WANDSWORTH COUNCIL – HOUSING DEPARTMENT

PUTNEY AREA PANEL

30th September 2010

STATISTICAL REPORTS

CONTENTS

BACKGROUND INFORMATION, including Count of Dwellings Managed Directly by the Housing Department	Page 3
BUDGETARY PERFORMANCE	Page 3
COMPLETION OF REPAIRS WITHIN PRIORITY TIMES ALLOCATED	Pages 4-6
VACANCY TURN-ROUND TIMES	Page 7
ACTION AGAINST ANTI-SOCIAL BEHAVIOUR	Pages 8-11

BACKGROUND INFORMATION

To illustrate the performance of the Housing Management Central Area Team and the contractors under their control the following nine pages of information are provided. The Area Housing Manager will briefly introduce the statistics at the meeting and will be available to respond to any questions the residents' representative may have.

RESIDENTIAL PROPERTIES MANAGED BY EACH HOUSING AREA TEAM

As at 24th June 2010

Tenure	Central	Eastern	Southern	Western	Grand Total
Leasehold	3971	3272	3696	3134	14073
Tenanted	4054	4107	3553	3934	15648
Grand Total	**8025**	**7379**	**7249**	**7068**	29721
	27.0%	24.8%	24.4%	23.8%	

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 & repair lifts, entrycall systems, heating, etc, and an Estate Services Section who maintain the communal parts of all estates and non-residential properties. The budget for the Central Area Team is for the maintenance of tenanted properties and associated block repairs.

The Council has installed a new financial ledger system to manage its accounts from 1st April 2010. There have been problems with the extraction of the data in the format that is required for the Area Panel Reports, so it has not been possible to provide the usual set of information on budgets and expenditure for the first quarter of the financial year 2010-2011 (April to June). It is expected that information will be available for presentation to the December cycle of Area Housing Panel meetings and will cover the first two quarters (April to September).

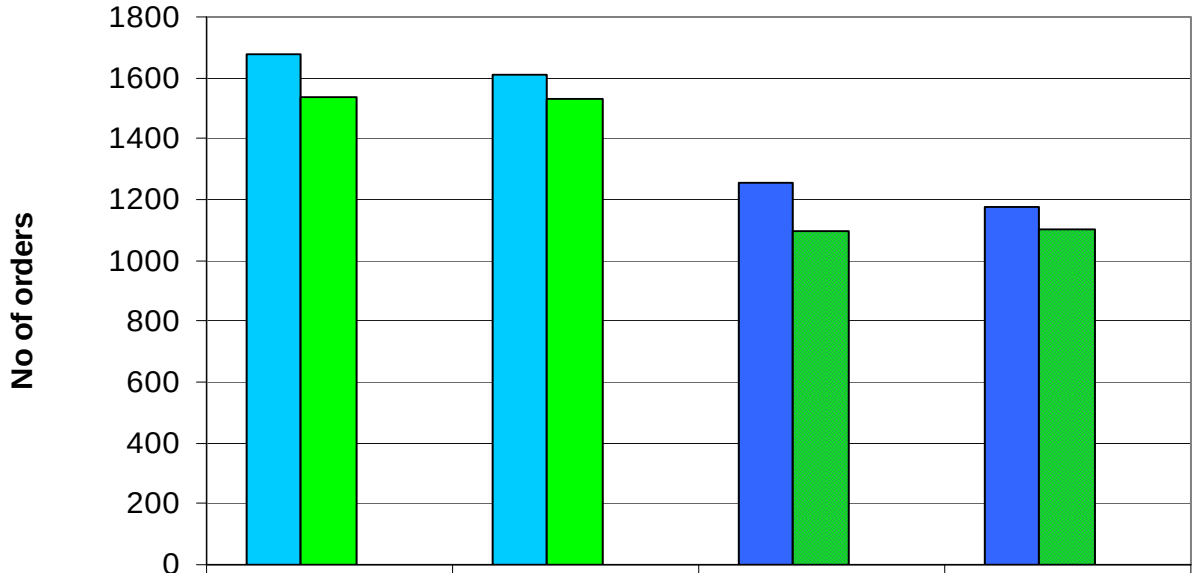
COMPLETION OF REPAIRS WITHIN PRIORITY TIMES ALLOCATED

The Council, in conjunction with resident representatives, has set the priority that should be allocated to each type of repair, giving a number of days within which jobs should be completed. Each Managing Agent is instructed to use that broad guideline which is shown below. This list is illustrative of the priority that was awarded to a repair order and should not be considered as exhaustive.

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 – system failed in lock mode
Within 24 hours of notification	Heating & Hot Water; Entrycall Door – other faults
Within 24 hours of receiving indemnity	Obscene/Racist/Sexist/Other offensive graffiti
Within 1 working day	Emergencies, burst pipes, loss of power
Within 3 working days	Total or partial loss of space heating or hot water or partial loss of water; All other graffiti
Within 7 working days	Repairs to water supply installations, services to elderly and disabled residents
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.

The following pages indicate the performance of Housing Management - Central Area Team, the Estate Services Section and the Engineering Services Section (lifts, entry call etc). Each graph shows the numbers of orders and percentage achievement for all priorities grouped into emergency/urgent (2 hours to 7 days) and non-urgent (10+ days) and the associated number of orders issued in the last two three-month periods.

Blue indicates the target and green indicates performance.



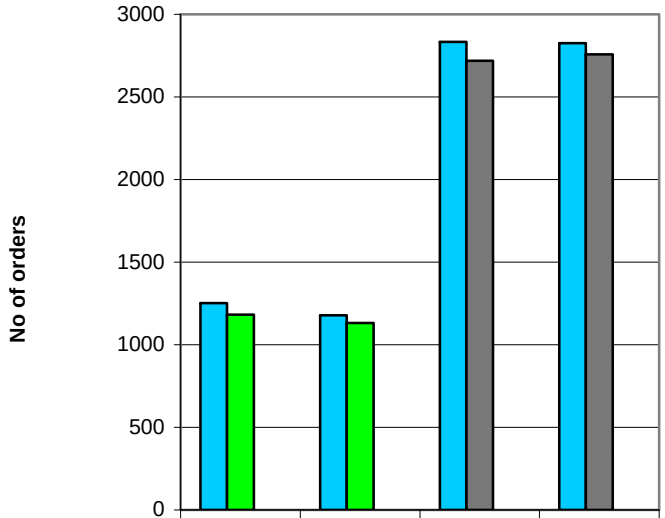
	Emergency/ urgent Feb-Apr 10	Emergency/ urgent May-Jul 10	Non-urgent Feb-Apr 10	Non-urgent May-Jul 10
No. of orders issued	1678	1611	1257	1173
No. completed within in target	1534	1533	1097	1102
% completed within in target	91.4%	95.2%	87.3%	93.9%

Target: 95% of repairs to be completed within target time for 2 hours to 10 working days
Target: 100% of repairs to be completed within target time for repairs of 20 working days or longer

<u>Manager's Comments:</u>

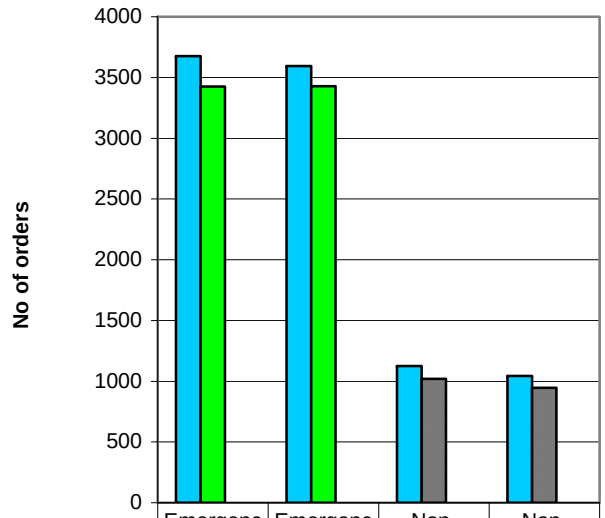
A slight decrease in the number of orders raised in the second quarter, coupled with an improved performance by the contractors has resulted in a higher percentage of jobs being completed within target in the second quarter. It should be noted that contractors will often attend within the target period but follow-up works may be required which mean that the job may not be completed within the original target given.

Graph 2: Estate Services - Repairs completed within target Feb-Apr 10 & May-Jul 10



	Emergency / urgent Feb-Apr 10	Emergency / urgent May-Jul 10	Non-urgent Feb-Apr 10	Non-urgent May-Jul 10
No. of orders issued	1252	1179	2833	2826
No. completed within target	1183	1131	2718	2758
% completed within target	94.5%	95.9%	96.0%	97.6%

Graph 3: Engineering Services - Repairs completed within target Feb-Apr 10 & May-Jul 10



	Emergency/ urgent Feb-Apr	Emergency/ urgent May-Jul	Non-urgent Feb-Apr	Non-urgent May-Jul
No. of orders issued	3675	3595	1124	1044
No. completed within target	3426	3427	1020	947
% completed within target	93.2%	95.3%	90.8%	90.7%

Manager's Comments:

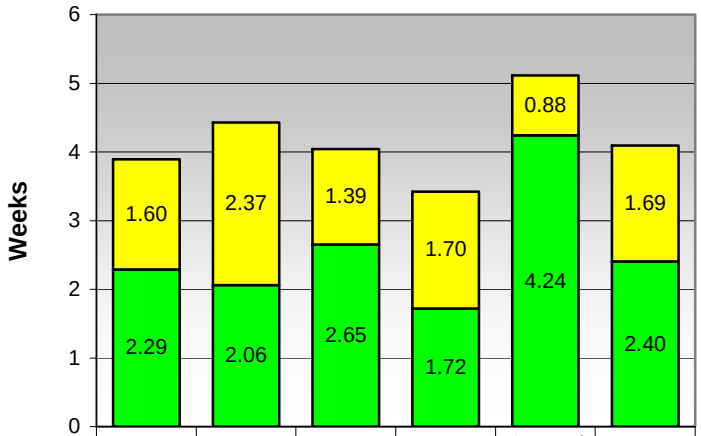
Engineering Services: There is a noticeable improvement in the second quarter reported. This is in part due to the ending of a contract of a poorly performing entrycall contractor. The contract was ended 31/3. Due to the nature of Engineering Services' work, we issue a high proportion of "emergency" orders, e.g. entrycall faults. Initial attendance is usually achieved, but follow up work is often needed. We are seeking to improve the flow of information with contractors so that we are aware when additional work is needed and can amend the order.

AVERAGE VACANCY TURN-ROUND TIMES

The Council has set a target for 2010/11 an average of 27 days (3.9 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 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, including viewings.

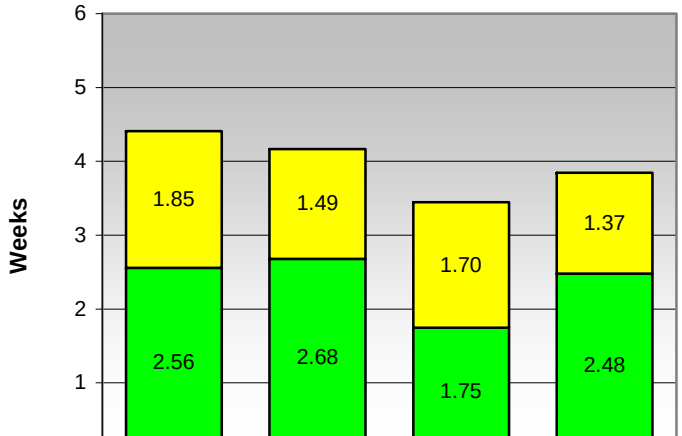
Graph 4 shows the performance for the last complete quarter year within each Area Team and the Co-ops and Resident Management Organisations collectively; Graph 5 shows the performance by each Panel area.

Graph 4: Void Turnround time - by Area Team - April-June 2010



	Central	Eastern	Southern	Western	Co-ops/ TMOs	Overall
Overall turnround time	3.89	4.43	4.04	3.42	5.12	4.09
No. of dwellings let in period	42	30	14	26	16	128
Lettings Performance	1.60	2.37	1.39	1.70	0.88	1.69
Area Team Performance	2.29	2.06	2.65	1.72	4.24	2.40

Graph 5: Void Turnround time - by Area Panel - April-June 2010



	Battersea	Putney	Roehampton	Tooting
Overall turnround time	4.41	4.16	3.44	3.85
No. of dwellings let in period	60	27	27	14
Lettings Performance	1.85	1.49	1.70	1.37
Area Team Performance	2.56	2.68	1.75	2.48

Manager's Comments:

The central team had the highest number of voids of all of the area teams and the overall turnround time was within target. Staffing issues within the team have now been resolved and it is anticipated that the turnround time should improve in future months.

ACTION AGAINST ANTI-SOCIAL BEHAVIOUR (ASB)

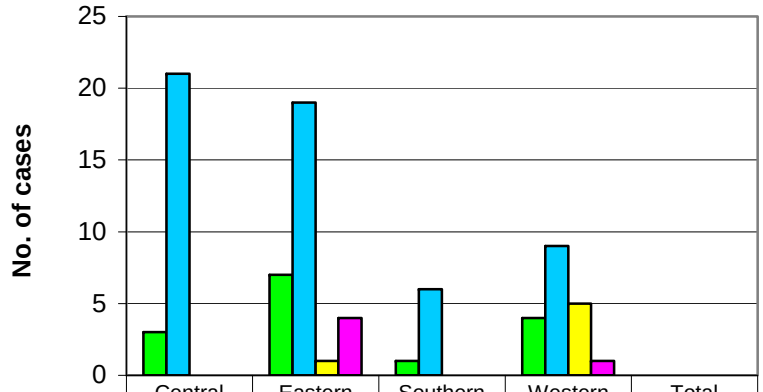
The graphs on pages 8-12 shows different kinds of enforcement action taken against residents for anti-social behaviour in the two latest months for which statistics are available. Data for all Managing Agents is also shown for comparison. Each table is accompanied by an explanatory paragraph.

NOTICE SEEKING POSSESSION SERVED ON SECURE TENANTS - HOUSING ACT 1985

A notice of seeking possession (NoSP) can be served on a secure tenant who breaks the terms of the Tenancy Conditions where there is sufficient evidence to substantiate the facts. 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.

If there is a further incident breaking the tenancy conditions and court proceedings are taken, evidence will have to be presented to a judge in the County Court. If the case is proved and the judge is satisfied that it is reasonable to make a Possession Order (PO) this could ultimately lead to the tenant and all occupants of the property being evicted by the court Bailiffs.

Graph 6: Secure Tenants - Legal Action - Housing Act 1985
April-June 2010



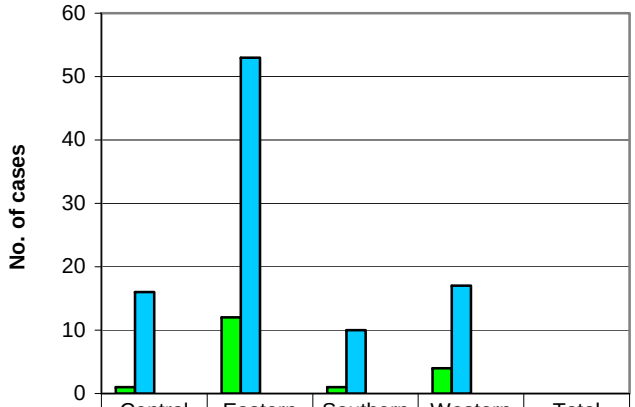
	Central	Eastern	Southern	Western	Total
NSP new served this quarter	3	7	1	4	13
Current Live NSP Total	21	19	6	9	55
Number of POs in force	0	1	0	5	6
Evictions this Quarter	0	4	0	1	5

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.

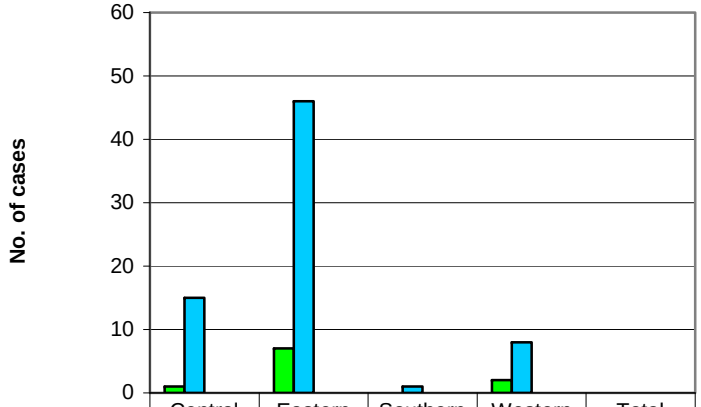
If there is a further incident after a notice has been served court action can be taken provided that sufficient evidence is available. If the perpetrator is found guilty the Court can impose a fine of up to £5,000 and/or authorise the seizure of the equipment that caused the noise. This action does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

Graph 7: Section 80 Notices - Tenants - April-June 2010



	Central	Eastern	Southern	Western	Total
S80 new service on Tenants	1	12	1	4	18
Current Tenants S80	16	53	10	17	96
Tenants, Court Hearings	0	0	0	0	0
Tenants, Convictions	0	0	0	0	0

Graph 8: Section 80 Notices - Leaseholders - April-June 2010



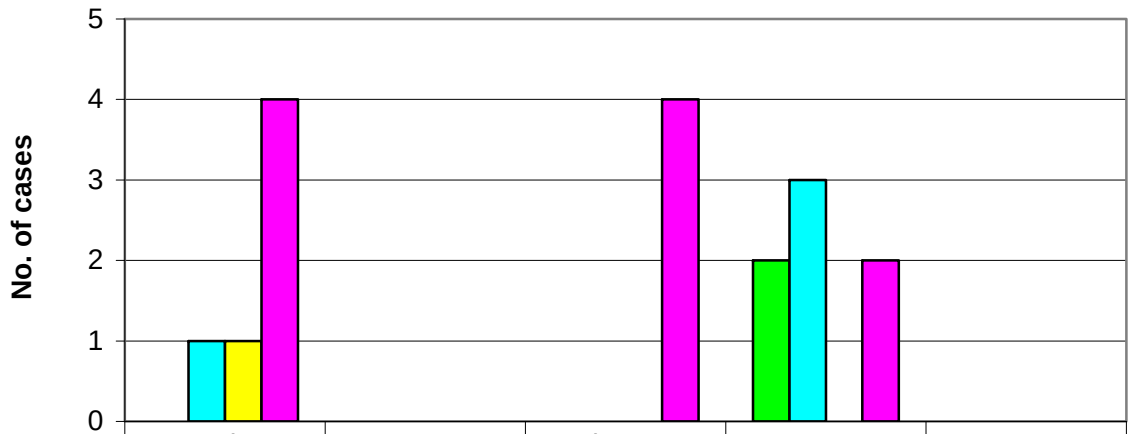
	Central	Eastern	Southern	Western	Total
S80 new service on L'holders	1	7	0	2	10
Current Leaseholders S80	15	46	1	8	70
Leaseholders, Court Hearings	0	0	0	0	0
Leaseholders, Convictions	0	0	0	0	0

INJUNCTIONS

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 made for a specific period of time and if it is breached this will be treated as "contempt of court" for which the judge may impose a fine or a prison sentence.

'Injunctions Requested' are where Housing has requested the Borough Solicitor to make application to the Court; 'Injunctions Sought' are those where the Borough Solicitor has applied to the Court.

Graph 9: Injunctions to Prevent Anti-Social Behaviour - April to June 2010



	Central Area Team	Eastern Area Team	Southern Area Team	Western Area Team	Total
Injunctions requested	0	0	0	2	2
Injunctions sought	1	0	0	3	4
Injunctions granted	1	0	0	0	1
Current total injunctions	4	0	4	2	10

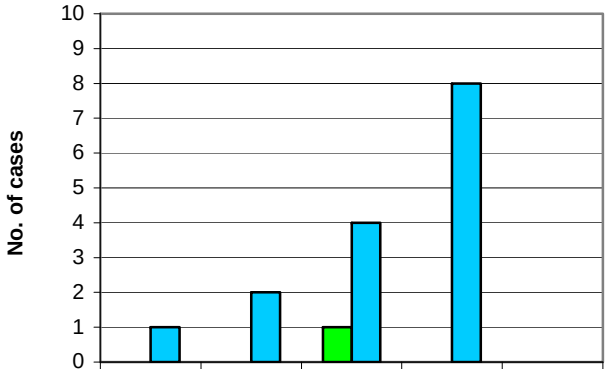
ACCEPTABLE BEHAVIOUR CONTRACTS (ABCs)

These are used mainly for children and are agreements between the child, their parents, the local authority and (normally) the Police. ABC's are designed to prevent the child from carrying out anti-social behaviour. If the agreement is broken other action will ensue (e.g. Notice of Seeking Possession, injunction or Anti-Social Behaviour Order - see below).

ANTI-SOCIAL BEHAVIOUR ORDERS (ASBOs)

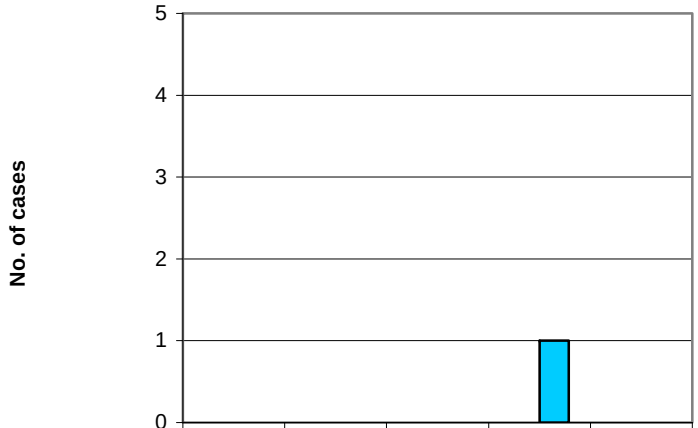
An ASBO is a court order made under the Crime and Disorder Act 1998 to deal with persistent anti-social behaviour and can be imposed on anyone aged 10 or over. It can be used to prevent all types of anti-social behaviour including graffiti, noise, intimidation and repetitive petty disturbances. An ASBO lasts for at least 2 years and breach of an order is a criminal offence for which a fine or a prison sentence may be imposed.

Graph 10: Acceptable Behaviour Contracts (ABC's) - April-June 2010



	Central	Eastern	Southern	Western	Total
New ABC's agreed in quarter	0	0	1	0	1
Current live ABC's	1	2	4	8	15

Graph 11: Anti-Social Behaviour Orders (ASBO's) - April-June 2010



	Central	Eastern	Southern	Western	Total
New ASBO's obtained in quarter	0	0	0	0	0
Current live ASBO's	0	0	0	1	1

Manager's Comments:

The area teams have a variety of methods by which they resolve incidents of anti-social behaviour, with formal legal action, as reported above, being a last resort. The statistics suggest that early intervention by the area team resolves the majority of issues, with very few cases requiring legal action.