

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

AREA HOUSING PANEL PERFORMANCE INFORMATION

FEBRUARY / MARCH 2022

Quarter 3: October – December 2021

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

Introduction

Information on the quarterly performance of the housing management Area Teams and the contractors under their control is provided on the following pages of this document. This paper will be reported to each Area Housing Panel where 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 2021.

Residential properties managed by resident management organisations (RMOs)

	Tenanted	Leasehold	Total	Area Team
Ackroydon East TMO	130	144	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 Road Coop	46	42	88	Western
Goulden House Coop	41	228	269	Southern
Mccarthy Court RMO	38	40	78	Southern
Patmore Coop	576	278	854	Eastern
Totteridge Coop	104	34	138	Central
Wimbledon Park Coop	47	232	279	Western
RMOs Total	1,607	1,430	3,037	
Grand Total	16,962	15,672	32,634	
Percentage Breakdown:	52.0%	48.0%	100%	
Direction of travel:	↑	↓	↑	

Residential properties managed by area housing team:

	Tenanted	Leasehold	Total	Percentage of stock
Central	3,529	4,082	7,611	25.7%
Eastern	4,466	3,137	7,603	25.7%
Southern	3,271	3,861	7,132	24.1%
Western	4,089	3,162	7,251	24.5%
Total	15,355	14,242	29,597	100.0%
Direction of travel:	↑	↓	↑	

COVID-19: Impact on Housing Management

The outbreak of the COVID-19 pandemic has affected services across the Council including housing management. Although efforts have been made to limit disruption, with essential services continuing, restrictions were put in place to minimise the spread of the virus; these impacted which services were delivered and how, with most staff working from home.

Since the beginning of Q2 2021/22 and throughout Q3, the Department has been carrying out all emergency, urgent and non-urgent repairs. Safety measures are still being followed, with contractors and residents encouraged to maintain social distancing and continue to use PPE wherever possible. Contractors attending to repairs are subject to their company's risk assessments reflecting Government guidance for operatives. Annual gas servicing continues and remains largely unimpacted. Visits by officers remain avoided unless absolutely necessary with repairs raised using information provided by telephone calls, emails and photos. Non-urgent repair orders are returning to normal levels, however, close monitoring is in place should Government guidance be refreshed which could further impact service delivery.

With a reduction in the Council services during 2020/21, the vacancy turnaround time was impacted during 2020/21, and this was due to a combination of supply shortages affecting necessary works to vacant properties, restrictions on viewings and house moves, and delays resulting from some applicants being unable to attend property viewings due to their legal requirement to self-isolate. The Department has responded well to the challenges posed by the coronavirus pandemic, and the void turnaround figure has seen a significant improvement throughout Q1 to Q3.

The Coronavirus Act 2020 introduced measures to ensure no-one lost their home as a result of the pandemic by suspending eviction proceedings, though due to the fluctuation in coronavirus transmissions, legislation has been under review and updated at several points of the pandemic. From 1st June 2021, the notice period was 4 months in most cases, and evictions could be initiated and enforced for all eviction reasons, however, the length of the notice could vary depending on the reason for the eviction. Therefore, between the 1st June 2021 to 31st July 2021, if the tenant had more than 4 months' rent arrears, a 2-month notice could be issued. Between the 1st August 2021 and the 30th September 2021, tenants with less than 4 months' rent arrears could be given a 2-month notice, and a 4-week notice could be issued where there are 4 months' arrears or more. As of 1st October 2021, all tenants for any valid eviction reason can now be given a 2-month notice, and tenants with rent arrears can be issued with a 4-week notice if they are a secure tenant, and a 2-week notice if they are an assured tenant. However, the number of evictions to be initiated and carried out during 2021/22 is still expected to be low.

Stock condition and energy efficiency

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

Target for 2021/22: 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

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 by Area Team

	Central	Eastern	Southern	Western	Grand Total
No. of properties where tenants have refused works at 01/04/2021	14	10	35	10	69
Proportion of properties where tenants have refused works at 01/04/2021	0.40%	0.22%	1.07%	0.24%	0.45%

Completion of repairs within priority times allocated

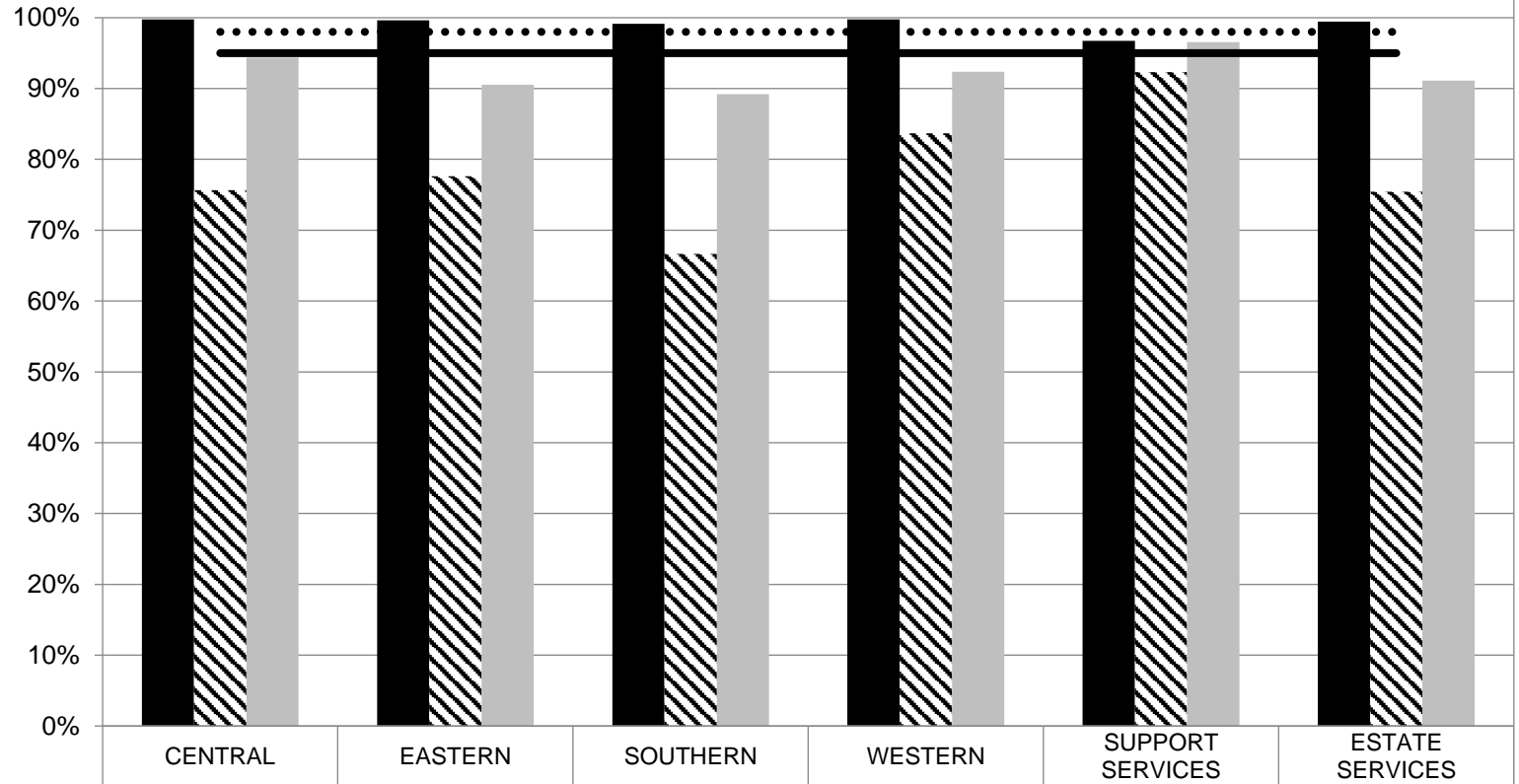
The Department is responsible for ensuring that repairs to tenanted properties are completed on time. When completing repairs each area team is instructed to use the broad guidelines which are shown below. This list is illustrative of the priority that has been awarded to a repair order and should not be considered as exhaustive. For emergency repairs the area team will first aim to make the repair safe within the time allocated, if more work is then needed a subsequent repair order will be raised.

Category	Response target	Type of repair
Emergency	Within 2 hours of notification	Major bursts etc where unable to isolate supply Danger to persons. Lifts in blocks of 10+ storeys and sheltered blocks
	Within 4 hours of notification	Other lifts Entry call door where system failed in lock mode
	Within 24 hours of notification	Heating & hot water Entry call 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.

Repairs performance is closely monitored by the Housing and Regeneration Department. **Graph 1** sets out the repairs 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 Department aims to complete **95%** of all repairs within the target times allocated, and **98%** of emergency repairs within the target times.

The Area Teams are responsible for the maintenance of tenanted properties and associated block repairs; the Engineering Services section maintains and repairs lifts, entry-call systems, heating, etc.; and the Estate Services section maintains the communal parts of all estates and non-residential properties.

Graph 1: Repairs completed within target



	CENTRAL	EASTERN	SOUTHERN	WESTERN	SUPPORT SERVICES	ESTATE SERVICES
Emergency	99.8%	99.6%	99.2%	99.8%	96.7%	99.5%
Non-urgent	75.6%	77.6%	66.7%	83.7%	92.3%	75.4%
Urgent	94.4%	90.6%	89.2%	92.4%	96.5%	91.1%
Emergency Repairs Target	98.0%	98.0%	98.0%	98.0%	98.0%	98.0%
Overall Repairs Target	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Average - Q3 21/22	82.5%	83.5%	73.3%	86.9%	94.1%	82.9%
Average - Q3 20/21	88.9%	84.6%	83.5%	93.7%	89.4%	79.2%
No. of Jobs - Q3 21/22	5,950	6,620	5,315	6,126	8,163	6,095
No. of Jobs - Q3 20/21	5,438	6,098	5,371	5,600	5,371	6,275
Direction of travel	↓	↓	↓	↓	↑	↑

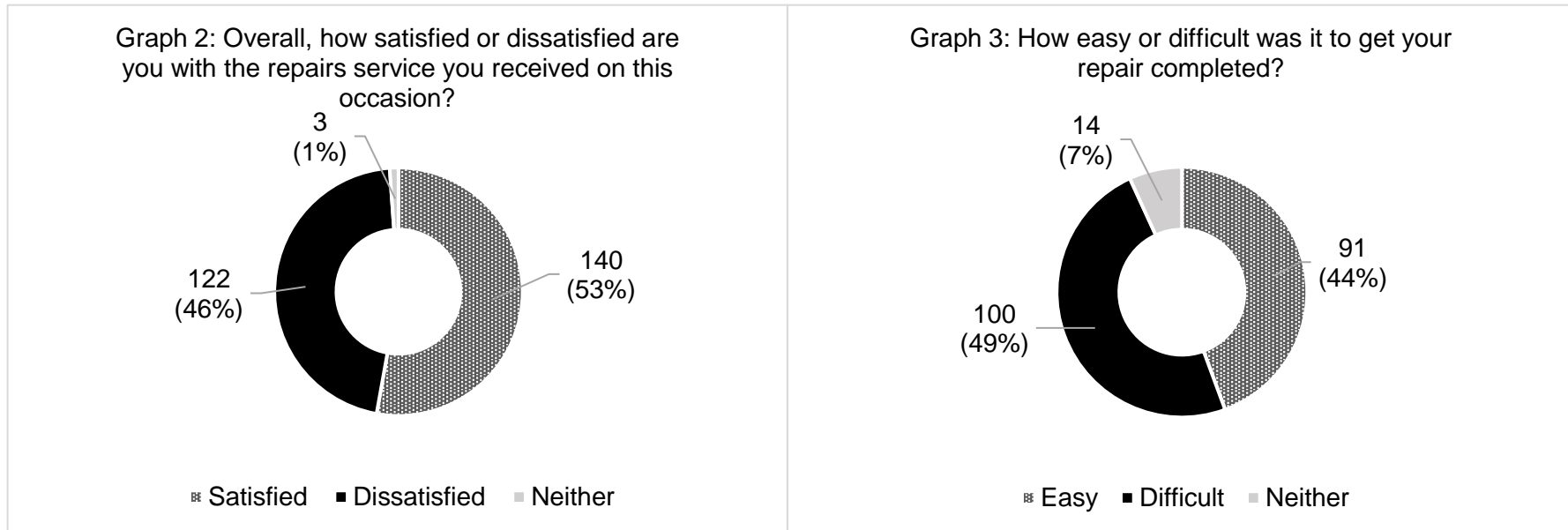
As can be seen the majority of teams are completing emergency and urgent repairs within target timescales. Increased contract monitoring arrangements, including monthly performance reporting and regular meetings, are in place to ensure contractors are completing jobs within target times. New contractors have been introduced to some of the area teams resulting in some repair completion delays during the bedding in process.

The number of repairs completed, and number of repairs completed on time across all priorities for each area team is as follows:

- **Central** completed 5,950 repairs by the end of in Q3, 4,910 of these were completed within target time.
- **Eastern** completed 6,620 repairs by the end of in Q3, 5,525 of these were completed within target time.
- **Southern** completed 5,315 repairs by the end of in Q3, 3,894 of these were completed within target time.
- **Western** completed 6,126 repairs by the end of in Q3, 5,325 of these were completed within target time.

Tenant 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. Satisfaction with all repairs for both tenants and leaseholders is also asked through the Housing Link surveys carried out annually. The following two graphs display tenant satisfaction on Council repair completions between October 2021 to December 2021:



It has been identified that the pandemic has impacted the Department's services which is likely an influencer in the satisfaction scores, and it is evident that satisfaction within housing services corresponds with the speed at which the Department can respond to repair requests. The Department has had to apply caution in the speed in which repair orders are completed to reduce the risk of transmission of the coronavirus, so for this reason during Q1 there were fewer urgent and non-urgent repairs when compared to previous years, with some repairs given more time to complete. Although the easing of lockdown restrictions has given contractors better opportunity to complete repair orders at a faster rate, there has also been an overall increase in repair orders throughout Q2 and Q3 when compared to Q1, which has increased the demand and workload for contractors. As was the case during Q2, some contractors have ongoing staffing issues due to the impact of the coronavirus pandemic, which is affecting the speed in which repairs can be completed. The recent surge of coronavirus cases with more people contracting coronavirus during the winter period has also impacted contractors ability to respond to repair orders. With transactional surveying now in place, the Department is able to obtain a real time satisfaction level for the repairs service which will enable the Department to identify trends and any recurring issues to further improve tenant satisfaction.

Cleaning Monitoring: Inspections on residential blocks and estates

Target for 2021/22: 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.

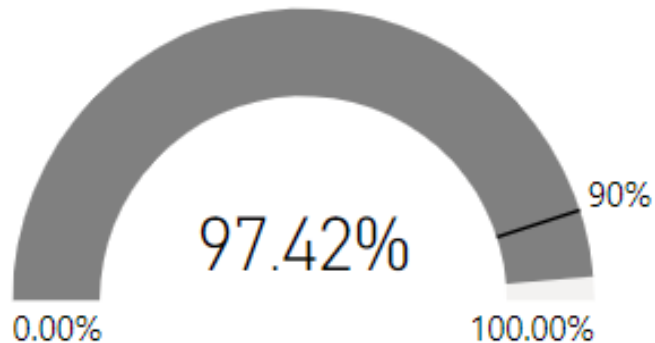
Regular cleaning inspections are carried out to monitor the performance of the two contractors to ensure they are meeting the agreed standards highlighted in the [HouseMark Caretaking and Cleaning Standards](#) document which provides indicative standards of cleanliness in photographic form for a range 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

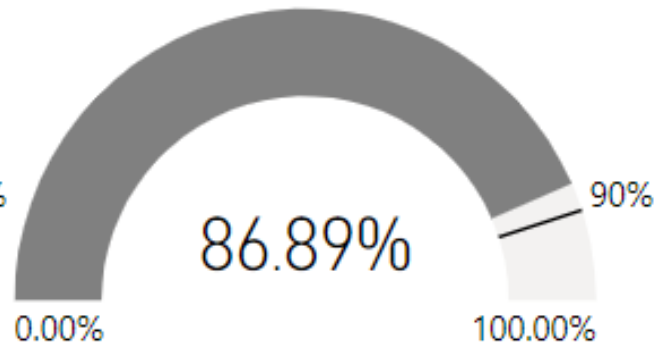
During the inspection, the Council shall award a grade to each of the fifteen elements in the block or estate item which have been inspected using the grading system above. All grades across the elements are then averaged, and the contractor is provided a final A to D grade.

Graph 4, 5 and 6 below displays the % of cleaning inspections during Q3 that received a grade B or above for both contractors:

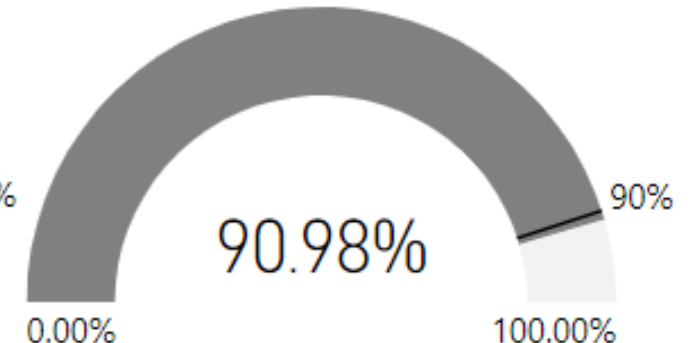
Graph 4: Lewis and Graves



Graph 5: Pinnacle



Graph 6: Overall %



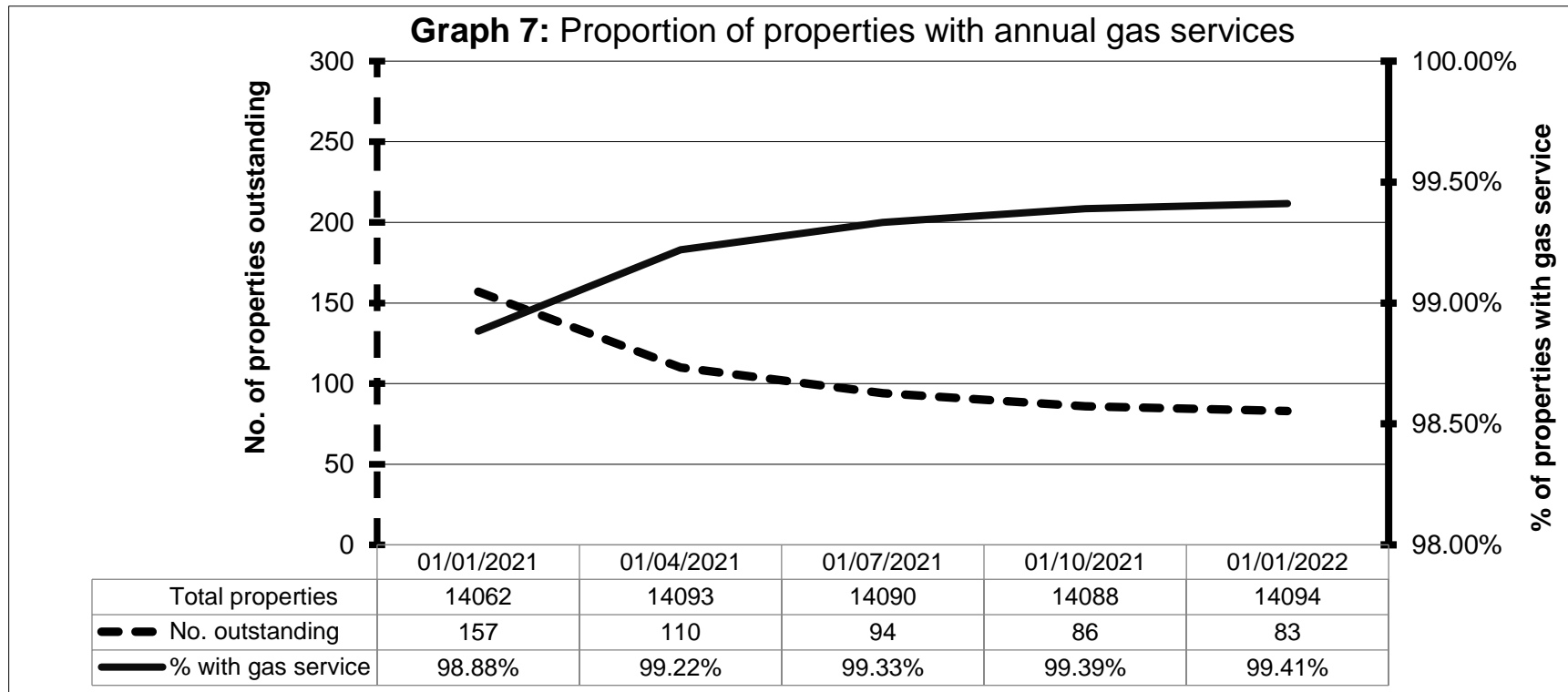
During Q3 21/22, the Council had inspected 520 blocks and 79 estates, with 233 being cleaned by Lewis and Graves and 366 being cleaned by Pinnacle. Of these inspections, 97.42% were graded B+ (35.19% receiving a grade A) for Lewis and Graves, and 86.89% of inspections graded B+ (37.16% receiving a grade A) for Pinnacle, giving an overall average of 90.98% of all inspections receiving a grade B+, of which 36.39% were graded A. The estate services team are working with the contractors and sending detailed feedback to further improve the contractors' performance.

Proportion of gas service certificates outstanding

Target for 2021/22: 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 annually 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 7** shows the percentage of inspections completed (as a solid line) in the current and previous quarters. The dotted line indicates the number of properties with gas safety certificates 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

Void turnaround calculates the time taken from a property becoming vacant to it being re-let and a new tenant signing a tenancy agreement. This is a figure that is also provided to Central Government and they have a specific set of rules for how this figure is calculated. The council has a set target of 25 days (3.5 weeks) for the vacancy turnaround process, which is split between the following stages:

- The time taken for the Area Team or Co-op to make the property available for offer (e.g. carrying out repairs, lock changes, etc.). This period is known as the **Key Received (KREC) to Actual Completion Date (ACD) period** and has a target time of 13 days (excluding major works voids).
- The time taken by Lettings to re-let the property (from finding a suitable tenant to the new tenancy starting, including viewings). This period is known as the **Actual Completion Date (ACD) to Commencement of Tenancy (COT) period**.

In line with Government guidance major works voids are excluded from the KREC to ACD period and are instead counted only from the ACD to COT period.

Table 1 below displays the Q3 average KREC to ACD turnaround time for each area team when major works voids are excluded from the calculation.

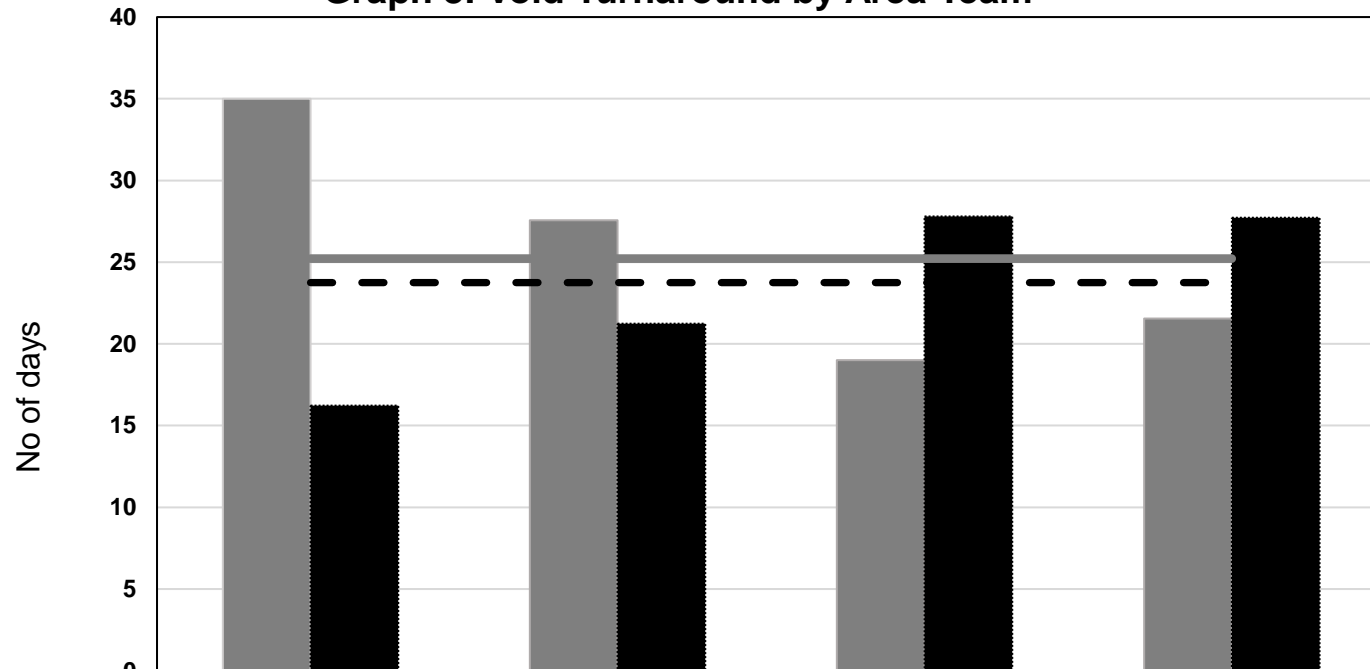
Table 2 below displays the Q3 average ACD to COT turnaround time for all voids managed by the respective Area Teams.

<u>Table 1</u>	
Area Team	Average time taken between KREC and ACD (days)
Central	41.50
Eastern	29.50
Southern	40.40
Western	48.11

<u>Table 2</u>	
Area Team	Average time taken between ACD to COT (days)
Central	12.45
Eastern	14.29
Southern	14.33
Western	16.03

Graph 8 shows the performance for the previous two quarters broken down by the Area Teams. These figures show the total void period from vacation of a property to reletting including major works voids where only ACD to COT is used.

Graph 8: Void Turnaround by Area Team



	Central	Eastern	Southern	Western
■ Average no of days Q2 2021/22	35.00	27.56	19.00	21.56
■ Average no of days Q3 2021/22	16.23	21.24	27.80	27.73
— Overall average Q2 2021/22	25.22	25.22	25.22	25.22
- - Overall average Q3 2021/22	23.75	23.75	23.75	23.75
Q2 2021/22 No of Properties	19	27	20	34
Q3 2021/22 No of Properties	22	17	15	37
Direction of travel	↑	↑	↓	↓

The overall void turnaround time (23.75) for Q3 2021/22 is in target for the third consecutive time, and is the lowest turnaround time since Q4 2016/17. In the instances where there were delays, this was mainly due to contractor delays due to staffing issues which resulted in the completion of repairs taking longer than expected. However, relet and contractor delays have not had a serious impact on the overall turnaround time. The Council closely monitors the void turnaround time and further analysis into the void figures has highlighted long-term voids which are impacting average figures. Quarterly void meetings are in place to monitor performance and issues with harder to let properties.

Tenancy Enforcement

The Housing and Regeneration Department has a long-standing commitment to preventing and tackling anti-social behaviour (ASB) to make estates and neighbourhoods safer. Our tenancy conditions provide a broad definition of ASB to reflect its wide-ranging nature. The tenancy conditions state that, *'we will take reasonable steps to investigate complaints and will take action where appropriate, we will also do all we can to help solve problems with neighbours and take firm action against neighbours who cause a nuisance'*.

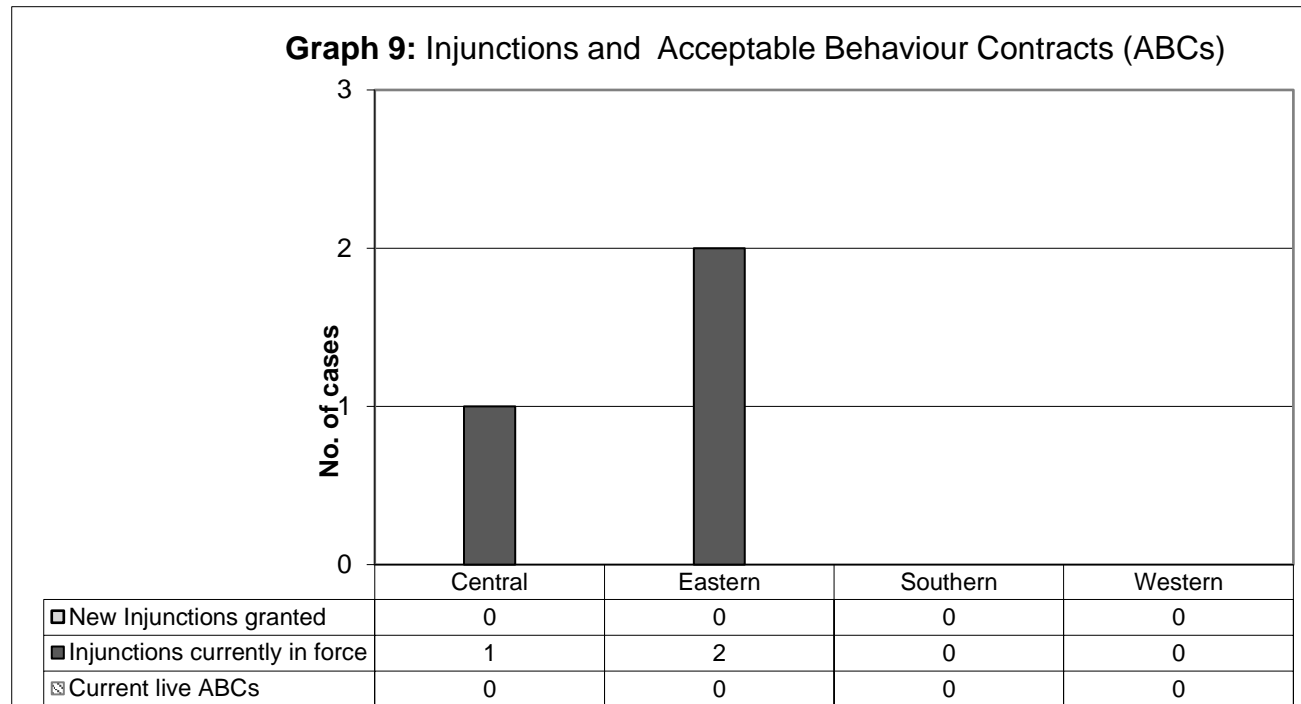
Examples of ASB which might cause the Council to take legal action against a resident include: using or threatening to use violence; hate crime or harassment due to race, religion, faith, disability, age, gender or sexual orientation; creating noise at a level that is intrusive or disturbing; drug dealing or alcohol/drug abuse. A full definition of ASB and the Department's approach can be found in our ASB policy statement which can be found on the Council's website - https://www.wandsworth.gov.uk/media/5370/asb_housing_policy_statement.pdf. The following graphs show different kinds of enforcement action taken against residents for ASB. Data for all Area Teams is shown for comparison.

Injunctions and Acceptable Behaviour Contracts (ABCs)

In cases where an individual continues to commit ASB the Council can apply to the County Court for an injunction; this aims to prevent them from committing further incidents of ASB. An injunction is normally granted for a specified period of time and can be granted against any person aged 10 and over. If an individual breaches the terms of the injunction this can be treated as ‘contempt of court’ for which the judge may impose a fine or prison sentence.

Acceptable Behaviour Contracts (ABCs) are used to prevent ASB and are generally voluntary agreements between a young person, their parents, the local authority, and the police. ABCs are used by the Council as a prevention tool to address problems of ASB before taking enforcement action. If an agreement is broken, then the relevant action will be taken which can include issuing an injunction or Notice of Seeking Possession.

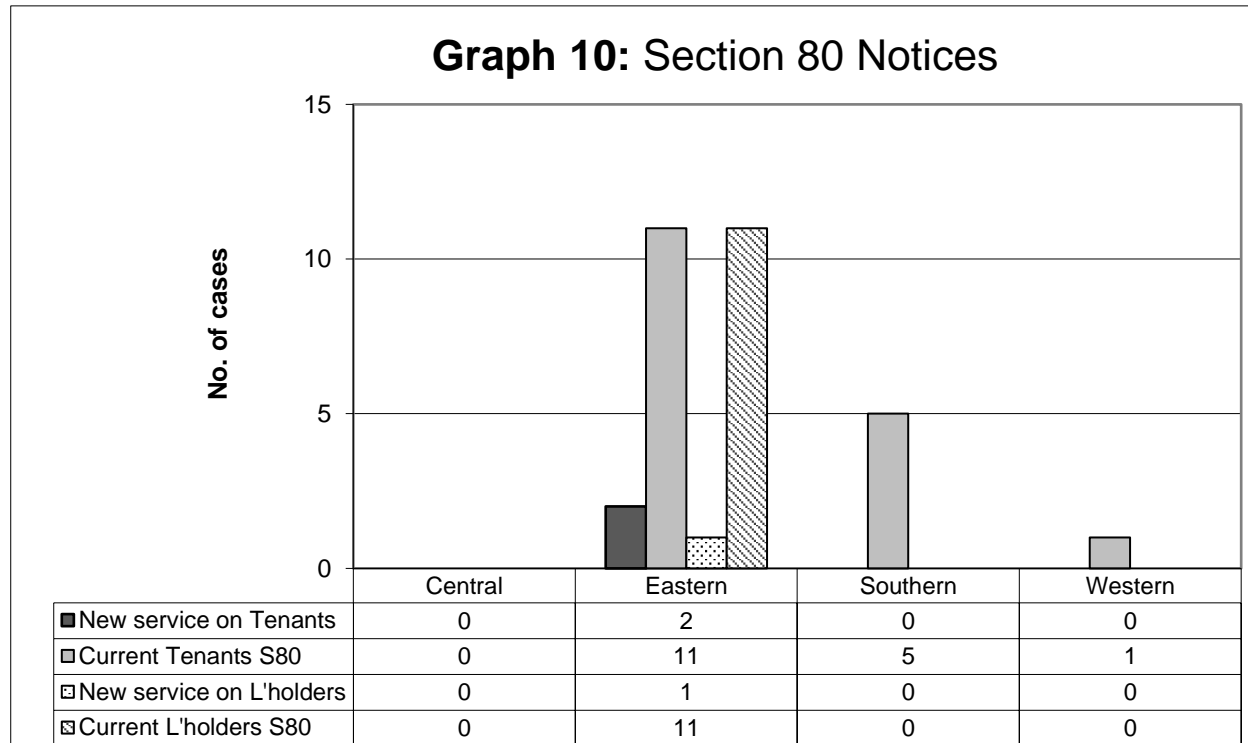
Graph 9 below shows the number of injunctions and ABCs issued for ASB across the Area Teams:



Section 80 Notices issued under the Environmental Protection Act 1990

Noise nuisance is one of the main types of ASB that is reported to the Council, and the Department aims to follow up 95% of noise complaints within 5 days. Where noise continues to be a problem an official warning will be served - this is called a Section 80 Abatement Notice. It can be served on any resident or person causing a statutory noise nuisance including tenants, leaseholders and their sub-tenants. If noise continues to be a problem and 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 then found guilty the court can impose a fine of up to £5,000 and/or authorise the seizure of equipment that caused the noise (e.g. speakers). This action alone does not result in eviction.

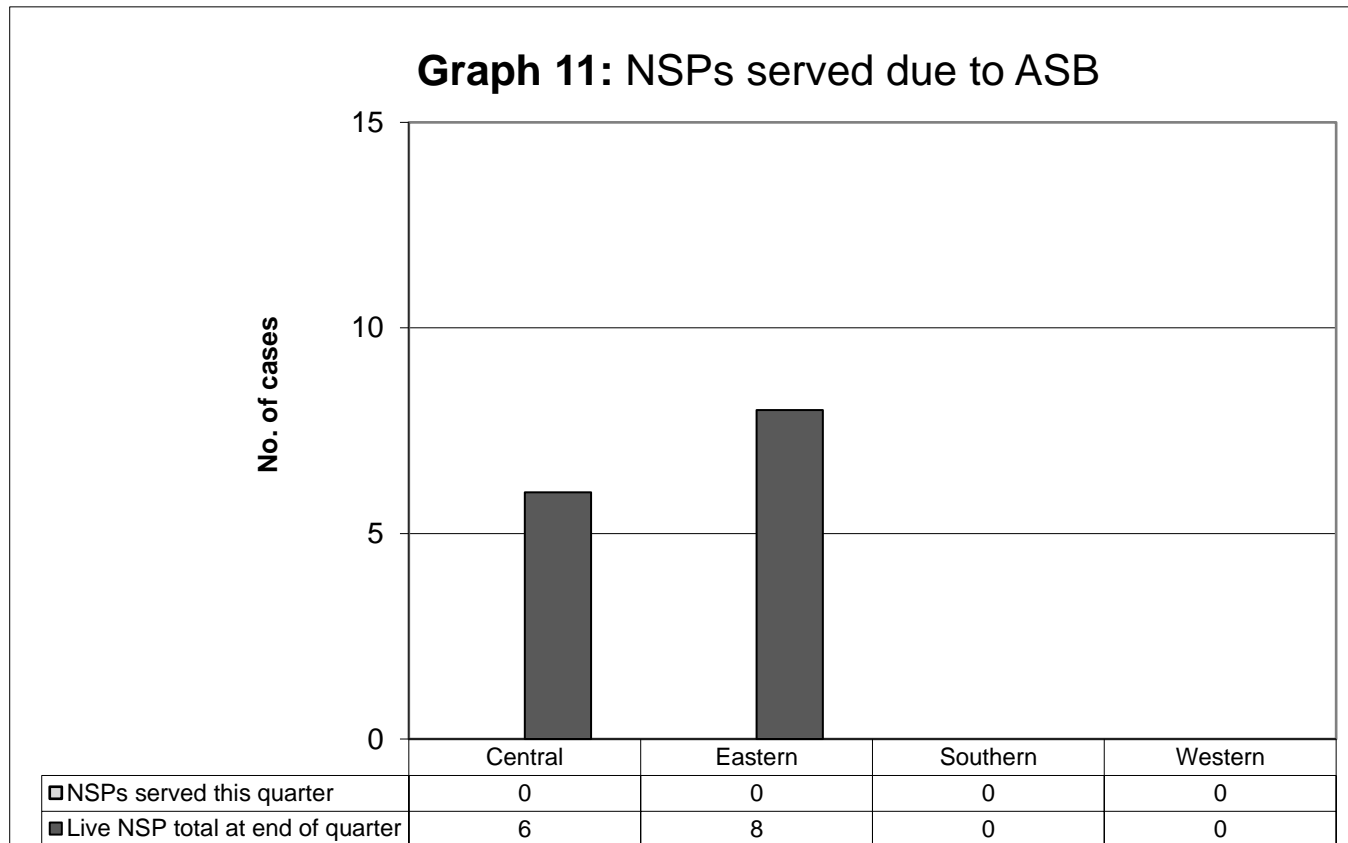
Graph 10 below shows the number of Section 80 Notices issued by Area Team for both tenants and leaseholders. The overall number of current Section 80 notices at the end of Q3 decreased from 32 in Q2 2021/22 to 28 in Q3 2021/22.



Notice of seeking possession served on secure tenants - Housing Act 1985

The Council takes breaches of tenancy conditions seriously. If a Council tenant is found to have broken the terms of their tenancy a Notice of Seeking Possession (NSP) can be served on them where there is enough evidence to substantiate the facts of a breach. This is a formal warning from the Council that possession proceedings against the tenant will begin if there is any further breach within the following 12 months. If the tenancy breach is serious however court proceedings to gain possession of the property may begin straight away.

Graph 11 below shows the number of NSPs served during Q3, as well as a rolling total of live NSPs. The total number of live NSPs at the end of Q3 remains at 14 and has not changed since the last quarter.



Possession Orders and Evictions

Where there has been a serious tenancy breach the Council can begin proceedings through the Courts to gain possession of a property, this can be for reasons of severe or continued ASB and/or high rent arrears. Often this is a last resort where intervention by the Council has failed to resolve an issue (e.g. NSP has been breached, continued noise after a S80 Notice, or failed intervention by the tenancy support service).

Due to the Coronavirus Act 2020, the issuing of possession orders and the enforcement of evictions were put on hold, and eviction proceedings were only initiated and enforced under the most serious of cases, such as antisocial behaviour and tenants having 6 month rent arrears. Since the 1st June 2021, notice periods, possession orders and the enforcement of evictions can be carried out for all eviction reasons. However, the number of possession orders issued, and evictions enforced is expected to be low throughout 2021/22, with no possession orders issued or evictions enforced during Q3.

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.

