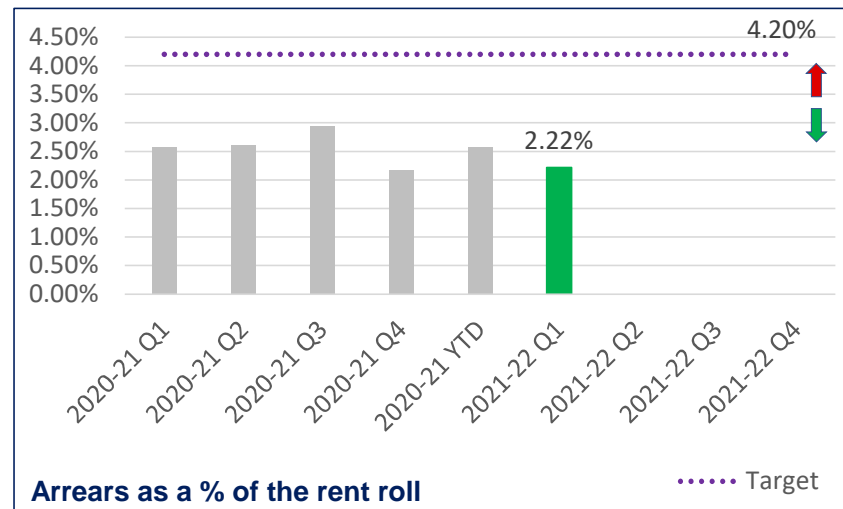
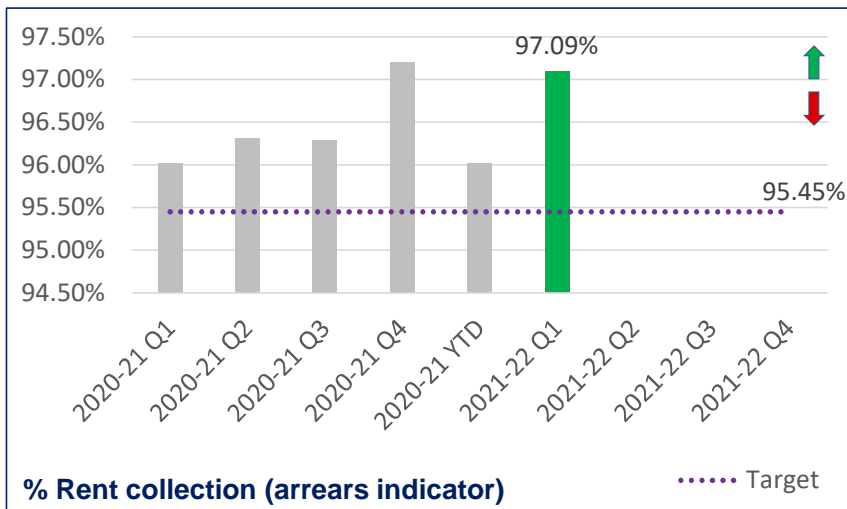
7 Below required target

## RENT MANAGEMENT

Rent collected as a %	97.09%
Arrears as a % of rent roll	2.22%
Number of customers in arrears (any amount)	6008
Customers in arrears owing more than one month %	29.89%
No of evictions	2

In light of the ongoing Covid-19 pandemic throughout there has been some mixed performance over Q1. Where targets have been met we would like to congratulate the teams involved for producing great results in such a difficult time.

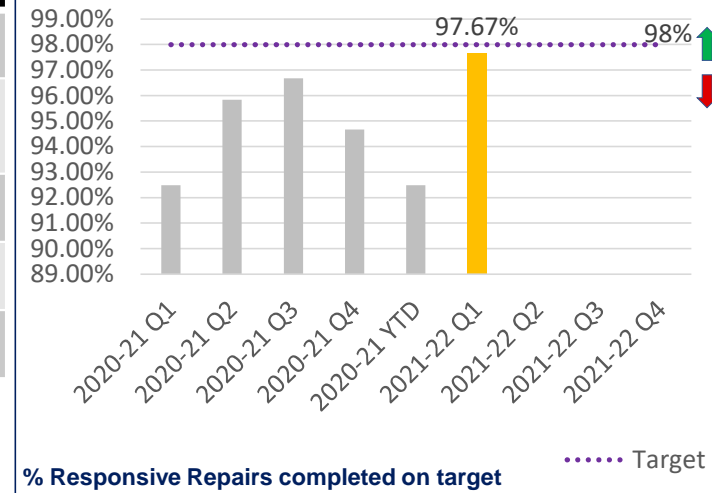
Wolverhampton Homes is performing well with rent collection and well below target, performance improves throughout the financial year and compared to Q1 2020-2021 the rent collection performance is better. Wolverhampton Homes have performed well in pursuing rent collection and has remained in line with national statistics and have continued to encourage tenants to pay by direct debit or seek alternative payment arrangements where possible. The Money Smart team have supported 866 customers throughout Q1 and are available to any customer that requests support as well as those customer referred through having rent arrears. Evictions for rent arrears are now able to be presented to court and the expectation is this figure will increase over the rest of the financial year.



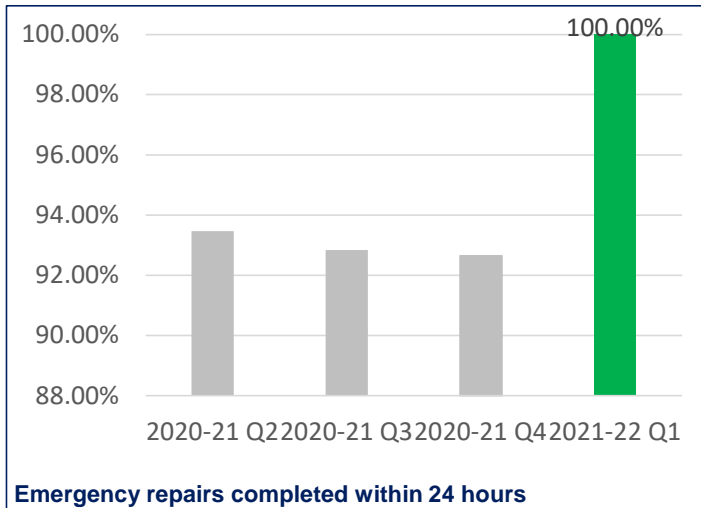
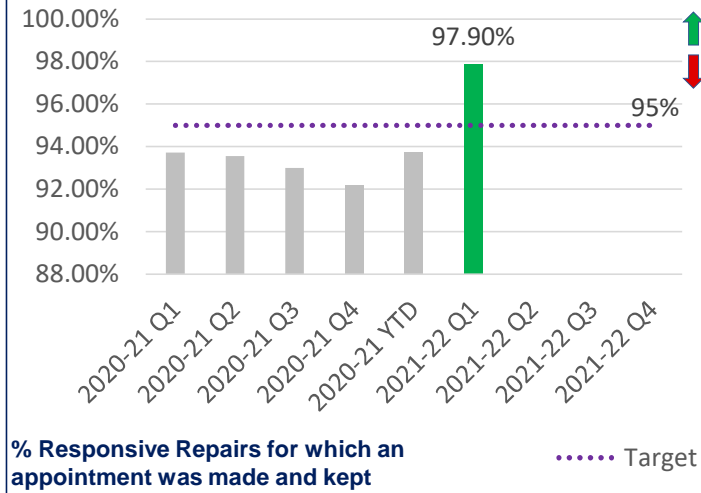
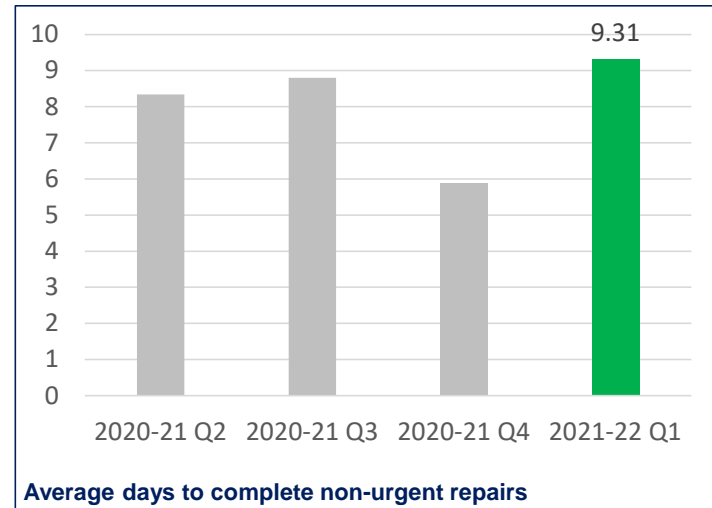
# WOLVERHAMPTON HOMES

## REPAIRS

Emergency repairs completed within 24hrs	●	100%
Responsive repairs made and kept in appointment time	●	97.90%
Responsive repairs completed on target	●	97.67%
Average days to complete non-urgent repairs	●	9.31
% satisfaction with repairs		Review



Performance within repairs has seen a good improvement this quarter compared to the whole of 2020-2021. The majority of Covid guidance has been removed however some are still place to ensure safe working continues. Q1 has seen in increase in non-urgent repair requests as customers become more confident in allowing operatives into their homes, this has lead to an increase in the average days however Wolverhampton Homes are still within their target of 10 days.

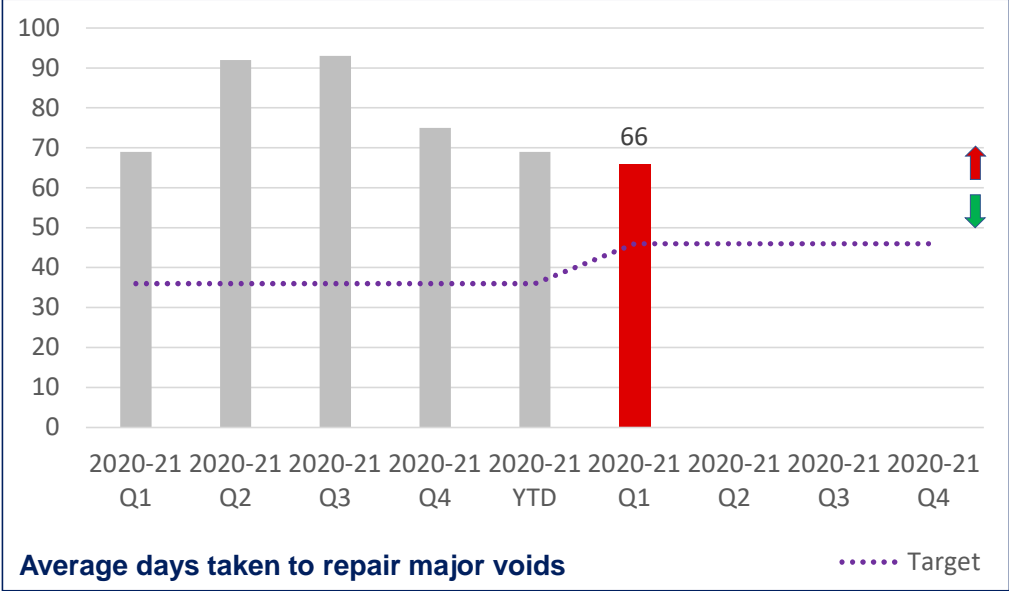
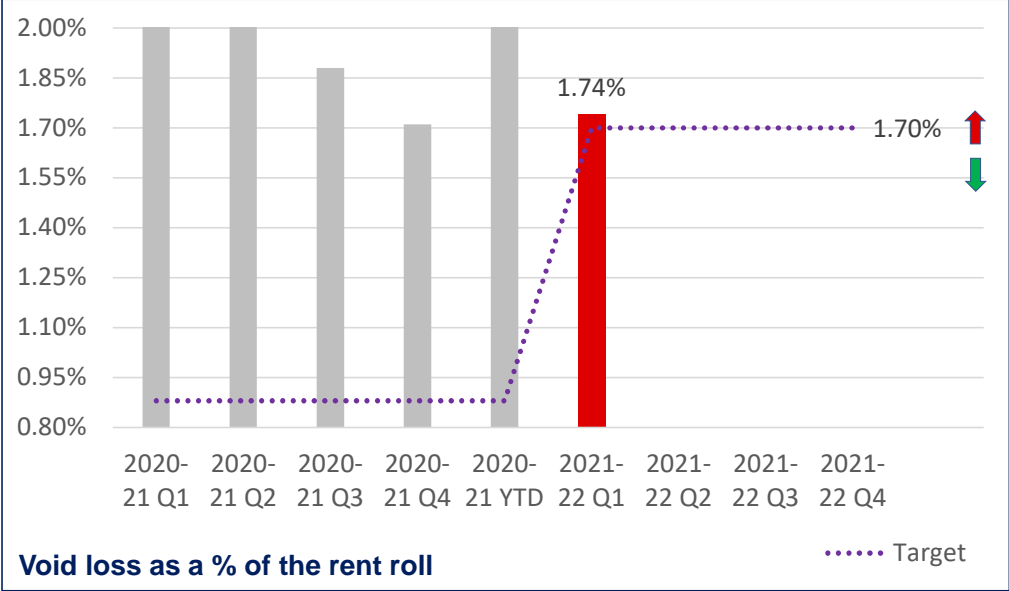


# WOLVERHAMPTON HOMES

VOIDS AND ALLOCATIONS	
Void loss as a % of rent roll	● 1.74%
Average days in repairs – major voids	● 66
Average days in repair – minor voids	n/a
% of planned repairs completed in timescales	● 80.12%

Additional processes that were needed to ensure Covid compliance and safe working has meant processes are taking longer than expected. Contractors are still recovering from the impacts of Covid and some materials continue to be in short supply. The impact of Brexit is also having an effect on how quickly materials are being delivered to the UK

The 72 hour Covid isolation period for new empty homes still needs to be adhered to. Void repair time remains high compared to the target however there has been a good reduction, falling from 83 in Q4 2020-2021 to 66 in Q1 2021-2022, it is expected this reduction will continue throughout the year as long as there are no Covid restrictions put back in place. Housing Strategy continue to undertake monthly meetings to monitor performance in this area, both Wolverhampton Homes and Housing Strategy are aware of current performance figures and are undertaking the necessary steps to improve them. Void loss as a % of rent roll continues to decrease in line with the void time decrease and is only 0.04% off meeting target.



# WOLVERHAMPTON HOMES



Average number of working days lost through sickness:  
**7.70**



Number of people supported into provision (work experience, voluntary, into work, into training)  
**23**



Satisfied with the way their Anti Social Behaviour complaint was dealt with  
**99.35%**



Homes Direct calls answered within 80 seconds  
**28.90%**  
Calls abandoned  
**24%**



Complaints responded to within timescales  
**78.99%**



% valid Landlord Gas Safety Records for tenanted properties  
**99.99%**



Fire inspection tests completed  
**98.74%**

Sickness is above target however is decreasing. The number of people supported into work is a yearly target and it is expected that the target will be hit and exceeded by the end of 2021-2022.

Calls being answered or abandoned is an area that will need to be improved moving forward and the council have requested more information from Wolverhampton Homes into the reasons for the slower recovery of this target. Wolverhampton Homes are still receiving a high volume of calls as customers become more confident in reporting repairs and Homes Direct is still the main way customers are able to make contact.

Complaints handling has now been handed over to the Corporate Service Team at Wolverhampton Homes and targets for this will be set over the coming quarter.

**Wolverhampton Homes have been working well to meet targets and to support customers throughout 2020-2021 and continue to do so into 2021-2022, there are still challenges to face and though some targets are not currently being met there is an overall good improvement for Q1.**

**BUSHBURY HILL ESTATE MANAGEMENT BOARD  
(EMB) STOCK PROFILE: 971**

**3** Met/exceeded target

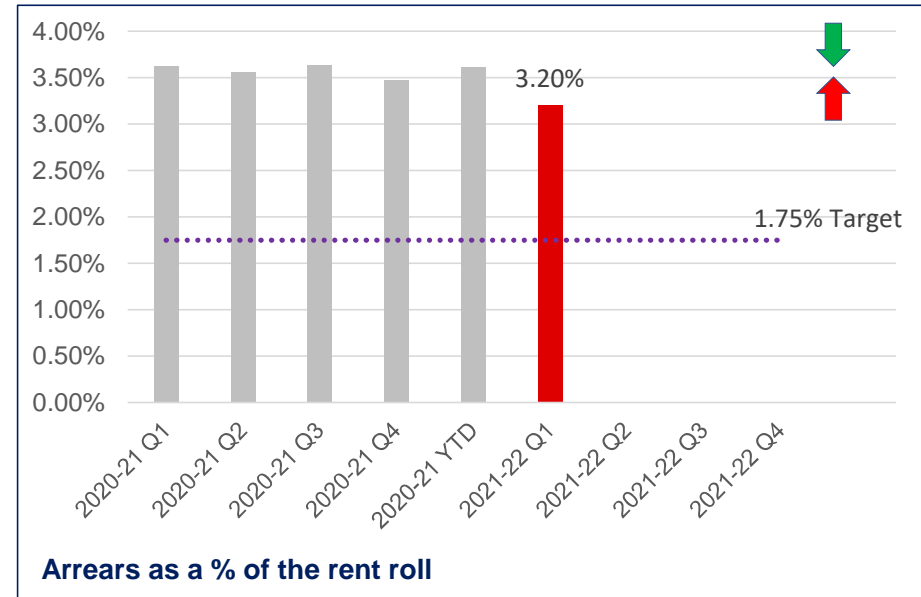
**0** Within acceptable tolerance

**2** Below required target

Bushbury Hill EMB has worked hard over the last 12 months, in supporting tenants during the Covid-19 pandemic. They have ensured housing management services have continued to be delivered and supported vulnerable tenants to help prevent isolation. Staff working arrangements have been divided between being office based and home working of which will continue to be undertaken during the coming year, especially in relation to cash payments from tenants for rent as there has been a slight drop in the footfall in cash payments at the office.

The last 12 months has been challenging, with some performance indicators affected by Covid-19 in ensuring compliance with the changing Covid restrictions. Evictions have remained static at nil, since the start of lockdown. However with the easing of restrictions it is likely that some cases will be presented for court action, this will be monitored by Housing Strategy even though it is no longer a KPI to determine what impact it is likely to have on other services.

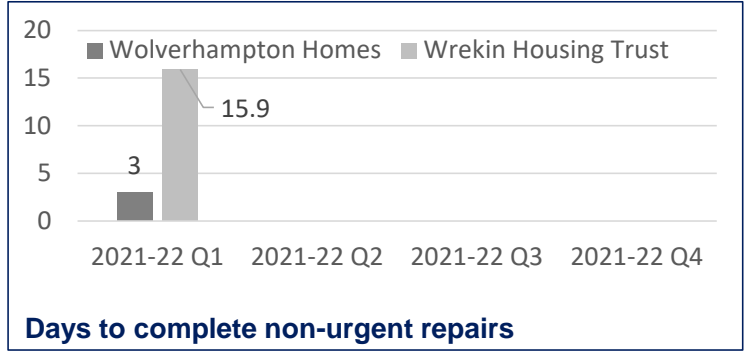
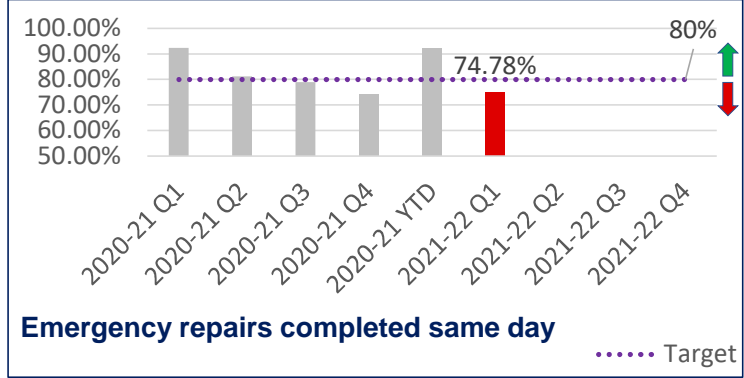
RENT MANAGEMENT	
Arrears as a % of rent roll	3.20%
Number of customers in arrears (any amount)	424
Customers in arrears owing more than one month %	25.24%
No. of evictions	0
Tenants paying by direct debit	31



Bushbury Hill EMB rent arrears are continuing to decrease compared to previous year, although still above target recovery is going well and the work Bushbury have done in assisting eligible customers who have been affected financially by Covid has meant that no customers are being put forward to court for eviction due to rent arrears. Bushbury Hill and Housing Strategy are aware of the current performance figures in this area and are working to improve them. Bushbury Hill EMB have had two properties subjected to right to buy.

# BUSHBURY HILL ESTATE MANAGEMENT BOARD

REPAIRS	
Emergency repairs completed same day <span style="color: red;">●</span>	74.78%
Days to complete non emergency repairs – Wolverhampton Homes	3.0
Days to complete non emergency repairs – Wrekin Housing Group <span style="color: green;">●</span>	15.9
Satisfaction with repairs – Wrekin Housing Group	95.40%

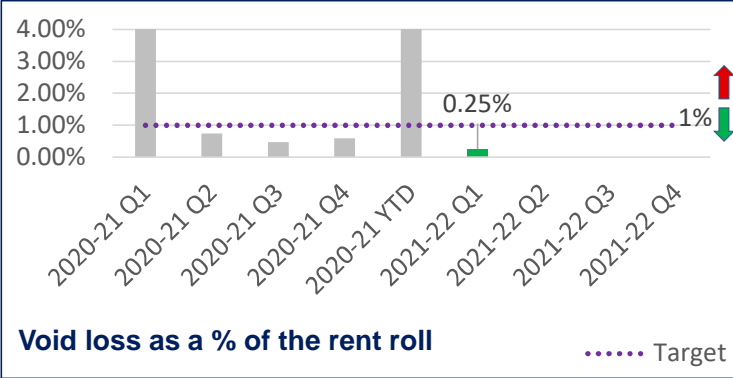


With the easing of the lockdown restrictions, focus has been concentrated on non-emergency repairs, with performance showing some improvements.

Some tenants are still reluctant to allow individuals into their home, but they have still managed to provide same day service. Other issues have been being able to source materials, operatives availability at times has caused some issues, therefore performance will be affected. Overall there have been no major issues in the delivery of housing management functions.

It is expected that during the coming year, the easing of the Covid restrictions will enable more works to be completed as the last 12 months has been reflective of the delays in needing to implement processes inline with Government guidelines.

VOIDS AND ALLOCATIONS	
Void loss as a % of rent roll <span style="color: green;">●</span>	0.25%
Average days to repair voids: major	7.63
Average days to repair voids: minor	n/a
Average days to re-let properties <span style="color: green;">●</span>	0.00





# DOVECOTES TENANCY MANAGEMENT ORGANISATION (TMO)

STOCK PROFILE: 767

**6** Met/exceeded target

**0** Within acceptable tolerance

**1** Below required target

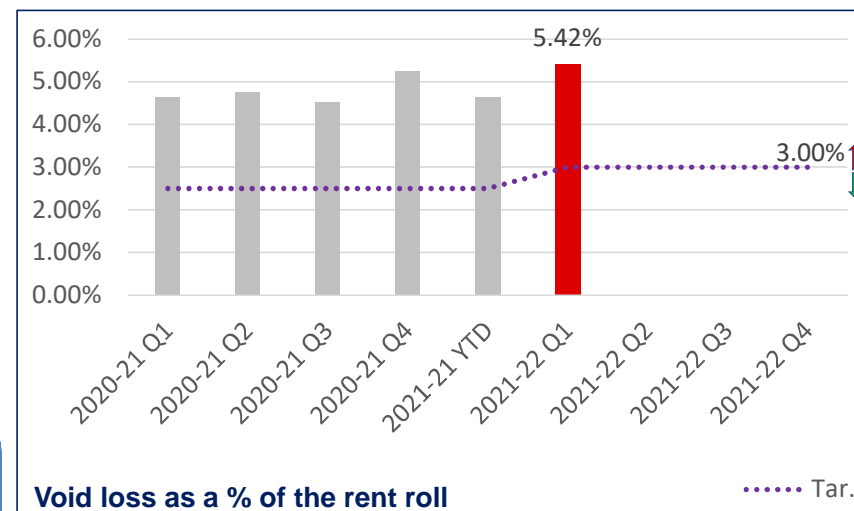
Dovecotes TMO during the last 12 months have continued to ensure it has delivered its housing management functions to its tenants, during the pandemic and they have kept their tenants informed of the office working arrangements and written to tenants to advise them of changes to Covid-19 guidelines. Dovecotes TMO have focussed on reducing delays with void properties to ensure they remain within target. Any tenants who could be at risk of eviction have been tracked and additional processes established to try and ensure tenants have access to any early intervention support. Housing Strategy will continue to monitor this to determine likely impact on other services.

## RENT MANAGEMENT

Arrears as a % of rent roll	<span style="color: red;">●</span>	5.42%
Number of evictions		0
Number of customers in arrears		357
Customers in arrears owing more than one month %		42.3%

Rent arrears during the last 12 months has been steadily increasing due to tenants working arrangements changing due to the pandemic. Dovecotes have however monitored this and ensured support services are provided to those in need. It is anticipated that Covid restrictions ease this will help in the reduction of arrears as more face to face discussions can be undertaken in the future. Dovecotes and Housing Strategy are aware of the current performance figures in this area and are working to improve them.

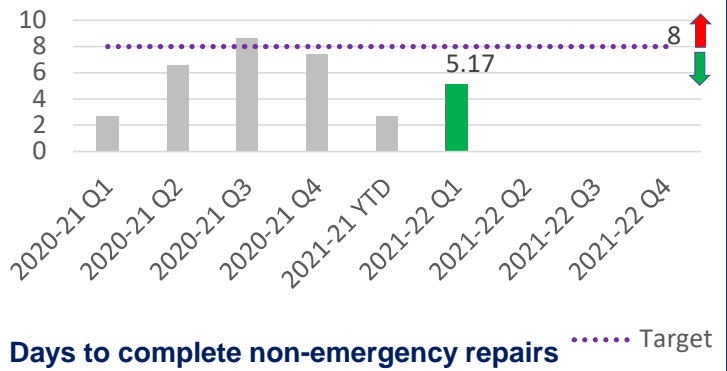
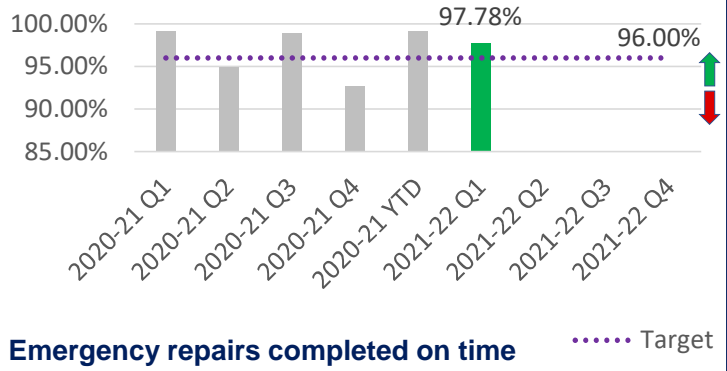
Dovecotes do provide hardship funds and these are assessed on a case by case basis. Office working arrangements continue to be under review, with footfall for cash payments being monitored as there has been a slight drop in tenants visiting the office.



# DOVECOTES TENANCY MANAGEMENT ORGANISATION

## REPAIRS

Emergency repairs completed on time	97.78%
Non Emergency repairs made and kept in appointment time	97.16%
Days to complete non-emergency repairs	5.17
% Satisfaction with repairs	100%



## REPAIRS

Emergency repairs have now returned to above target levels as Covid restrictions have eased customers have become more comfortable in allowing access to their homes.

Average days to complete non-emergency repairs improved slightly this quarter. As with the emergency repairs customers confidence in allowing operatives into their homes has increased so repairs are more easily completed. Despite there still being some Covid guidelines performance has seen a good improvement in this area.

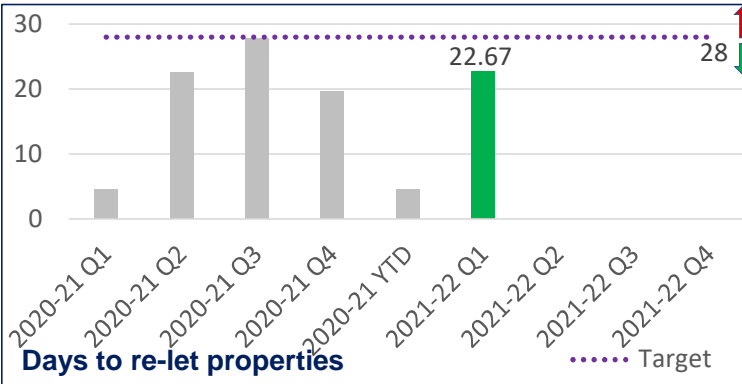
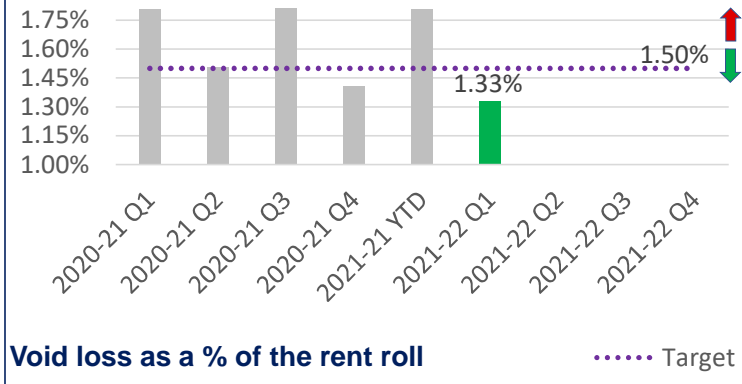
## VOIDS

Dovecotes TMO has performed well and void loss has dropped again this quarter even though there has been a slight increase in re-let time.

Time taken to relet properties since previous quarter has increased, with easing of the current guidance in relation to the pandemic it is hoped that re-let viewings will improve and allow repair services and void works to be completed quickly.

## VOIDS AND ALLOCATIONS

Void loss as a % of rent roll	1.33%
Average days to repair voids: adjusted	22.67
Average days to repair voids: key to key	97.67
Average days to re-let homes	22.67



# NEW PARK VILLAGE TENANCY MANAGEMENT CO-OPERATIVE

STOCK PROFILE: 298

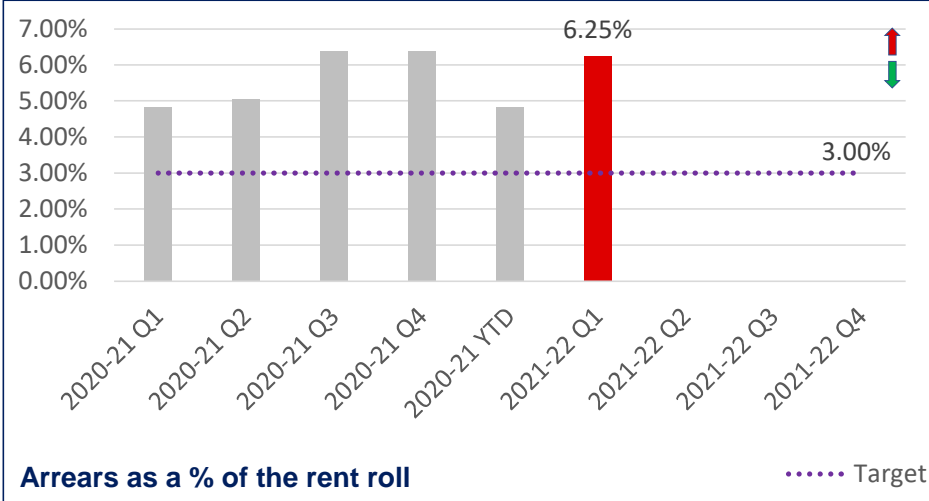
**3** Met/exceeded target

**0** Within acceptable tolerance

**2** Below required target

New Park Village TMC over the last 12 months have worked well, they are currently being supported by Housing Development and Housing Strategy in an estate redevelopment of Ellerton Walk and during Covid office operating was divided between being office based and home working. With the easing of Government guidelines normal repairs services were resumed with the easing of Government guidelines.

RENT MANAGEMENT	
Arrears as a % of rent roll	6.25%
Number of customers in arrears	103
Customers in arrears owing more than one month %	38.83%
Number of evictions	0
Tenants in receipt of UC	76



Rent arrears remain off target this quarter but are slightly off for this quarter and when compared to the same quarter of the previous year. NPV has a small number of customers with high arrears and currently New Park Village are continuing with a redevelopment of Ellerton Walk, with properties right to buy suspended. NPV and Housing Strategy are aware of the current performance figures in this area and are working to improve them.

# NEW PARK VILLAGE TENANCY MANAGEMENT CO-OPERATIVE

REPAIRS		
Emergency repairs completed same day	●	92%
Non-urgent repairs completed on time	●	100%
Non-emergency repairs average days to complete	●	2
Satisfaction with repairs %		n/a

VOIDS		
Void loss as % of rent roll	●	1.66%
Average days to re-let homes		n/a

New Park Village TMC remains within target for void loss even though there has been an increase, when compared to that of the previous year. New Park Village are currently in the process of undergoing a redevelopment and therefore some of their voids will not be reported upon as they form part of the redevelopment of Ellerton Walk. Performance in completing non-emergency repairs is good.

Some delays in properties being allocated was impacted upon due to material shortages, delivery delays and changes in how services were undertaken to ensure contractors and suppliers remained Covid compliant.

