

**WANDSWORTH BOROUGH COUNCIL - HOUSING AND REGENERATION
DEPARTMENT**

ANNUAL AREA HOUSING PANEL PERFORMANCE REPORT
KEY PERFORMANCE INDICATORS FOR 1 APRIL 2023 TO 31 MARCH 2024

AREA HOUSING PANELS SEPTEMBER 2024

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Key to Direction of Travel: Where a comparison with the previous financial year is shown, an arrow indicates the direction of change between the previous year and the current year.

CONTEXT INFORMATION

This report contains information on the performance of the housing management area teams and contractors under their control. Due to the timing of the publication of this comparative data, the information relates to 2023/24. This report provides detail on Key Performance Indicators to all area housing panel members to enable them to review and scrutinise the housing management service. If you are unable to attend the area housing panel meeting at which this document will be discussed, please make any comments you wish to make to your area housing manager or alternatively e-mail hms@wandsworth.gov.uk.

The area housing manager will briefly introduce the report at the meeting and will be available to respond to any questions the residents' representatives may have. If the area housing manager cannot deal with the question in the meeting, he/she will ensure that a response will be provided when the minutes are circulated.

The figures below relate to Council tenants and leaseholders who are required to pay rent and / or a service charge for the management services provided by the area teams as at 1st April 2023.

Residential properties managed by resident management organisations (RMOs)

	Tenanted	Leasehold	Total	Area Team
Ackroydon East TMO	128	146	274	Western
Allsaints Coop	23	26	49	Southern
Battersea Fields RMO	339	171	510	Central
Carey Gardens Coop	229	174	403	Eastern
Convent Coop	34	61	95	Central
Felsham Coop	44	44	88	Western
Goulden House Coop	42	227	269	Southern
McCarthy Court RMO	38	40	78	Southern
Patmore Coop	577	277	854	Eastern
Totteridge Coop	104	34	138	Central
Wimbledon Coop	49	230	279	Western
RMOs Total	1,607	1,430	3,037	
Grand Total	17,014	15,717	32,731	
Percentage Breakdown:	52%	48%	100%	

Residential properties managed by area housing team:

	Tenanted	Leasehold	Total	Percentage of stock
Central	3,261	4,473	7,734	26.06%
Eastern	4,826	2,923	7,749	26.11%
Southern	3,253	3,698	6,959	23.45%
Western	4,067	3,185	7,252	24.44%
Total	15,407	14,287	29,694	100.00%

STOCK CONDITION AND ENERGY EFFICIENCY

Proportion and number of homes non-decent (not meeting the Decent Homes Standard)

Target for 2023/2024 Maintain 100% compliance with the Decent Homes Standard

The Council met the Decent Homes Standard in 2007/08 and continues to ensure that properties do not become non-decent. Where tenants have refused to have central heating installed the installation takes place when the property becomes void. Where an individual tenant does not want work carried out on their home to bring it up to the Decent Homes Standard, then the home can remain below the standard until the property is vacated, at which point the necessary work can be undertaken. Whilst the home is occupied it is not counted as non-decent for reporting purposes (Department for Levelling Up, Housing and Communities). There are a few exceptions to this, e.g. where works are required to maintain the structural integrity of the dwelling or prevent other components within the dwelling from deteriorating. These dwellings are counted as non-decent.

The Decent Homes Standard has four criteria, which are:

1. It meets the current statutory minimum standard for housing (i.e. the dwelling should be free of category 1 hazards under the Housing Health and Safety Rating System (HHSRS)
2. It is in a reasonable* state of repair
3. It has reasonably modern* facilities and services
4. It provides a reasonable* degree of thermal comfort.

* As defined by the Ministry of Housing, Communities and Local Government Guidance

Number of properties where upgrade refused by tenant by Area Team

	Central	Eastern	Southern	Western	Grand Total
No. of properties where tenants have refused works at 01/04/2024	5	5	22	6	38
Total tenanted Homes	3,214	4,849	3,275	4,251	15,589
Proportion of properties where tenants have refused works at 01/04/2024	0.16%	0.10%	0.67%	0.14%	0.24%

Average Standard Assessment Procedure (SAP) Rating - How are we performing compared to others?

SAP is a measure of overall energy efficiency and depends on both the heat loss from the dwelling and performance of the heating system. This is an annual average figure, and it is not possible to provide a further break down by quarter or area team. The SAP rating index uses the letters A to G, where 'A' indicates the most efficient properties. For the eleventh consecutive year, Wandsworth scored a "C", which was the joint-highest score achieved by any London Borough.

COST OF MANAGING AND MAINTAINING COUNCIL PROPERTIES

This data relates only to tenanted properties and is no longer collected centrally for all local authorities so comparative data is not available. The forecasts for 2023/24 are based on the trend from previous years and projected inflation.

Average Cost of Management

Average weekly cost of management per unit is defined as the cost to the local authority of housing management and is measured by the Housing Revenue Account expenditure on management over the year less the income generated from unpooled charges for services not otherwise covered by management and maintenance allowances, divided by the average number of dwellings in the HRA at the start and end of year, divided by 52. Unpooled charges refer to services which are charged back to the tenant and are not covered by management and maintenance allowances.

	Actual	Actual	Actual	Actual	Forecast
	2020/21	2021/22	2022/23	2023/24	2024/25
Av. weekly management cost	£20.58	£19.81	£21.51	£27.02	£28.26

Average Cost of Maintenance

Average weekly cost of maintenance per unit is defined as the cost to the local authority of repairs and is measured by the Housing Revenue Account expenditure on repairs over the year divided by the average number of dwellings in the HRA at the start and end of the year, divided by 52.

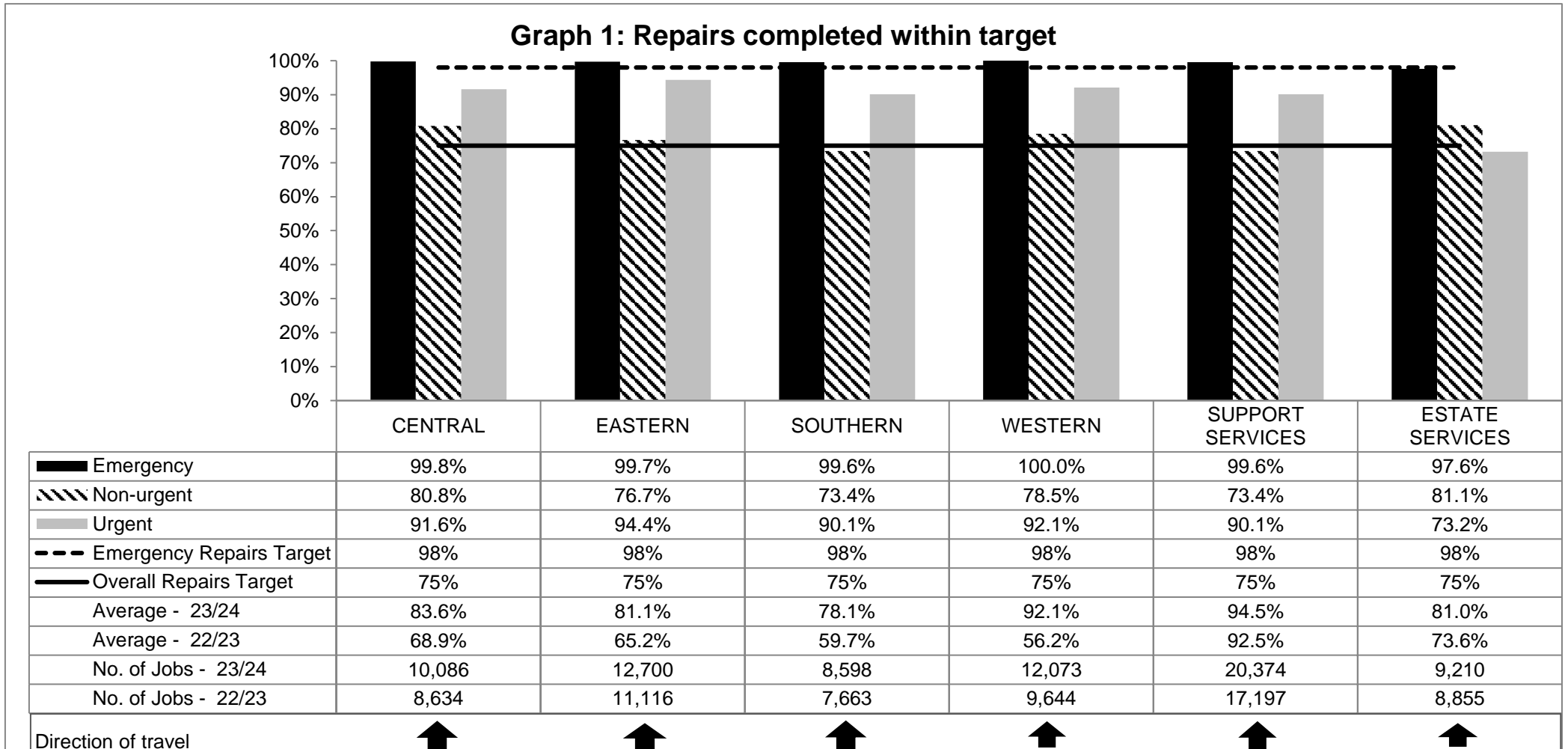
	Actual	Actual	Actual	Actual	Forecast
	2020/21	2021/22	2022/23	2023/24	2024/25
Av. weekly maintenance cost	£30.16	£34.07	£41.58	£48.90	£51.15

REPAIRS

Repairs Commentary

During 2023/2024 repairs performance improved, particularly around meeting targets for non-urgent repairs. During this time the number of non-emergency repairs has increased in 2023/24 to 67,848 (Area teams, support services and estates services) compared to 54,650 in 2022/23.

Monthly contractor meetings are held with a number of contractors to review work outstanding and to focus efforts into completing all repairs. Performance issues have been raised with the relevant contractors and continues to be closely monitored. It is anticipated that improvement will now be maintained. The target has since been revised back to 85% for 2024/25 due to increased performance throughout 2023/2024 when the target was 75% and the repairs target has been met every quarter during 2023/24.

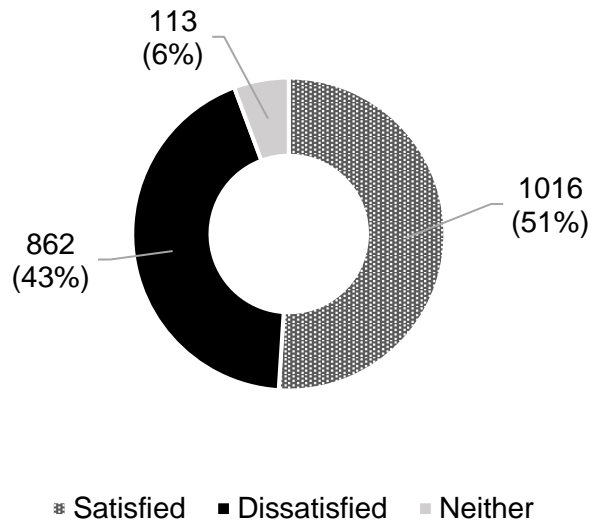


Repairs Satisfaction

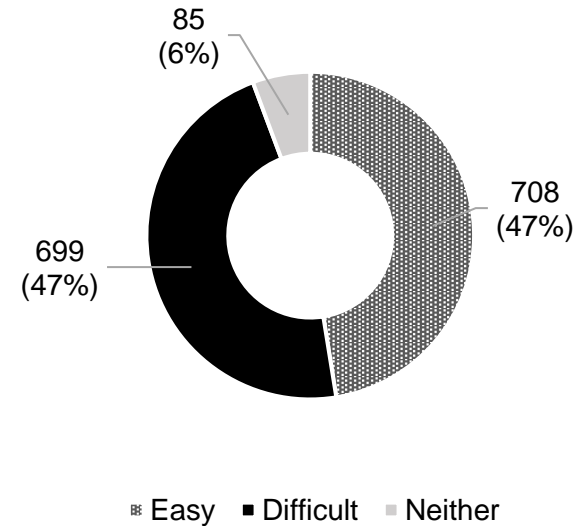
A transactional survey measuring repairs satisfaction began in February 2021, where tenants who have a repair completed within their home are sent a text message to complete a short satisfaction survey about their experience of the repairs service on that occasion. Satisfaction with all repairs for both tenants and leaseholders is also asked through the Tenants Perception survey carried out annually.

The issue with an error for the repairs satisfaction reporting has now been resolved and the repairs satisfaction has been reported again as part of the quarterly Area Housing Panel reports from Q1 23/24. Repairs satisfaction is currently 51% and this continues to be monitored quarterly with additional contractor monitoring.

Graph 2: Overall, how satisfied or dissatisfied are you with the repairs service you received on this occasion?



Graph 3: How easy or difficult was it to get your repair completed?



Cleaning Monitoring: Inspections on residential blocks and estates

Target for 2023/24: 90% of cleaning inspections on residential blocks and estates to receive a grade B or above

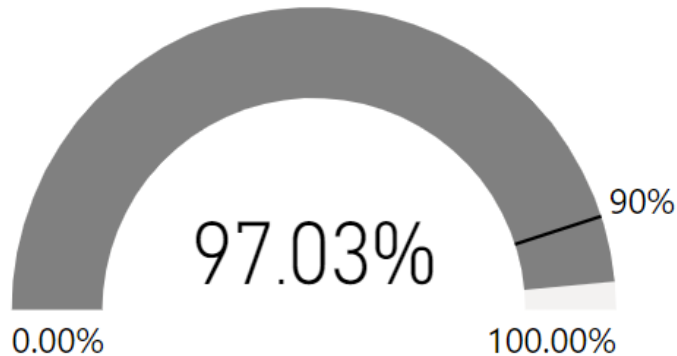
The Department has a dedicated estate services team that operates 24 hours a day, and two contractors (Lewis & Graves and Pinnacle) are hired to carry out cleaning and maintenance to the communal areas of the estate / block.

Regular cleaning inspections are carried out to monitor the performance of the two contractors to ensure they are meeting the agreed standards highlighted in the HouseMark Caretaking and Cleaning Standards document which provides indicative standards of cleanliness in photographic form for a range of elements (such as light fittings, handrails, floors, lobby areas, etc). There are four photos for each element, representing the following four standards and are graded from A-D as follows:

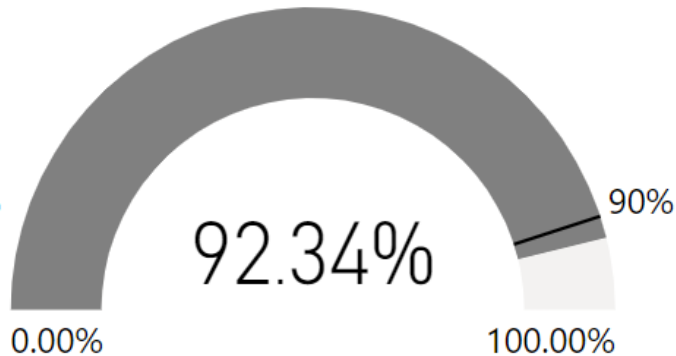
Grade	Description
A	Excellent
B	Good
C	Poor
D	Unacceptable

Graph 3, 4, and 5 below displays the % of cleaning inspections during Q4 that received a grade B or above for both contractors:

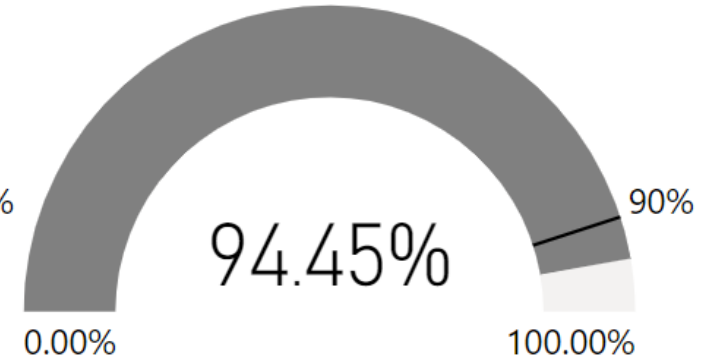
Graph 3: Lewis and Graves



Graph 4: Pinnacle



Graph 5: Overall %



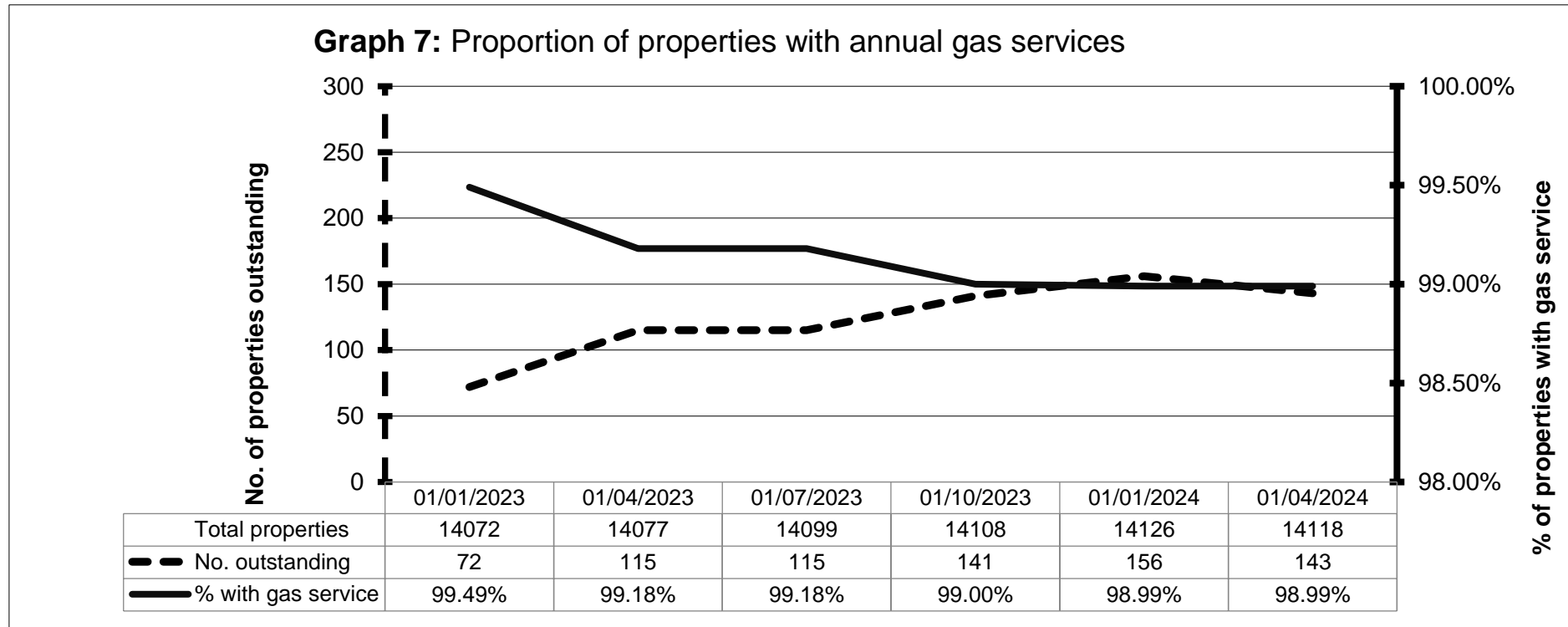
During 2023/24, the Council had inspected 1982 blocks and 343 estates, with 1045 being cleaned by Lewis and Graves and 1280 being cleaned by Pinnacle. Of these inspections, 97.03% were graded B+ (17.6% receiving a grade A) for Lewis and Graves, and 92.34% of inspections graded B+ (10.78% receiving a grade A) for Pinnacle, giving an overall average of 94.45% of all inspections receiving a grade B+, of which 13.85% were graded A.

Proportion of gas service certificates outstanding

Target for 2023/24: 99% of tenanted properties with a gas service at 1st April 2024

A landlord safety certificate is a legal requirement and all homes with gas appliances should be checked yearly by a Home Safe registered engineer who will undertake repair work and issue a gas safety certificate. Landlords should ensure that their tenants get a copy of the gas safety certificate within 28 days of the gas check, or, if new tenants, when they move in. The proportion of gas safety certificates outstanding (i.e. those that are older than 12 months) is expressed as a percentage of the total number of properties in the Housing Revenue Account that require a gas servicing certificate.

As at 1st April 2024, only 143 properties out of 14,118 had a last recorded gas service that was more than 12 months ago, which is a significant achievement given the stock profile. This represents 1.01% of council tenanted properties with this very small level of outstanding gas services being maintained throughout the year. The service continues to work to ensure that the number of properties with an outstanding gas service is kept to an absolute minimum with proactive action being taken as required to gain entry to properties to undertake servicing.



VOID PROPERTIES

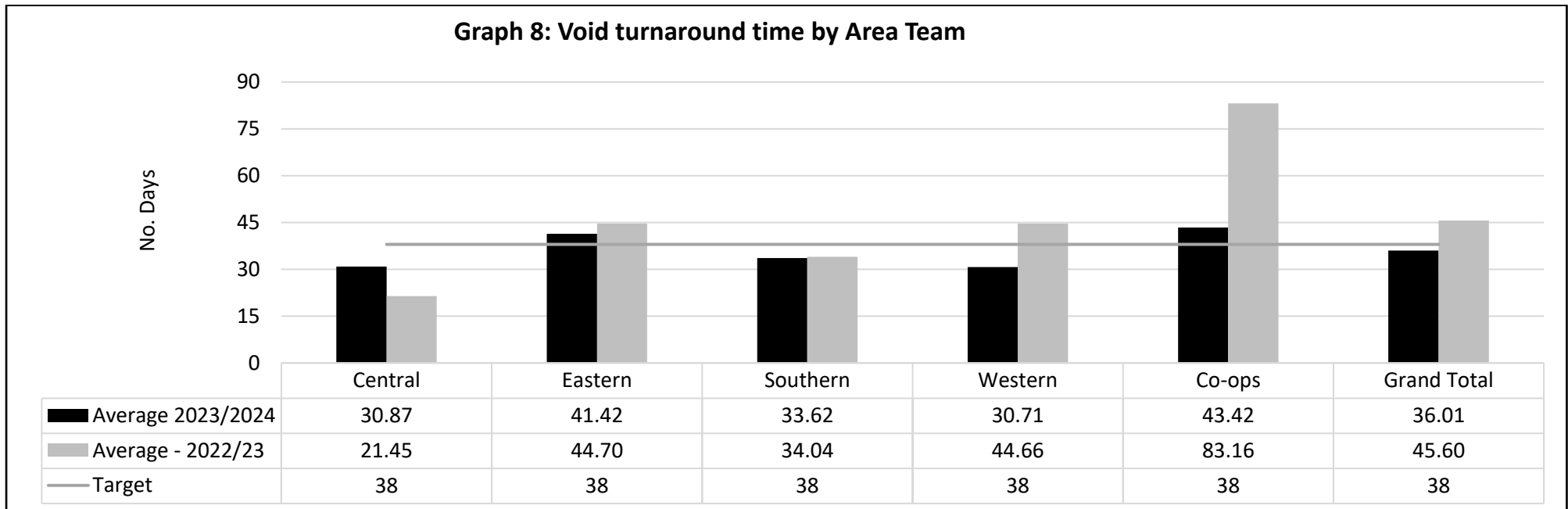
Vacancy Turnaround Times

Target for 2023/24: 38 days

The Council has set this target as the maximum time between the vacation of a property and its re-letting. The period includes the time taken for the area team to make the property available for offer (i.e., carrying out repairs, lock changes, etc.) and the time taken by lettings from finding a suitable tenant to tenancy commencement. These figures exclude properties let through mutual exchanges, undergoing major works or which the Council intends to sell or demolish.

Void turnaround performance has improved during 2023/2024 and by the end of Quarter 4 2023/2024 the number of days to relet a home reduced from 45.60 (2022/2023) to 36.01 which is a reduction of 9.59 days. Contractors are continuing to clear the backlog of longer-term voids and therefore this may continue to impact the void turnaround figure.

There has been an increase in voids relet this year; 526 voids were relet in 2023/2024 compared to 430 in 2022/2023. For 2023/2024 financial year there is a continued focus on repairs to longer term major works voids and as such later in the year there will be more voids completed and available for letting. A major factor in managing voids is also down to the increase in new voids compared to the previous years. The number of new voids being managed by the Area Teams rose from around 800 in 2019/20 to around 1200 in each of the last 4 years.



Percentage of Rent Lost Through Vacants**How are we performing locally?**

	Actual	Actual	Actual	Actual
	2020/21	2021/22	22/23	23/24
% Rent lost through Council homes being empty	2.01%	2.83%	3.30%	2.98%
Total rent lost through vacants (in £s)	2,313,759.63	£3,214,216.79	£3,739,523.48	£3,617,760.67

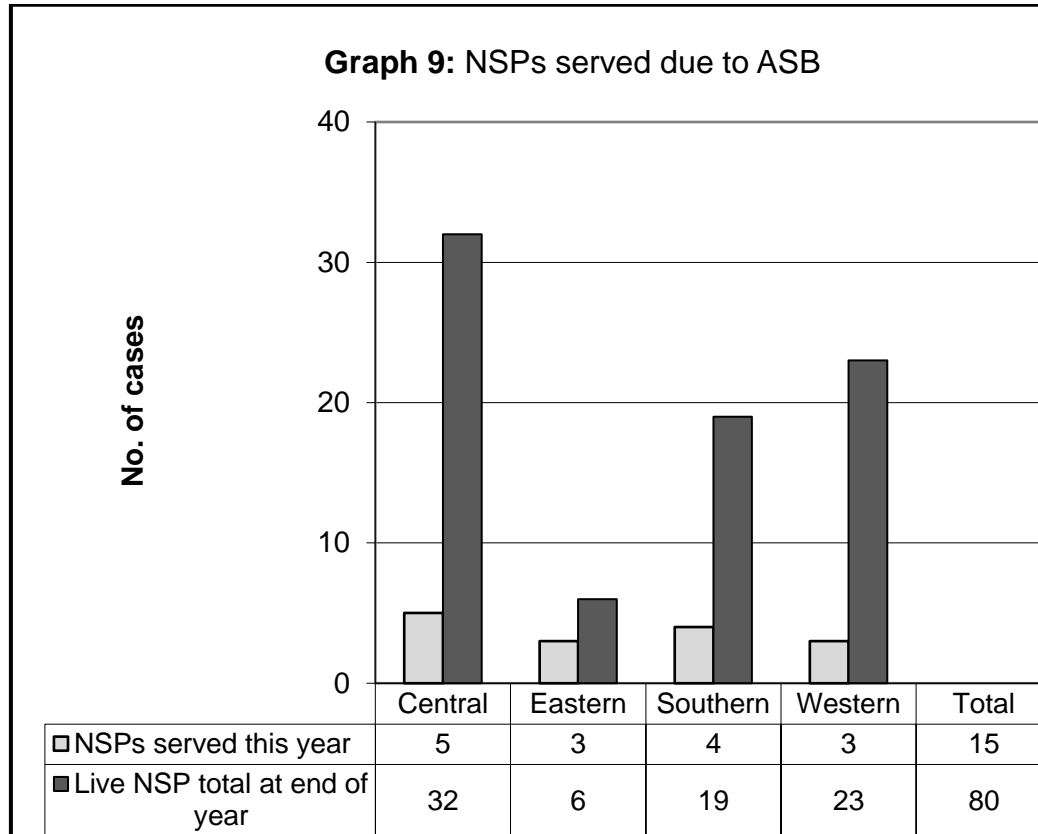
The performance has improved in 2023/24, following on from the pandemic this has had a financial impact across the borough, with vacant properties taking longer to relet due to repairs taking longer. There is now a backlog of void properties with the majority of these needing major works and subsequently are void for longer.

TACKLING ANTI-SOCIAL BEHAVIOUR (ASB) AND TENANCY ENFORCEMENT

The following tables show different kinds of enforcement action taken against residents for anti-social behaviour in the financial year 2017/18. Data for all area teams is shown for comparison.

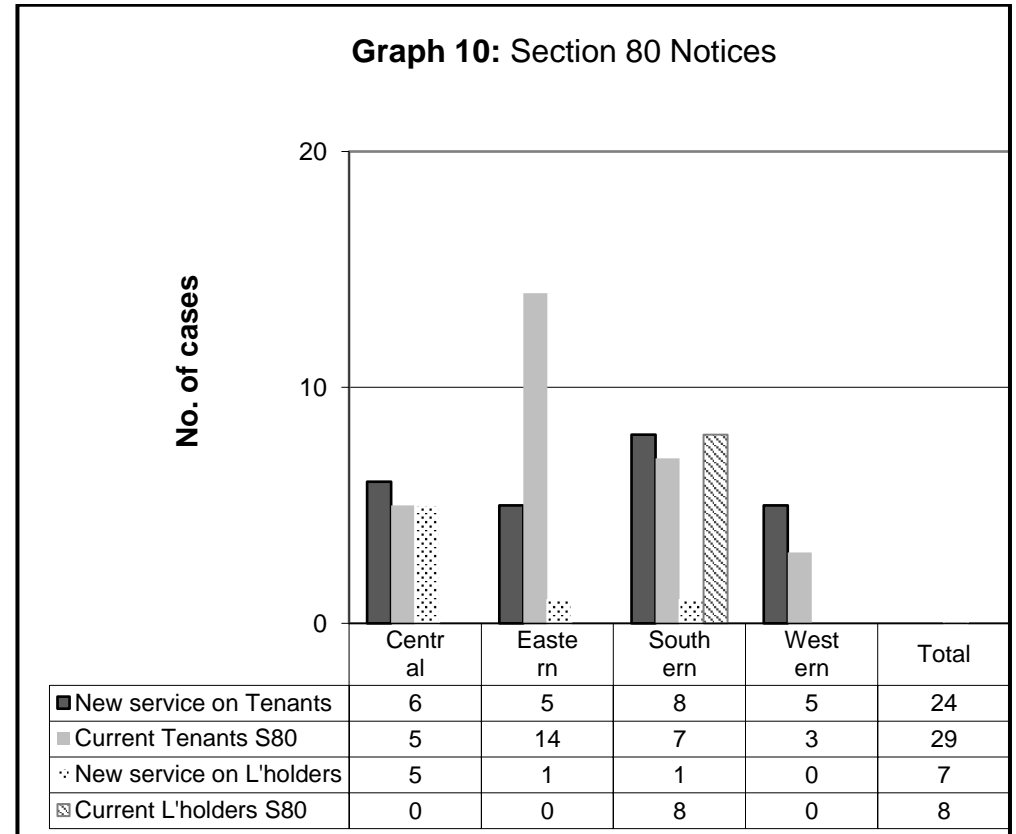
Notice Seeking Possession (NSP) served on secure and introductory tenants due to ASB - Housing Act 1985

As shown in graph 9, 15 NSP's were served in 2023/24 which is a slight decrease from 16 served in 2022/23 for all area teams.



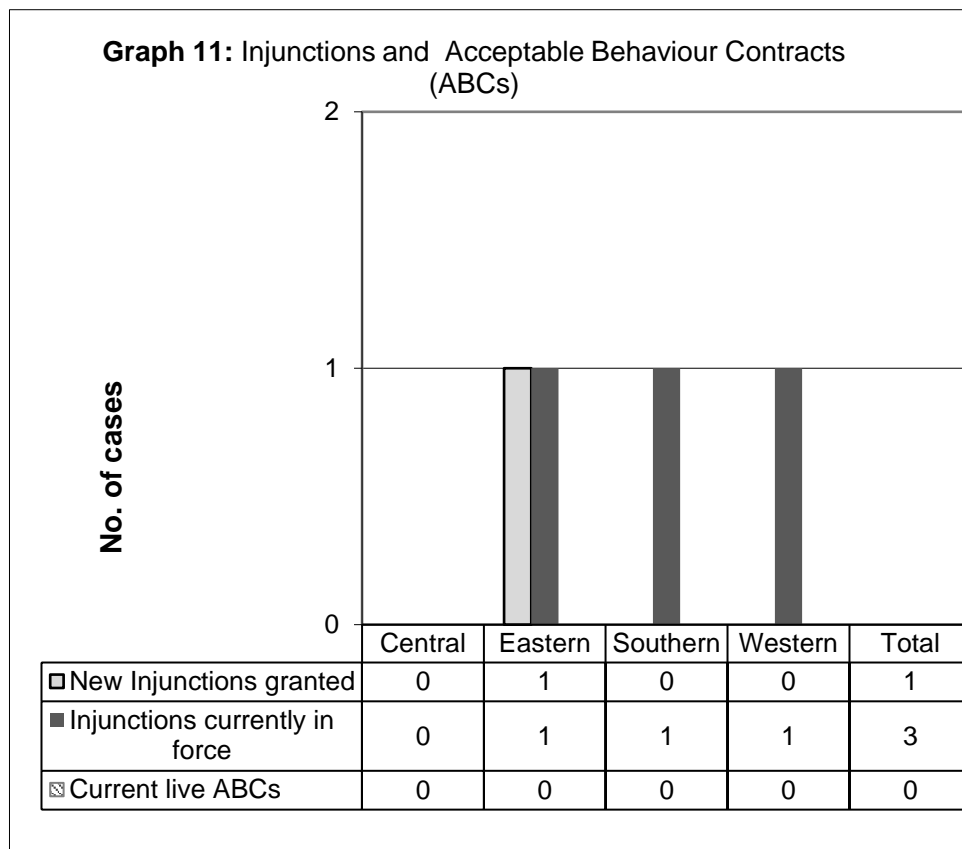
Section 80 notices issued under the Environmental Protection Act 1990

The number of new Section 80 notices served on tenants for 2023/2024 is 6 which is a decrease from 2022/23 with 31. The number of Section 80 notices served on leaseholders has also decreased to 5 compared to 19 in 2022/2023.



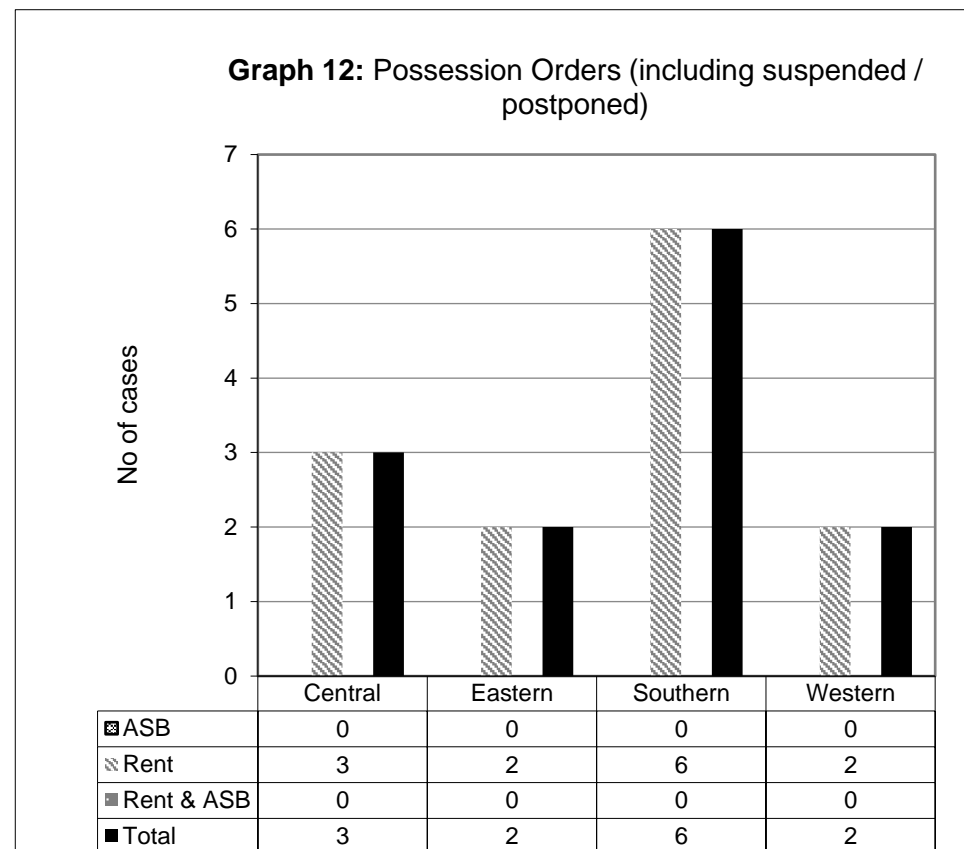
Acceptable Behaviour Contracts (ABCs) and injunctions

The figures shown in Graph 11 are a slight increase at the end of the year for 23/24 for all teams compared with 22/23. There was only one new injunction granted and there is three injunctions currently in force, compared to one injunction granted and one in force for 22/23.



Possession orders obtained – total for secure and introductory tenants – for rent arrears, ASB and other grounds

The number of possession orders granted in 2023/2024 was 9; a decrease from 13 in 2022/2023, they are all for rent arrears.

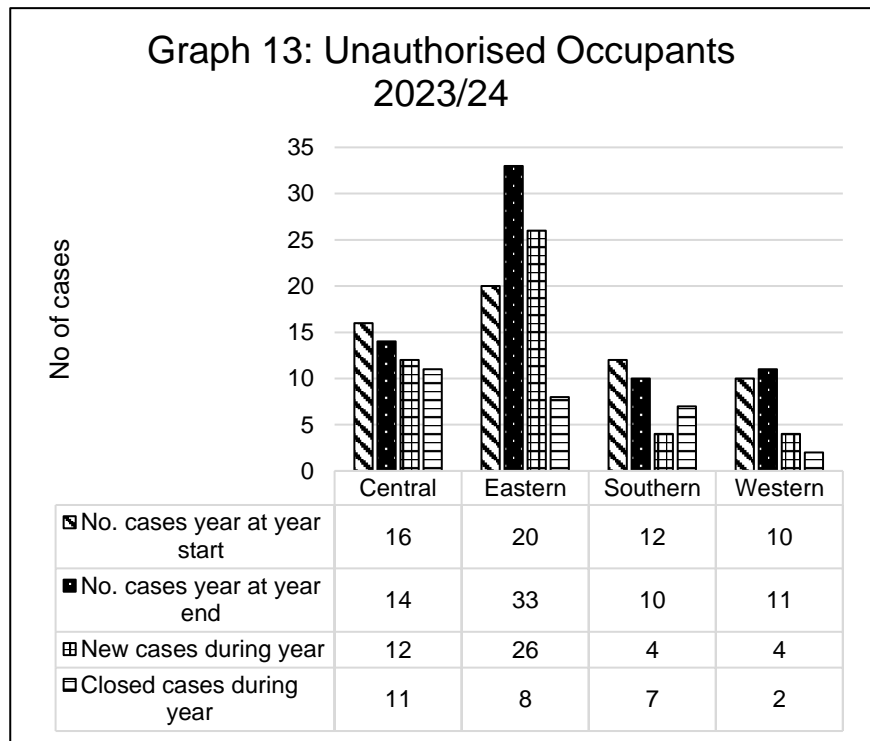
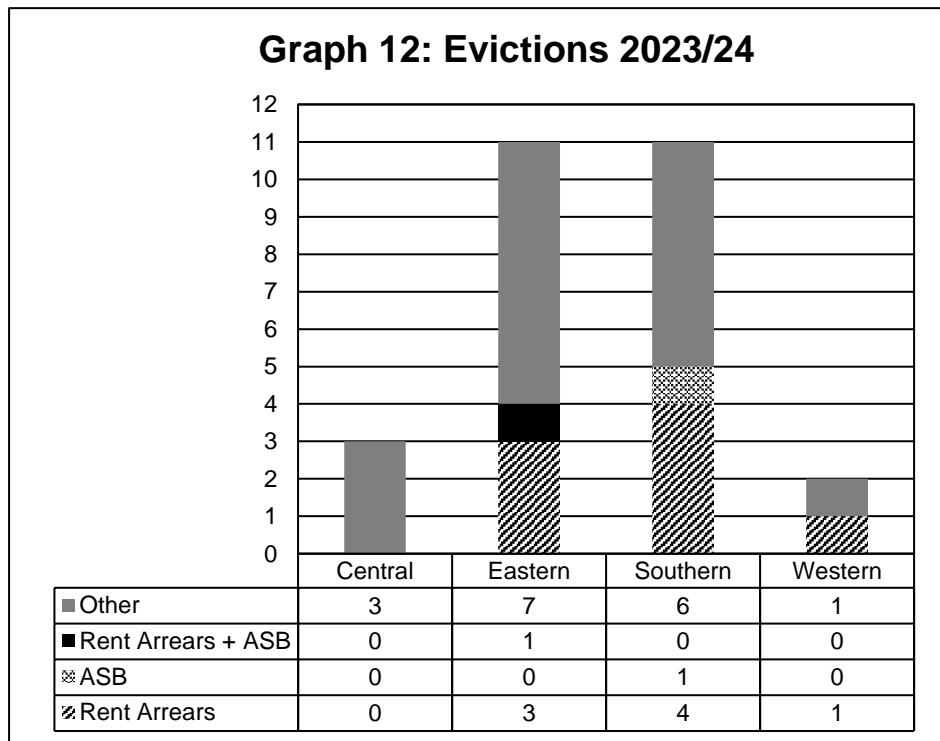


Number of evictions for both for secure and introductory tenants

The number of evictions taking place during 2023/24 was 27 and this represents an increase compared with 2022/23, when 8 took place. This can also be attributed to the adjustments relating to water rates and an increase in the number of evictions occurring due to other/unauthorised occupiers. s.

Unauthorised Occupants

An unauthorised occupant is a person who is, or remains, in occupation of a property after the departure of the previous tenant and where there is no automatic right of succession by or transfer of tenancy to that person.

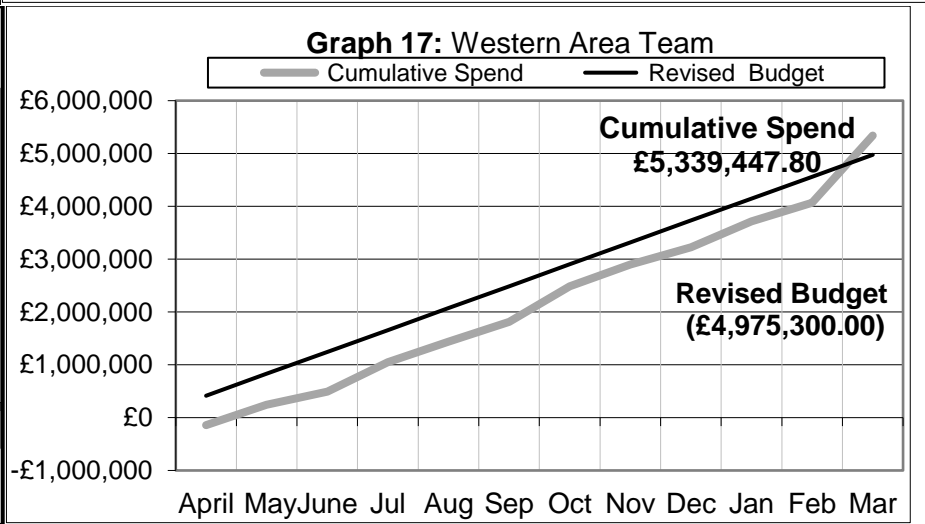
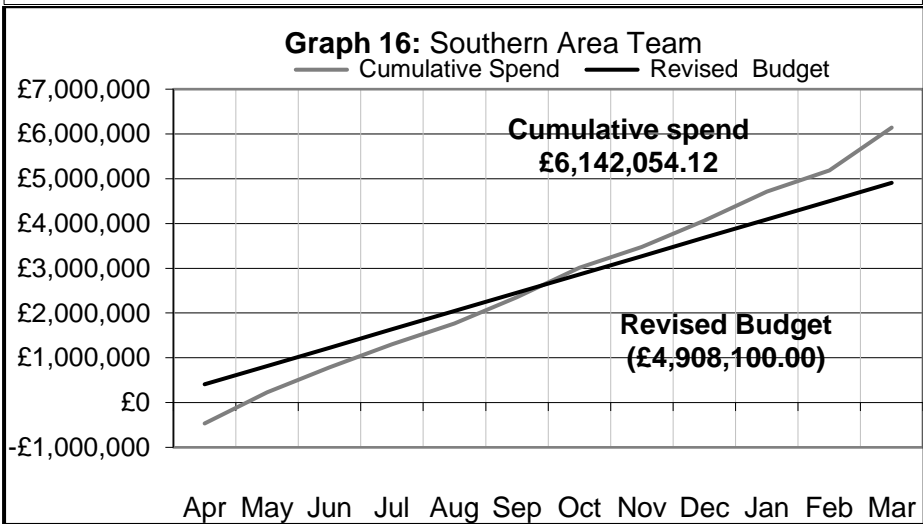
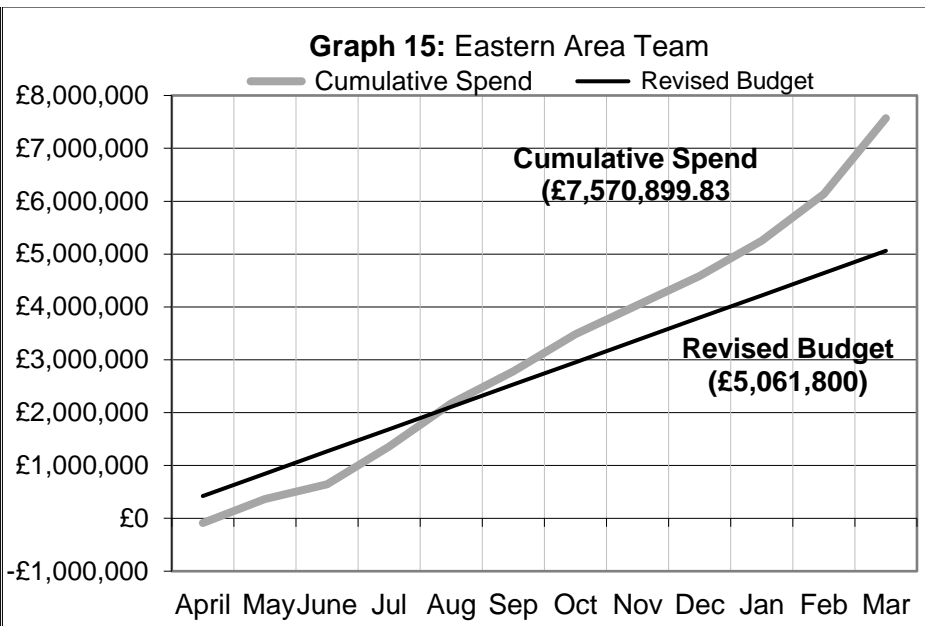
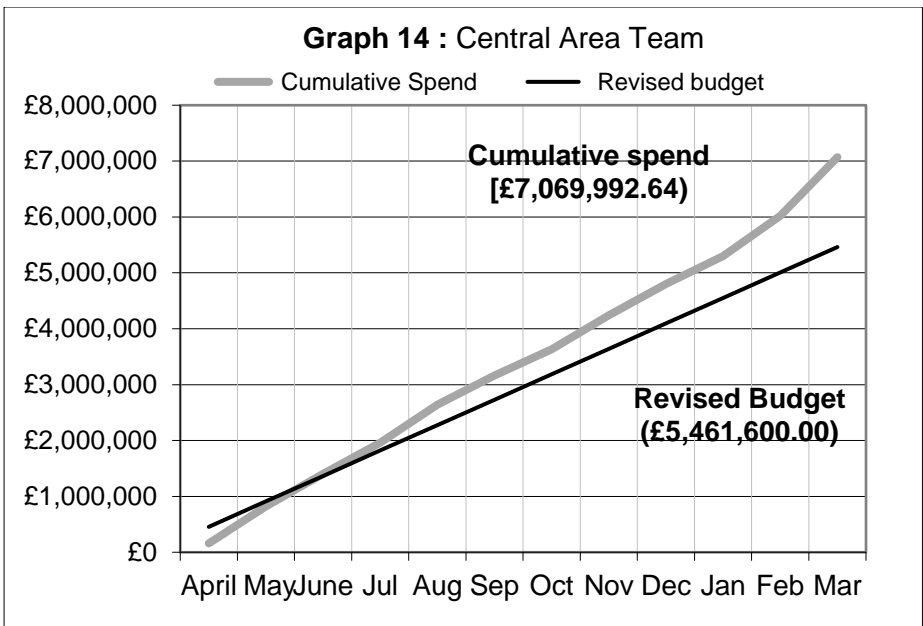


BUDGETARY PERFORMANCE

At the beginning of each financial year (April to March) housing management is allocated a number of budgets within which they are expected to repair and maintain the properties they manage. Housing management have a separate Engineering Services section to maintain and repair lifts, entry call systems, heating, etc, and an Estate Services section who maintain the communal parts of all estates and non-residential properties. The budget for the Area Teams is for the maintenance of tenanted properties and associated block repairs.

The Budget across the Area Teams was revised in Q3 2023/2024. This had to be raised to cover increases associated with completing void works prior to letting and fire safety works. Void works and general repairs saw substantial increases, specifically in the final two quarters of the year when, with additional contractors on board, there was a significant push to clear the backlog of voids. Therefore, the number of voids available for letting this year has increased to 151 in Quarter 2 23/24 and remained high throughout Q3 and Q4 23/24. Comparisons can be seen in the table below for the quarters for 23/24 and for 22/23 to show the increase over the last two years:

Quarters	Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23	Q1 23/24	Q2 23/24	Q3 23/24	Q4 23/24
Total no. of voids	76	65	95	157	112	151	132	131



COMPLAINTS MONITORING

The council has a corporate procedure for dealing with complaints from its customers. During Q1 to Q3 2020/21, a 3-step procedure was in place, meaning if a customer was unhappy with the response at step 1, the complaint would go to the next step, so the complaint is reviewed; the corporate target for a full response to the complaint was 10 working days at each step. The complaints procedure has been reviewed, and from Q4 2020/21 a 2-stage procedure was put in place, with a corporate target for a full response being received within 20 working days for stage 1 complaints, and 15 working days for stage 2 complaints. The table below shows the breakdown of complaints relating to the Housing Management Division, which includes step 1-3 complaints during Q1 to Q3 2020/21 and stage 1-2 complaints starting in Q4 2020/21 and then continuing from Q1 2021/22 to Q4 2022/23 (present).

In Q3 22/23, a slight change was made to the corporate complaints process. RMO and Co-op complaints are now only responded at stage 1 by the relevant RMO or Co-op. Should the complainant wish to escalate to stage 2, they need to escalate this to the Council instead for them to review the investigation by the RMO or Co-op. This would form a formal stage 2 response and allow them to move forward to the Ombudsman. This is a change from the RMO or Co-op conducting their own stage 1 and 2 before moving to stage 1 and 2 in the Council’s corporate complaints procedure.

In Q1 23/24, a change was made to the timeframes of the corporate complaint process to adhere to the Housing Ombudsman’s complaint handling code, which meant complaints made under the Housing Ombudsman’s remit were to be answered within 10 working days at stage 1 and 20 working days at stage 2.

Sections	No. of complaints:				2023/2024 Complaints dealt with at :	
	2020/21	2021/22	2022/23	2023/24	Stage 1	Stage 2
Area Teams	101	156	134	202	142	60
Major Works and Leasehold and Procurement	11	6	8	17	9	8
Supported Housing Services	21	4	1	0	0	0
Estate Services	1	4	3	11	6	5
Support Services	5	9	5	18	10	8
RMOs and Co-ops	44	25*	39*	3 stage 2s	0	3
Total	183	204	190	251	167 (66.6%)	84 (34.4%)

* some RMOs/Co-ops did not return their complaint stats in each quarter, 4 did not in Qs 1-2, 5 did not in Q3 and 6 did not in Q4.

COMPLAINTS (Continued)

During the year, the Housing Management Division of the department received 251 complaints (202 for the area teams) compared with receiving 190 complaints in 22/23 (134 for the area team) 66.6% of complaints regarding the Housing Management Division were concluded at stage 1 of the complaints procedure, a decrease from 70.2% in 2022/23, which means that the majority are still dealt with at this stage.

The Housing Management Division responded to 71 % of complaints within the target time (179 of 251 complaints) . Continuous monitoring of complaints takes place to ensure that any increases can be identified and addressed quickly and efficiently. Complaints are considered constructively and where possible are used to improve services through lessons learned identified. The Department is keen to learn from complaints to ensure the service provided to residents continues to be of a high standard and improvements and suggestions can be incorporated into service delivery.