

**WANDSWORTH COUNCIL – HOUSING AND REGENERATION
DEPARTMENT**

AREA HOUSING PANEL PERFORMANCE INFORMATION

September 2018

Quarter 1 – April-June 2018

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

Introduction

Information on the performance of the housing management area teams and the contractors under their control is provided on the following pages of this document. The area housing manager will briefly introduce the statistics at the meeting and will respond to any questions the residents' representatives may have.

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 2018.

Residential properties managed by area housing team:

	Tenanted	Leasehold	Total	Percentage of Stock
Central	3498	3780	7278	25.0%
Eastern	4280	3192	7472	25.7%
Southern	3328	3873	7201	24.7%
Western	3974	3198	7172	24.6%
Total	15080	14043	29123	100.0%
	52%	48%		

Residential properties managed by resident management organisations (RMOs)

	Tenanted	Leasehold	Total	Area Team
All Saints Coop	23	26	49	Southern
Convent Coop	35	60	95	Central
Felsham	46	42	88	Western
Chatham Coop	2	15	17	Southern
Totteridge Coop	102	35	137	Central
Wimbledon Park Coop	46	232	278	Western
Goulden House Coop	39	228	267	Southern
Carey Gardens Coop	226	173	399	Eastern
Patmore Coop	575	272	847	Eastern
Ackroydon East TMO	126	146	272	Western
Battersea Fields RMO	333	169	502	Central
McCarthy Court RMO	39	39	78	Southern
RMOs Total	1592	1437	3029	
Grand Total	16672	15480	32152	
	51.9%	48.1%	100.0%	

Stock condition and energy efficiency

Proportion and Number of Homes Non-Decent (not meeting the Decent Homes Standard)

Target for 2018/19: 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 (Housing, Communities and Local Government guidance). 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 & 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 Department of Housing, Communities & Local Government Guidance

How are we performing locally? Whilst efforts are made to encourage tenants to allow bathroom and kitchen upgrades or to allow central heating installation whilst in occupation, we sometimes have to agree to put work on hold until the property is vacated.

Number of properties where upgrade refused by tenant area team

	Central	Eastern	Southern	Western	Grand Total
No. of properties where tenants have refused works at 01/04/2017	20	15	42	11	88
Proportion of properties where tenants have refused works at 01/04/2017	0.56%	0.35%	1.24%	0.27%	0.52%

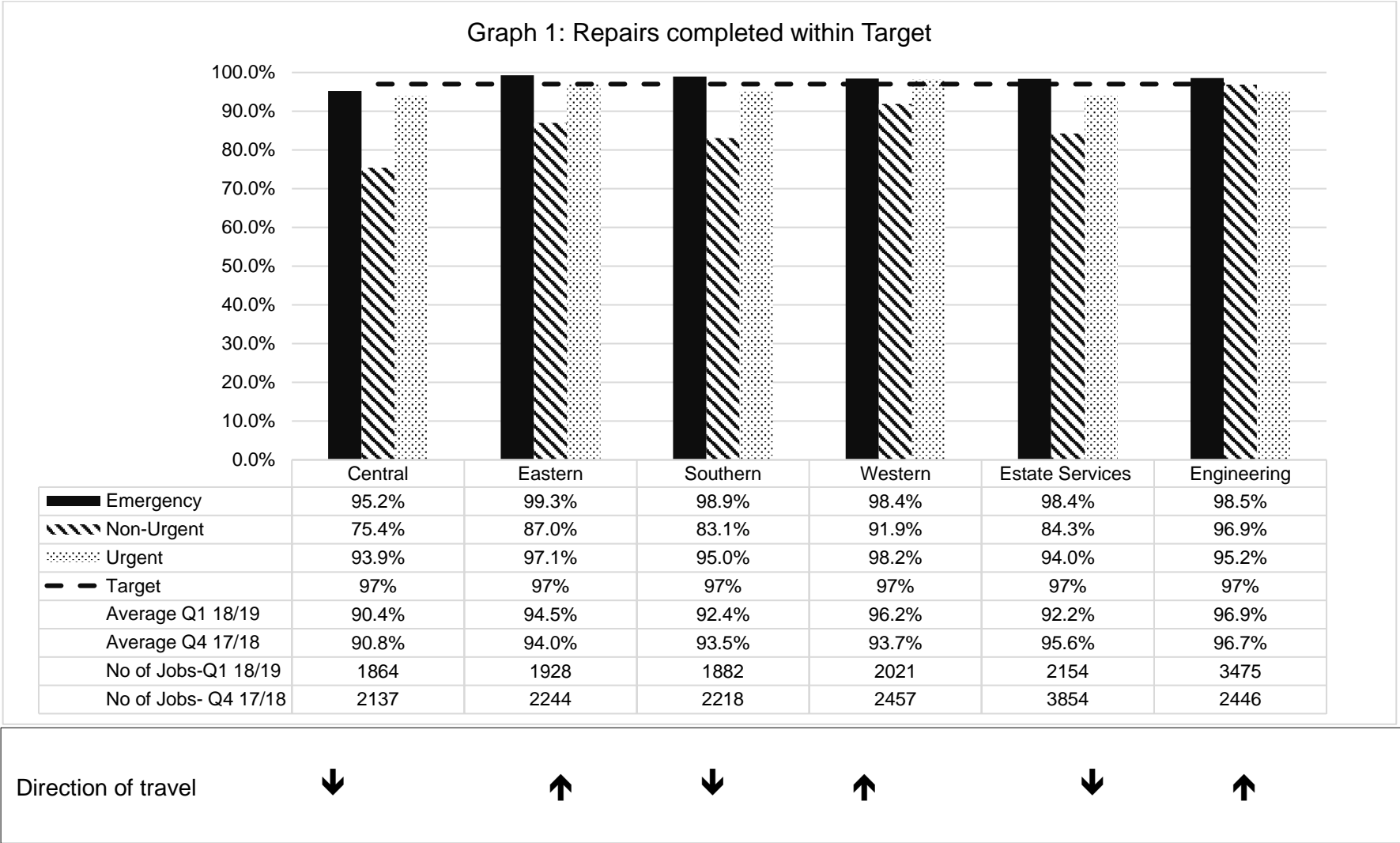
Completion of repairs within priority times allocated

Each area team is instructed to use the broad guidelines which are shown below. This list is illustrative of the priority that has been awarded to a repair order and should not be considered as exhaustive.

EMERGENCY	Within 2 hours	Major bursts etc where unable to isolate supply. Danger to persons. Lift in blocks of 10+ storeys and sheltered blocks.
	Within 4 hours of notification	Other lifts; entrycall door where system failed in lock mode
	Within 24 hours of notification	Heating & hot water; entrycall door – other faults
	Within 1 working day	Emergencies, burst pipes, loss of power
URGENT	Within 3 working days	Total or partial loss of space heating or hot water or partial loss of water
	Within 7 working days	Repairs to water supply installations, enhanced priority for elderly and/or disabled residents
NON-URGENT	Within 10 working days	Work to vacant properties for re-letting
	Within 20 working days	Repairs to windows, doors and minor leaks
	Within 60 working days	Planned repairs – fencing, paving, and surface renewal etc.

Graph 1 sets out the performance of housing management area teams, the estate services section and the engineering services section. The graph shows the number of orders and percentage achievement for all priorities grouped into emergency (2-24 hours), urgent (3 to 7 days) and non-urgent (10+ days).

The area teams are responsible for the maintenance of tenanted properties and associated block repairs; the engineering services section maintains & repairs lifts, entry-call systems, heating, etc.; and the estate services section maintains the communal parts of all estates and non-residential properties.



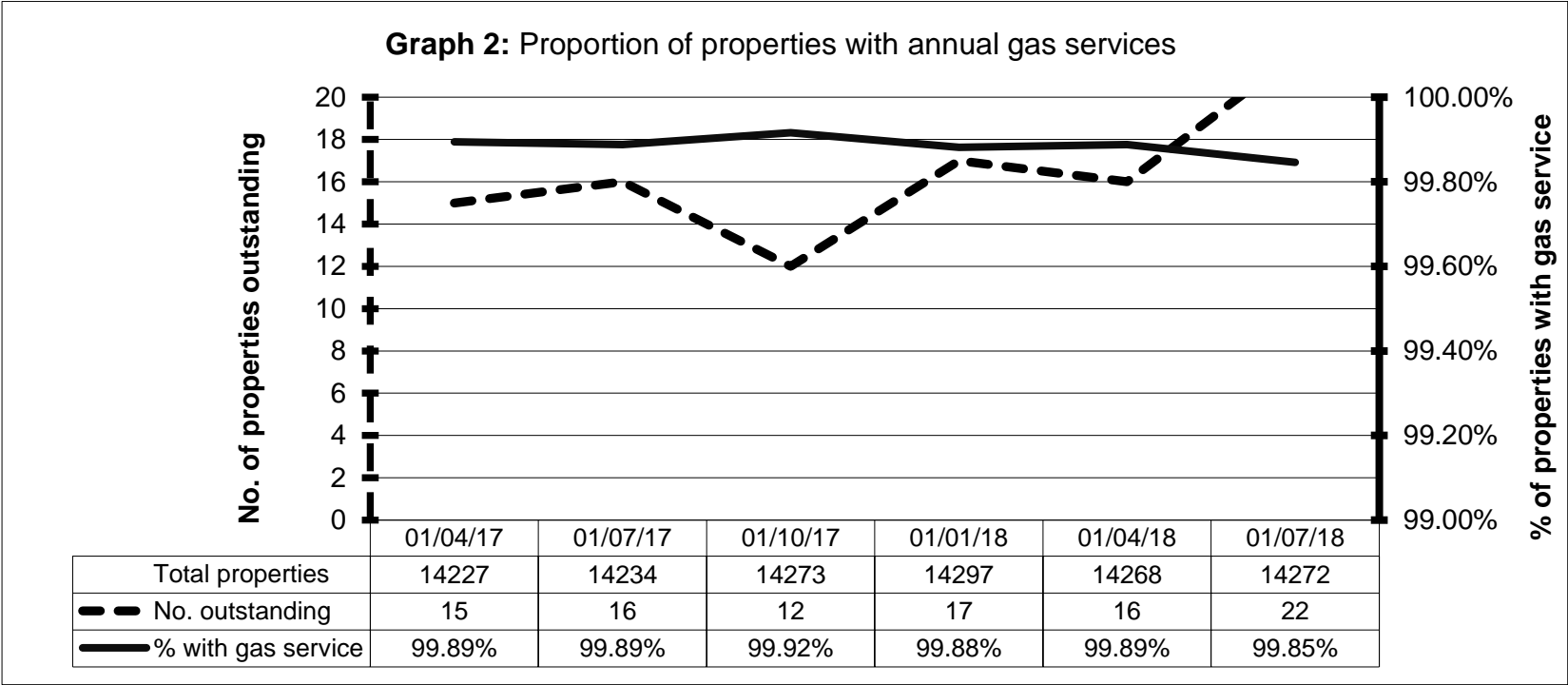
Proportion of gas service certificates outstanding

Target for 2018/19: 100% of properties with a gas service in the last 12 months

A landlord safety certificate is the minimum required by the Gas Regulations. All homes with gas appliances should be checked yearly by a HomeSafe registered engineer who will undertake repair work and issue a gas safety certificate. For owner occupiers it is good sense, for landlords it is a legal requirement. 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.

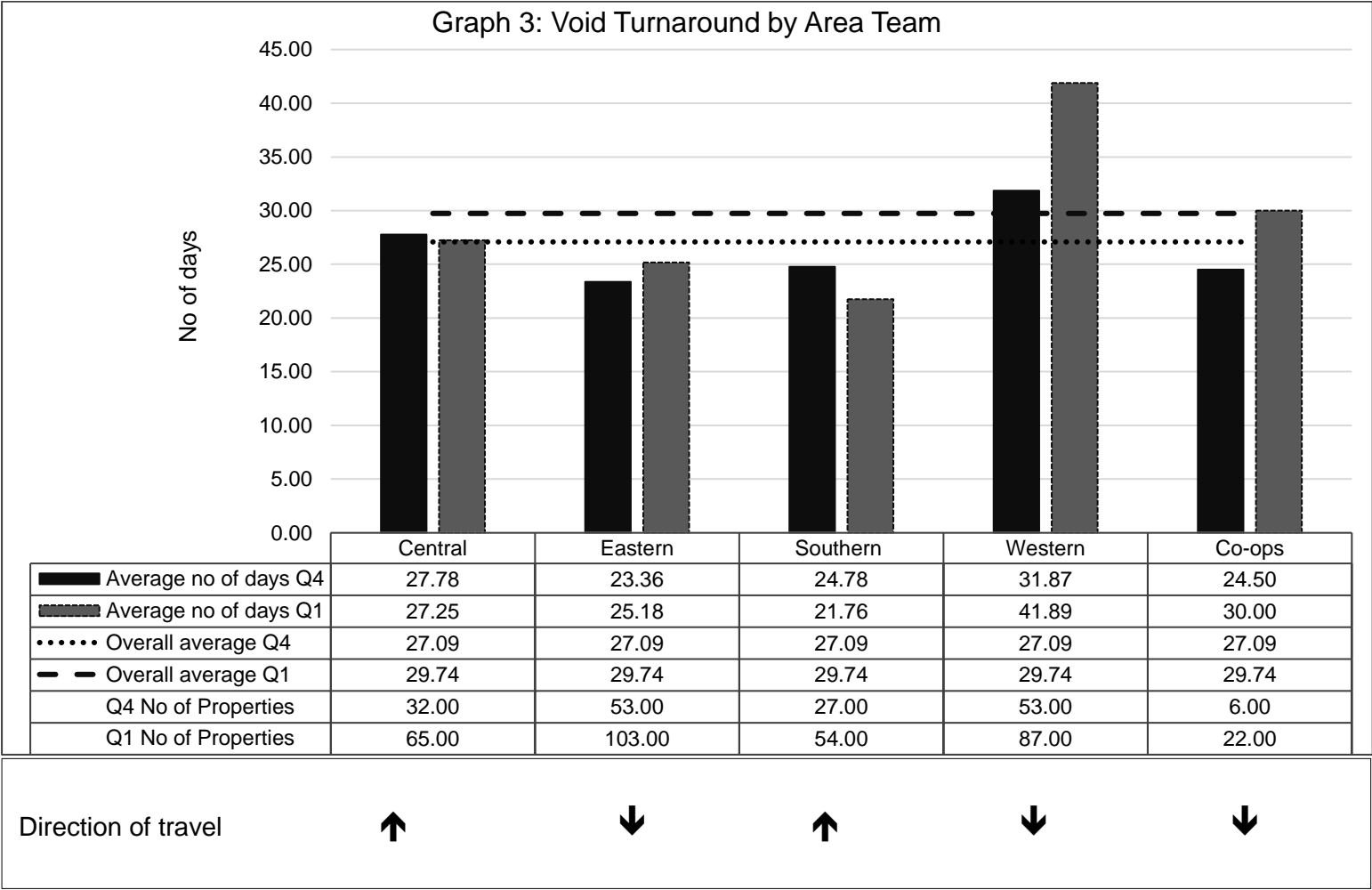
The proportion of gas safety certificates outstanding (i.e. those that are older than 12 months) is expressed as a percentage of the total number of properties in the Housing Revenue Account that require a gas servicing certificate.

Graph 2 shows the percentage of inspections completed (as a solid line) in the current and previous quarters. The dotted line indicates the number of properties outstanding. One of the main reasons for failing to carry out a gas safety check is due to tenants failing to provide access to the gas maintenance contractor.



Average vacancy turnaround times

The council has set as a target for 2018/19 an average of 22 days (3.1 weeks) maximum between the vacation of a property and its re-letting (taken as the date of commencement of the Tenancy Agreement). The period is split between the time taken for the Area Team or Co-op to make the property available for occupation (i.e. carrying out repairs, lock changes, etc.) and the time taken by lettings from finding a suitable tenant to tenancy commencement, including viewings. Graph 3 shows the performance for the previous two quarters for each area team and the Co-ops/RMOs collectively.



A number of challenges in Q1 have impacted on the speed of offers being made. These have included implementing the Homelessness Reduction Act, which came into effect on 3 April 2018. In addition, there has been a concentration of voids that have been a challenge to find suitable applicants for, such as sheltered bedsits. The Allocations Teams is working with the Area Teams, particularly the Western Team where there have been long term vacancies. The breakdown for this quarter of the average number of days between the vacation of a property and making it available for occupation (AFO), and AFO to tenancy start, is as follows:

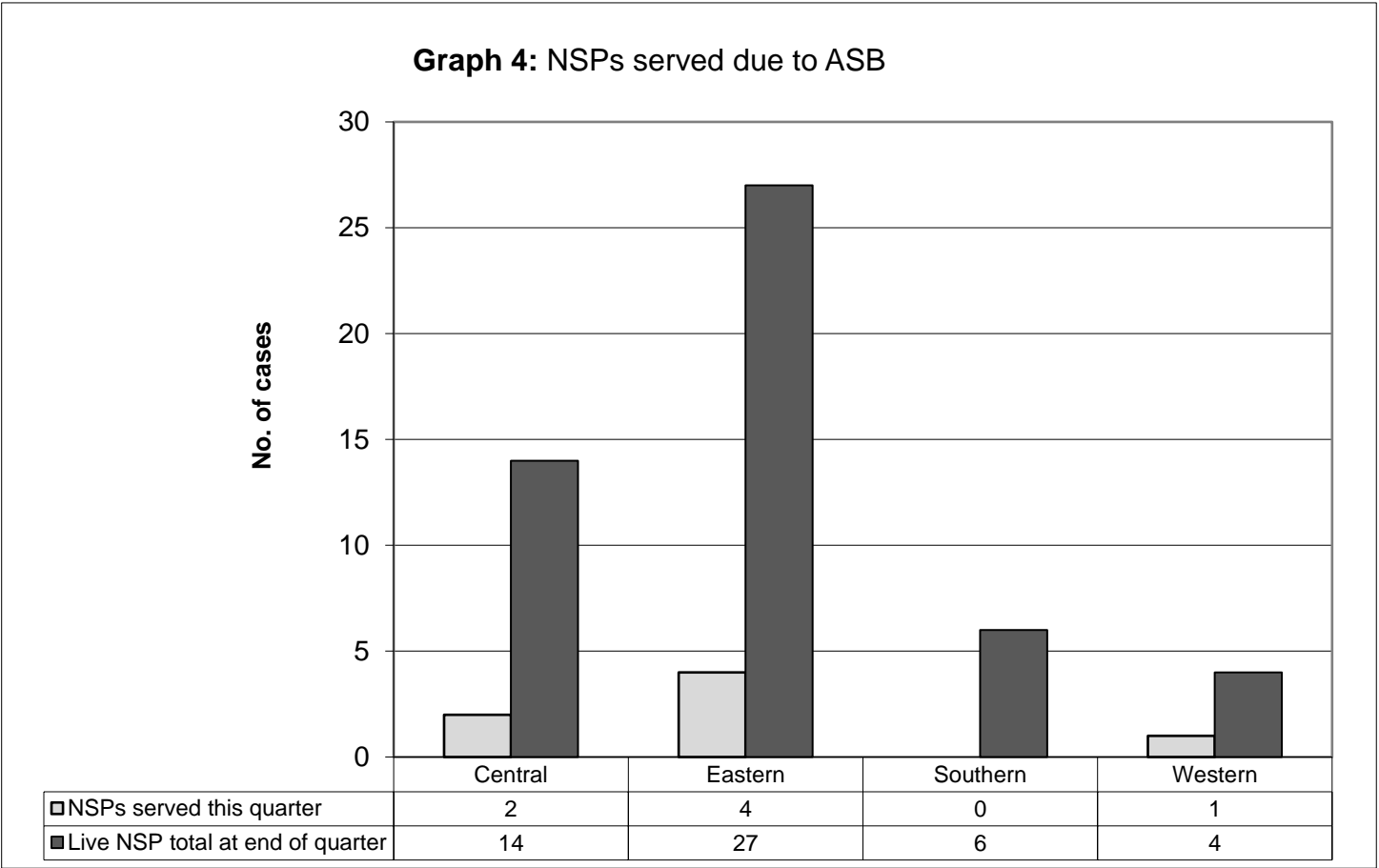
Area Team	Average time taken between vacation and AFO (days)	Average time taken between AFO-tenancy start (days)
Central	7.24	19.48
Eastern	11.08	16.04
Southern	6.15	12.22
Western	6.79	50.71
Coop	22.75	9.31

Tenancy Enforcement

The following graphs show different kinds of enforcement action taken against residents for anti-social behaviour. Data for all area teams is also shown for comparison.

Notice seeking possession served on secure tenants - Housing Act 1985

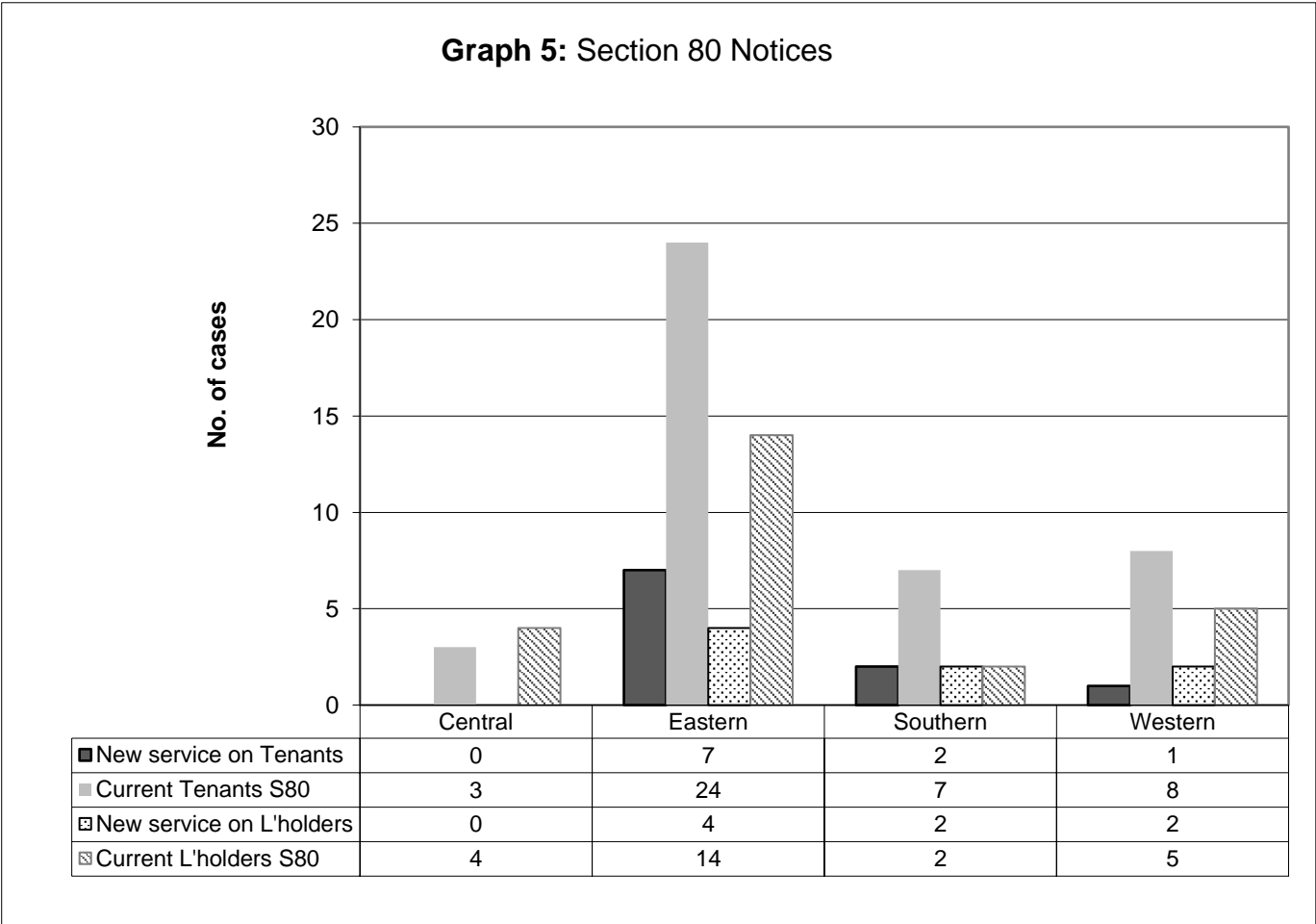
A notice of seeking possession (NSP) can be served on a secure tenant who breaks the terms of the Tenancy Conditions where there is sufficient evidence to substantiate the facts of the breach. If the breach is serious court proceedings may be taken straight away, otherwise the notice is a formal warning that court action will follow if there is any further breach within the following 12 months.



Section 80 notices issued under the Environmental Protection Act 1990

A Section 80 Abatement Notice is an official warning that if noise nuisance is not stopped the person causing the nuisance may be prosecuted in the magistrates’ court. It can be served on any resident or person causing a statutory noise nuisance, including tenants, leaseholders and their sub-tenants.

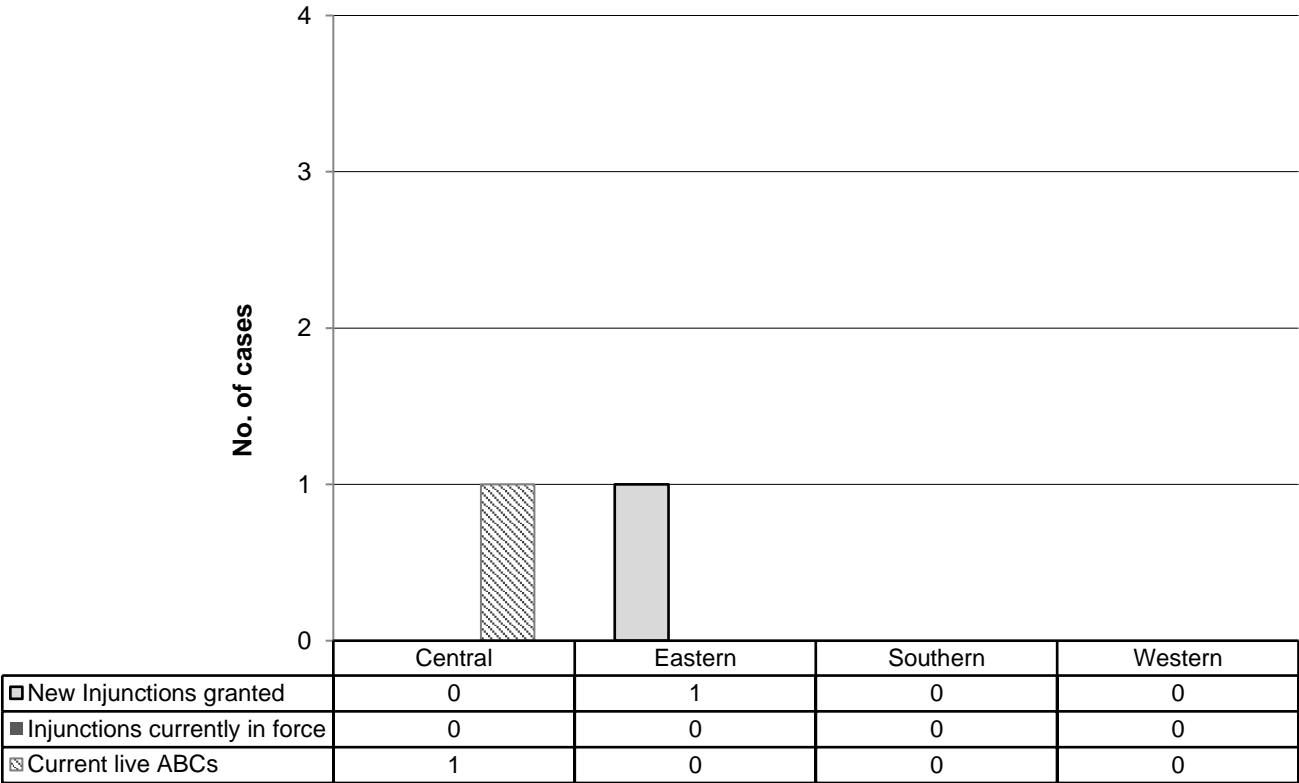
If there is a further incident after a notice has been served court action can be taken provided that sufficient evidence is available. If the perpetrator is found guilty the Court can impose a fine of up to £5,000 and/or authorise the seizure of the equipment that caused the noise. This action alone does not result in eviction.



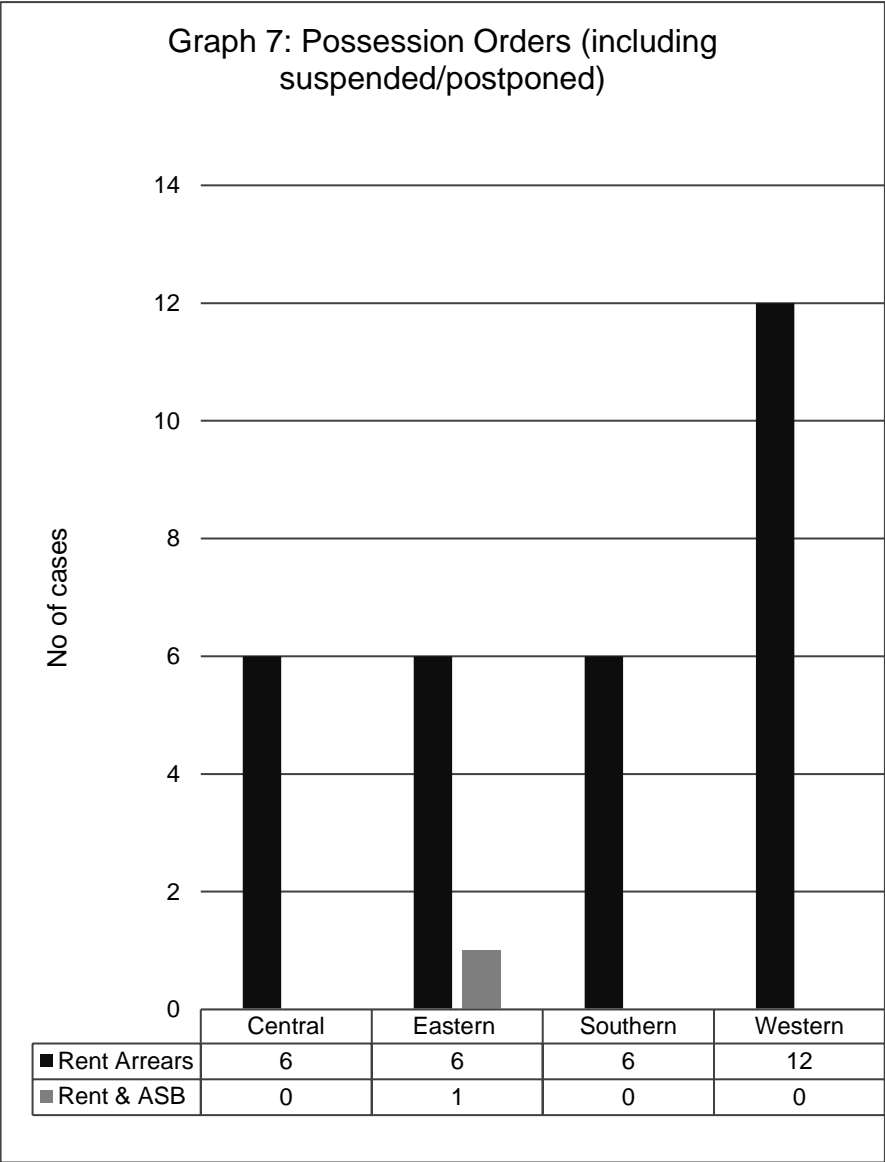
Injunctions and Acceptable Behaviour Contracts (ABCs)

The Council can apply to the County Court for an injunction to be made against any individual to prevent them from committing further incidents of anti-social behaviour in the future. An injunction will normally be granted for a specified period of time and if breached this will be treated as "contempt of court" for which the judge may impose a fine or prison sentence. ABCs are used generally used for children to prevent anti-social behaviour and are agreements between a child, their parents, the local authority and the Police. If the agreement is broken, then other action will ensue (e.g. Notice of Seeking Possession or injunction).

Graph 6: Injunctions and Acceptable Behaviour Contracts (ABCs)



All possession orders obtained – total for secure and introductory tenants – for rent arrears and ASB



No. of all evictions for secure and introductory tenants

