

<b>Report title</b>	City of Wolverhampton Housing Performance Report – Quarter Three October 2021 to December 2021	
<b>Decision designation</b>	AMBER	
<b>Cabinet member with lead responsibility</b>	Councillor Bhupinder Gakhal City Assets and Housing	
<b>Key decision</b>	No	
<b>In forward plan</b>	Yes	
<b>Wards affected</b>	All Wards	
<b>Accountable Director</b>	John Roseblade, Director of City Housing and Environment	
<b>Originating service</b>	Housing	
<b>Accountable employee</b>	Melissa Green	Client Relationship Manager, Housing Managing Agents
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<b>Report to be/has been considered by</b>	City Assets and Housing Leadership Team	15 March 2022
	Cabinet Member Briefing	13 April 2022

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**Recommendation for noting:**

The Cabinet is asked to note:

1. The performance of the Housing Management Agents for quarter three 2021-2022.

## **1.0 Purpose**

- 1.1 The primary purpose of this report is to provide an evaluation of the performance of Wolverhampton Homes and the Tenant Management Organisations (TMOs) in managing and maintaining council owned dwellings during the 2021-2022 financial year.

## **2.0 Background**

- 2.1 This report assists in clarifying and highlighting areas of performance; where performance data suggests that intervention or revised working may be required or has been undertaken.
- 2.2 This report illustrates performance from Quarter One 2020-2021 to Quarter Three 2020-2022 inclusively to allow comparison over the year.
- 2.3 The performance for each of the managing agents has three key areas:
  - a) Rents management
  - b) Repairs management
  - c) Voids and allocations.
- 2.4 Wolverhampton Homes additionally reports on Business Planning, satisfaction with the handling and outcome of the Anti-Social Behaviour (ASB) process, Customer Care and Estate Services.
- 2.5 The KPI indicator table shows whether performance is on target and the graphs provide an indication of the direction in which performance needs to move for improvement, and performance trends between the current and the previous quarter.
- 2.6 Additionally, performance is categorised as;
  - a) GREEN – where performance is in target.
  - b) AMBER – where performance is out of target but within an agreed tolerance.
  - c) RED – where performance is off target.

## **3.0 Governance**

- 3.1 The Housing Strategy & Policy Team continues to monitor the governance of the housing management organisations.
- 3.2 The Council's Landlord Services Lead, and the Client Relationship Manager for Wolverhampton Homes is invited to attend Wolverhampton Homes' board meetings as an observer. Wolverhampton Homes' board, committee and other minutes and papers are available on request to council employees.
- 3.3 The TMOs provide agendas, minutes, and other documents from their regular meetings. Landlord Services employees have observed TMO board and committee meetings where resources have permitted.

#### **4.0 Evaluation of alternative options**

4.1 As this is a monitoring report, there are no alternative options to evaluate.

#### **5.0 Reasons for decisions**

5.1 Performance should be reported regularly and formally to Councillors as required by the Regulator of Social Housing and Consumer Standards to give oversight of the managing agents performance.

5.2 It should also be noted that specifically Councillors are responsible for ensuring that the landlords services are managed effectively and comply with the regulatory requirements.

#### **6.0 Financial implications**

6.1 The performance of the managing agent and in particular Wolverhampton Homes, impacts on the Council's Housing Revenue Account (HRA) Business Plan. The financial impact is reflected in the quarterly financial monitoring of the HRA which is included as part of the quarterly corporate budget monitoring reports to cabinet/Cabinet (Resources) Panel.

[JM/24022022/P]

#### **7.0 Legal implications**

7.1 The services provided by the managing agents relates to the discharge of the Council's duties to its tenants. Failure to undertake relevant repairs to housing stock within a reasonable time following notice to the Council of disrepair can result in a tenant commencing proceedings in the civil courts against the Council for breach of repairing obligations under S11 of the Landlord and Tenant Act 1985.

[TC/13042022/A]

#### **8.0 Equalities implications**

8.1 There are no direct equality implications arising from this report, however the delivery of housing management services has an impact on the accessibility of housing for residents in the city.

#### **9.0 All other implications**

9.1 There are no other implications.

#### **10.0 Schedule of background papers**

10.1 None

#### **11.0 Appendices**

11.1 Appendix 1: City of Wolverhampton Housing Performance Report – Quarter Three October 2021 to December 2021