WANDSWORTH BOROUGH COUNCIL - HOUSING AND REGENERATION DEPARTMENT

AREA HOUSING PANEL PERFORMANCE INFORMATION

September 2022

Quarter 1 : April – June 2022

CONTENTS

Introduction	Page 3
Stock Condition & Energy Efficiency	Page 4
Completion of Repairs within Priority Times Allocated	Page 5
Tenant Satisfaction: Repairs Transactional Survey	Page 8
Cleaning Monitoring on Residential Blocks and Estates	Page 8
Proportion of Gas Service Certificates Outstanding	Page 10
Vacancy Turnaround Times	Page 11
Tenancy Enforcement	Page 13
Budgetary Expenditure	Page 18

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 2022.

Residential properties managed by resident management organisations (RMOs)

	Tenanted	Leasehold	Total	Area Team
Ackroydon East TMO	129	145	274	Western
Allsaints Coop	23	26	49	Southern
Battersea Fields RMO	341	169	510	Central
Carey Gardens Coop	228	174	402	Eastern
Convent Coop	34	61	95	Central
Felsham Road Coop	44	43	87	Western
Goulden House Coop	42	227	269	Southern
Mccarthy Court RMO	38	40	78	Southern
Patmore Coop	579	274	853	Eastern
Totteridge Coop	104	34	138	Central
Wimbledon Park Coop	47	232	279	Western
RMOs Total	**1,609**	**1,425**	**3,034**	
Grand Total	**17,049**	**15,708**	**32,757**	
Percentage Breakdown:	**52.05%**	**47.95%**	**100%**	
Direction of travel:	↑	↓	↑	

Residential properties managed by area housing team:

	Tenanted	Leasehold	Total	Percentage of stock
Central	3,568	4,140	7,708	25.85%
Eastern	4,548	3,112	7,660	25.80%
Southern	3,250	3,847	7,097	23.90%
Western	4,074	3,184	7,258	24.45%
Total	**15,440**	**14,283**	**29,723**	100.0%
Direction of travel:	↑	↑	↑	

Stock condition and energy efficiency

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

Target for 2022/23: **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 01/04/2022	7	9	29	10	55
Proportion of properties where tenants have refused works at 01/04/2022	0.19%	0.19%	0.89%	0.24%	0.32%

Completion of repairs within priority times allocated

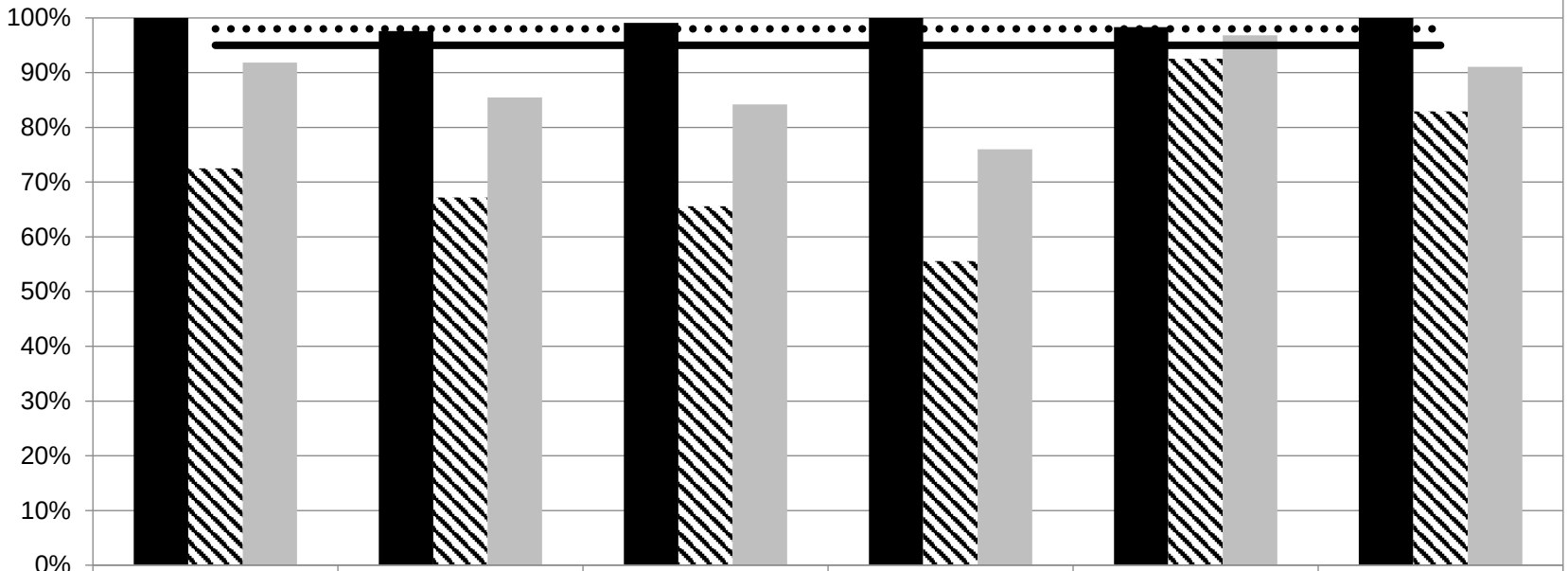
The Department is responsible for ensuring that repairs to tenanted properties are completed on time. When completing repairs each area team is instructed to use the broad guidelines which are shown below. This list is illustrative of the priority that has been awarded to a repair order and should not 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	100.0%	97.6%	99.1%	100.0%	98.3%	100.0%
Non-urgent	72.5%	67.2%	65.6%	55.6%	92.6%	82.9%
Urgent	91.8%	85.5%	84.2%	76.0%	96.8%	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 - Q1 22/23	79.4%	75.3%	73.1%	65.8%	94.6%	84.3%
Average - Q1 21/22	89.9%	93.3%	87.5%	95.6%	96.2%	86.1%
No. of Jobs - Q1 22/23	1,489	1,759	1,248	1,338	2,430	1,705
No. of Jobs - Q1 21/22	1,568	1,652	1,316	1,607	2,245	1,781

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 were introduced during October 2021 to some of the area teams resulting in repair completion delays during the bedding in process throughout Q3 and Q4. The total number of repairs reported in this quarter, Q1 2022/23 was 10,173 which is comparable to Quarter 1 21/22 (10,169). The overall repairs percentage in target for Quarter 1 2022/23 was 80.6% which is a decrease from Quarter 1 2021/2022. The repairs percentage in Quarter 4 2021/22 was 78% so performance has slightly improved this quarter.

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

- **Central** completed 1,489 repairs by the end of in Q1, 1,183 of these were completed within target time.
- **Eastern** completed 1,759 repairs by the end of in Q1, 1,324 of these were completed within target time.
- **Southern** completed 1,248 repairs by the end of in Q1, 912 of these were completed within target time.
- **Western** completed 1,338 repairs by the end of in Q1, 880 of these were completed within target time.

Tenant Repairs Satisfaction

The section on Tenant Repairs Satisfaction has not been included in this Quarter 1 2021/22 report as an error has been identified with those who received a satisfaction text message. The new contractors have now been added into to those being sent text messages so data will be reported again from Q3.

Cleaning Monitoring: Inspections on residential blocks and estates

Target for 2022/23: 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.

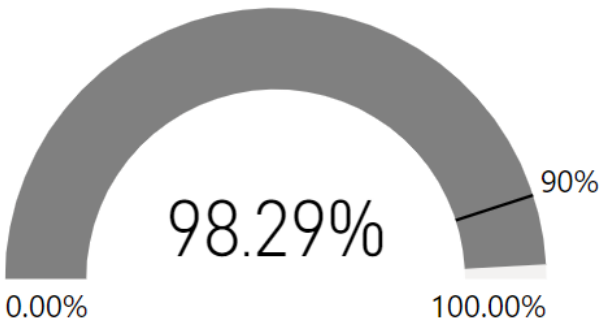
Regular cleaning inspections are carried out to monitor the performance of the two contractors to ensure they are meeting the agreed standards highlighted in the HouseMark Caretaking and Cleaning Standards document which provides indicative standards of cleanliness in photographic form for a range of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

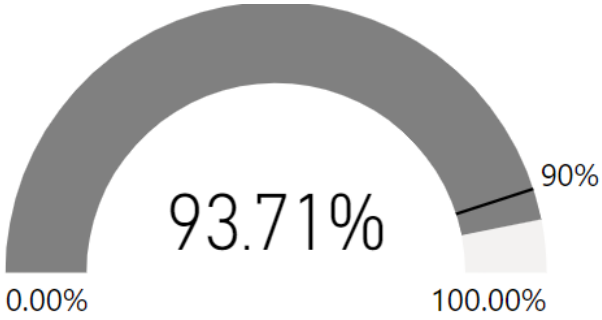
During the inspection, the Council awards a grade to each of the fifteen elements in the block or estate item which have been inspected using the grading system above. All grades across the elements are then averaged, and the contractor is provided a final A to D grade.

Graph 4, 5 and 6 below displays the % of cleaning inspections during Q1 that received a grade B or above for both contractors:

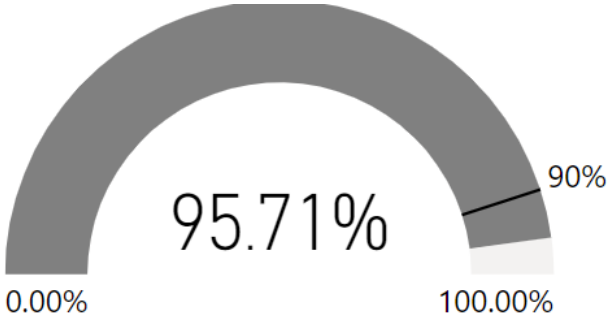
Graph 4: Lewis and Graves



Graph 5: Pinnacle



Graph 6: Overall %



During Q1 22/23, the Council inspected 479 blocks and 66 estates, with 234 being cleaned by Lewis and Graves and 302 being cleaned by Pinnacle. Of these inspections, 98.29% were graded B+ (33.76% receiving a grade A) for Lewis and Graves. 93.71% of inspections were graded B+ (25.5% receiving a grade A) for Pinnacle.

This provides an overall average of 95.71% of all inspections receiving a grade B+, of which 29.10% were graded A.

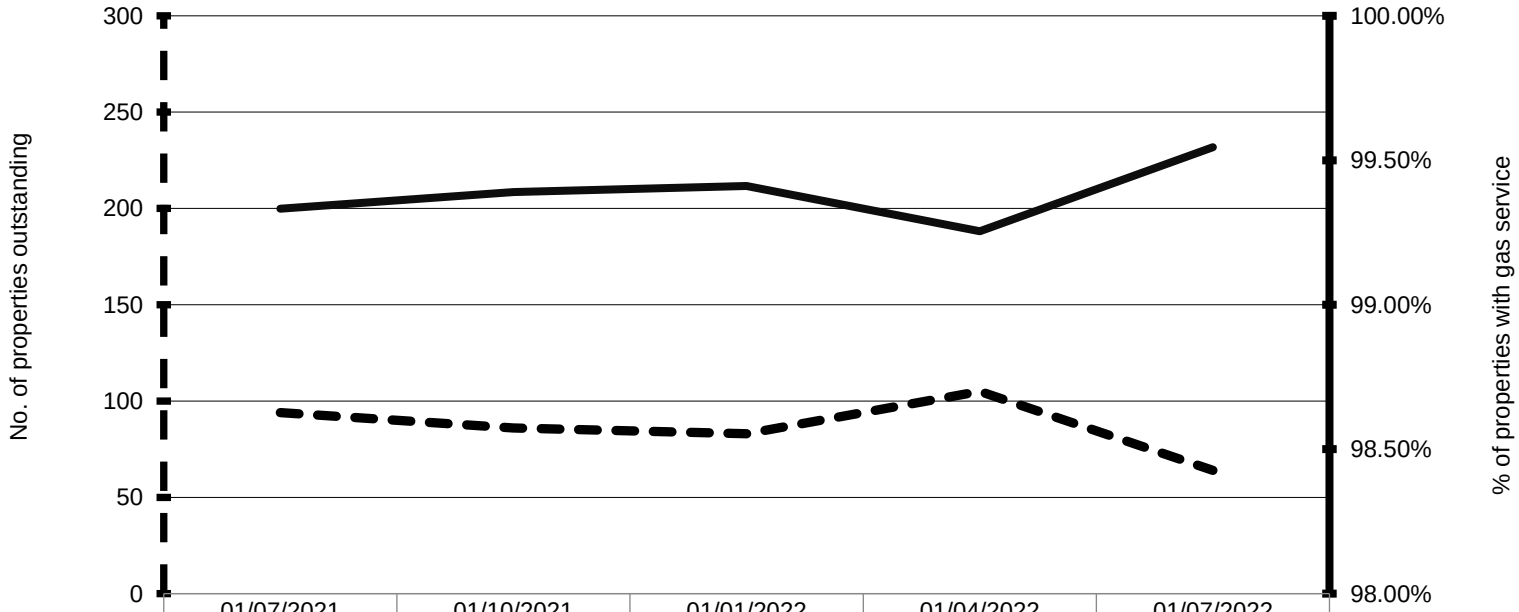
Proportion of gas service certificates outstanding

Target for 2022/23: 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.

Graph 7: Proportion of properties with annual gas services



	01/07/2021	01/10/2021	01/01/2022	01/04/2022	01/07/2022
Total properties	14090	14088	14094	14082	14072
No. outstanding	94	86	83	105	64
% with gas service	99.33%	99.39%	99.41%	99.25%	99.55%

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 Q1 average KREC to ACD turnaround time for each area team when major works voids are excluded from the calculation. Please note that where the figure is zero in Table 1 this means all the voids in this team are categorised as major works.

Table 2 below displays the Q4 average ACD to COT turnaround time for all voids managed by the respective Area Teams.

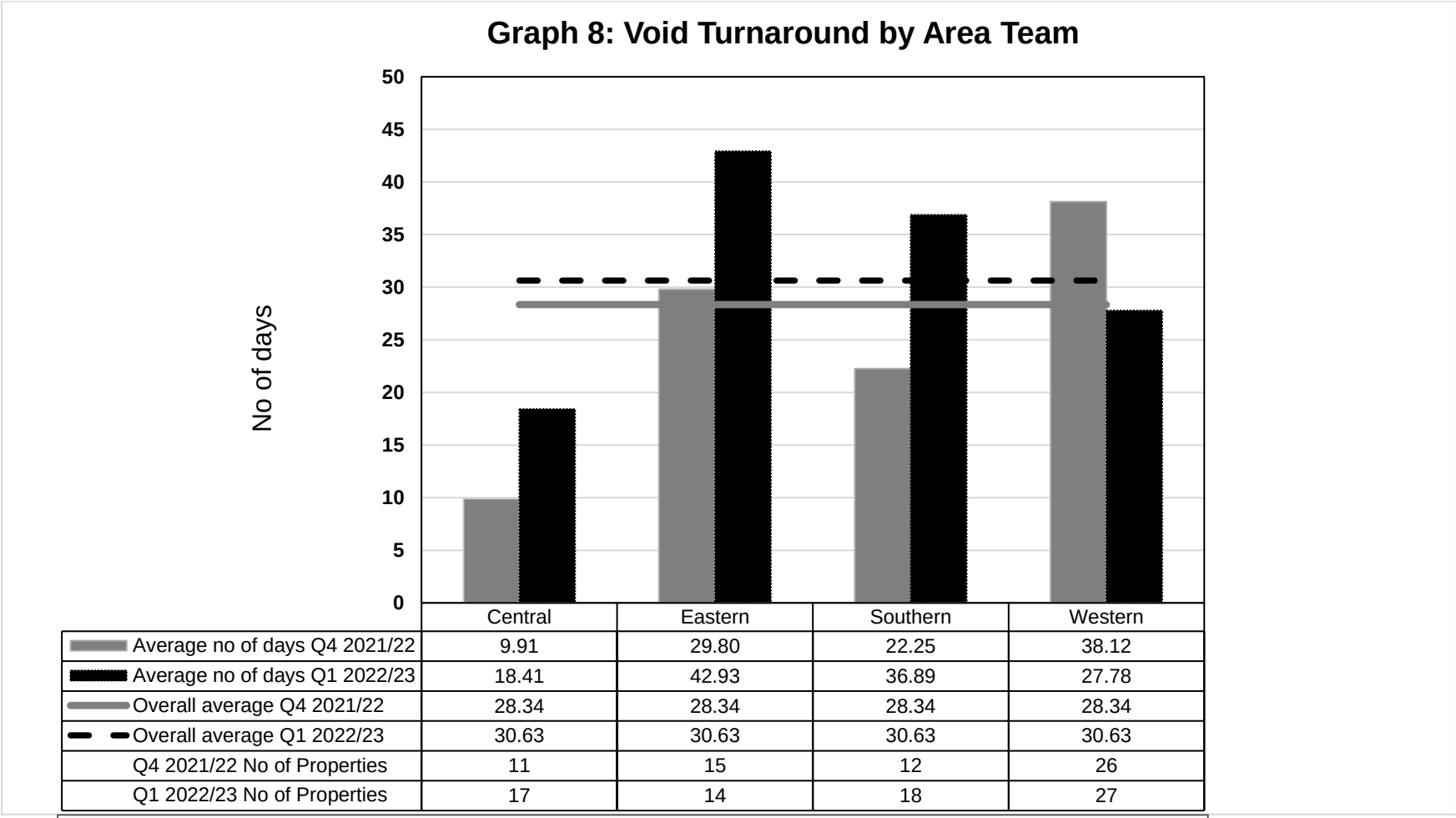
Table 1

Area Team	Average time taken between KREC and ACD (days)
Central	3.82
Eastern	0.00
Southern	27.67
Western	30.96

Table 2

Area Team	Average time taken between ACD to COT (days)
Central	14.59
Eastern	42.93
Southern	16.72
Western	19.48

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.



	Central	Eastern	Southern	Western
Average no of days Q4 2021/22	9.91	29.80	22.25	38.12
Average no of days Q1 2022/23	18.41	42.93	36.89	27.78
Overall average Q4 2021/22	28.34	28.34	28.34	28.34
Overall average Q1 2022/23	30.63	30.63	30.63	30.63
Q4 2021/22 No of Properties	11	15	12	26
Q1 2022/23 No of Properties	17	14	18	27
Direction of travel	↓	↓	↓	↓

Overall performance improved throughout most of 2021/22, with the lowest void turnaround times since Q4 2016/17. However, Q1 2022/23 has seen a decline in performance, and this is due to a large number of contractors experiencing delays brought on by supply chain and labour issues, as well as cost increases. There is a backlog of voids that contractors are working through with a large proportion of the voids categorised as major works. It is anticipated that contractor performance will improve over the next financial year.

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 Councils 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.

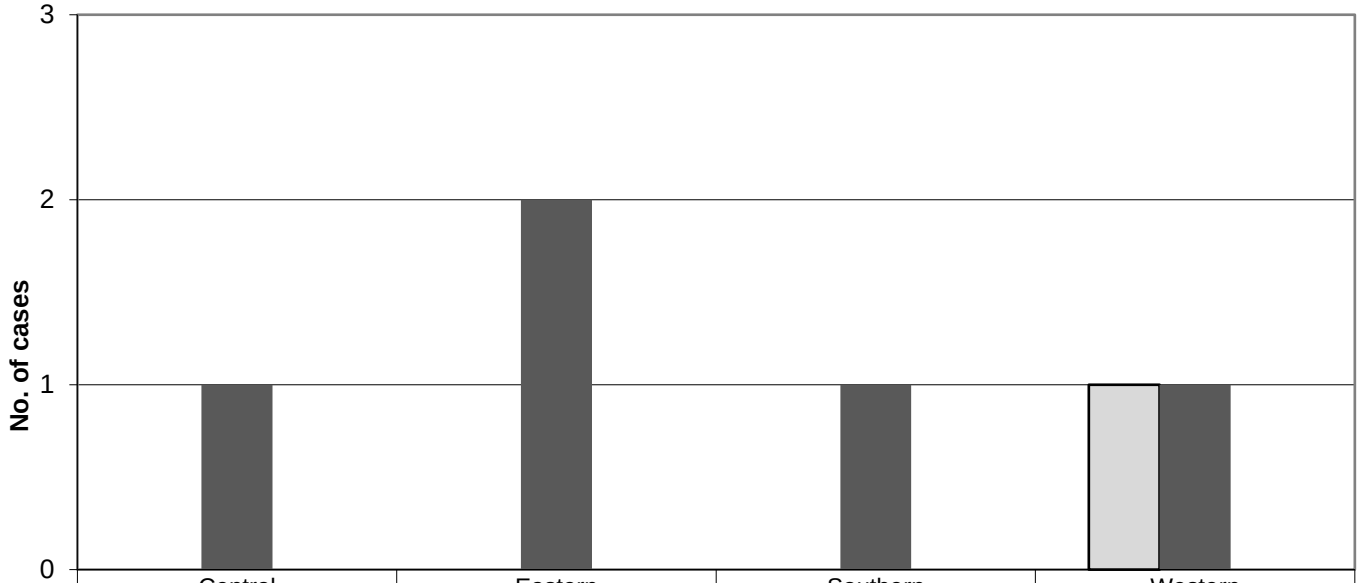
Injunctions and Acceptable Behaviour Contracts (ABCs)

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 person, and their parents if aged under 18, 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:

Graph 9: Injunctions and Acceptable Behaviour Contracts (ABCs)

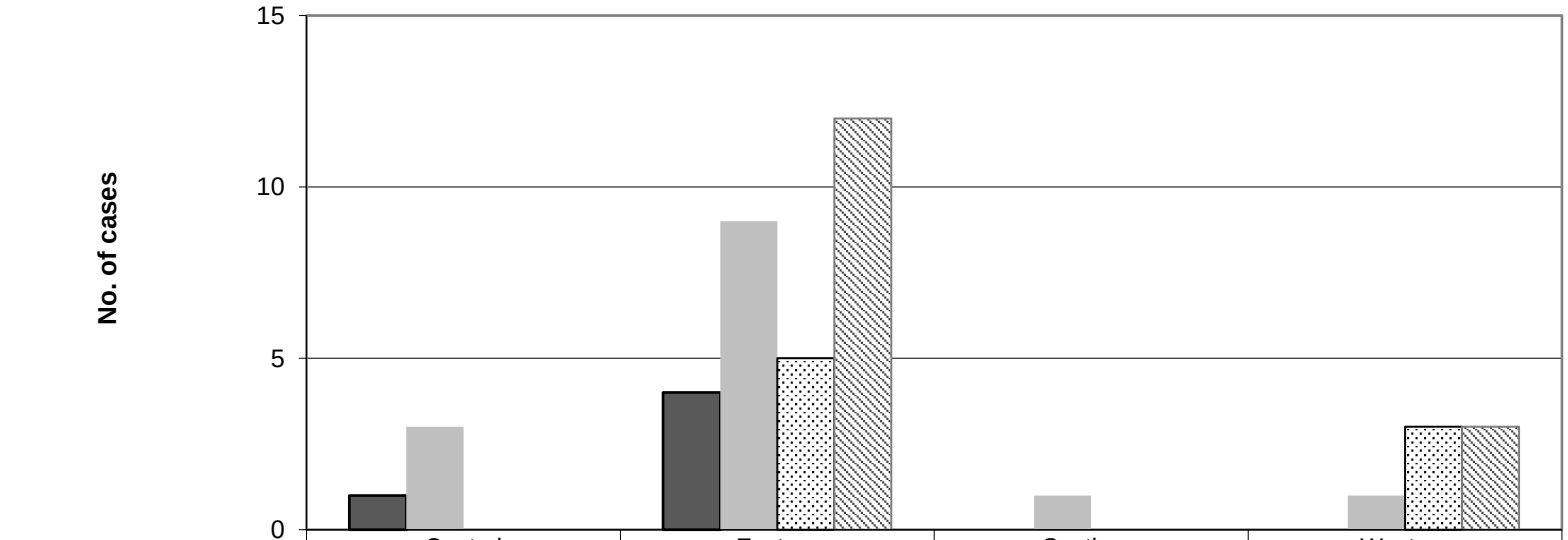


	Central	Eastern	Southern	Western
New Injunctions granted	0	0	0	1
Injunctions currently in force	1	2	1	1
Current live ABCs	0	0	0	0

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 Q1 were 29 which is slightly lower than last quarter which was 32 in Q4 2021/22.

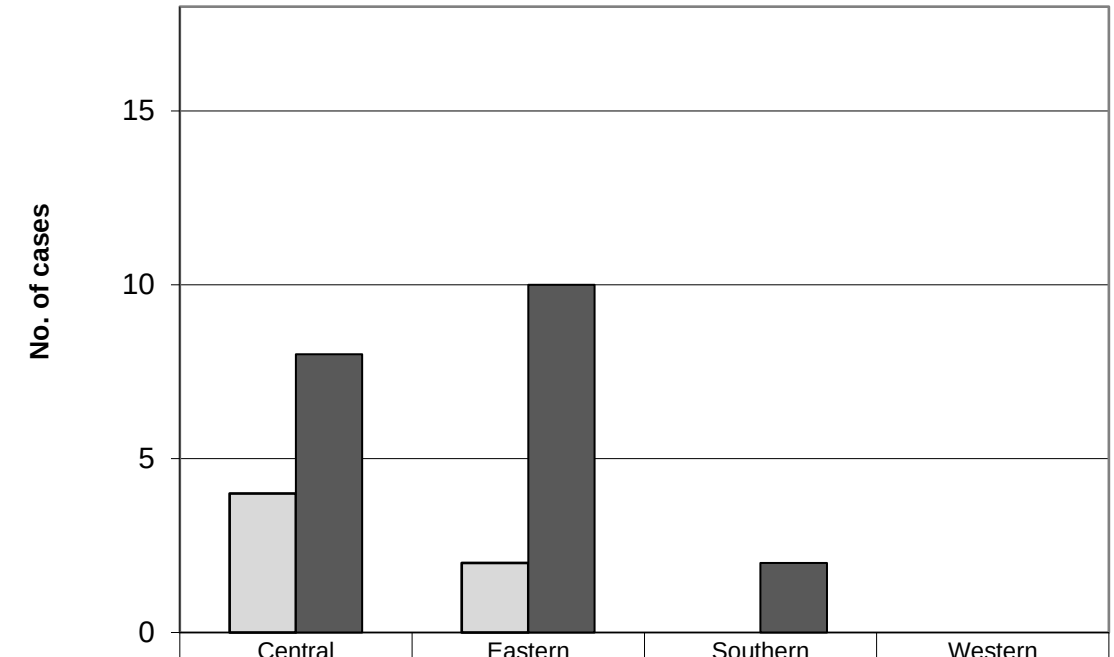


	Central	Eastern	Southern	Western
New service on Tenants	1	4	0	0
Current Tenants S80	3	9	1	1
New service on L'holders	0	5	0	3
Current L'holders S80	0	12	0	3

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 Q1, as well as a rolling total of live NSPs. The total number of live NSPs at the end of Q1 was 20 which is an increase compared to 9 in Q4 2021/22.



Graph 11 NSPs served due to ASB

	Central	Eastern	Southern	Western
NSPs served this quarter	4	2	0	0
Live NSP total at end of quarter	8	10	2	0

Possession Orders and Evictions

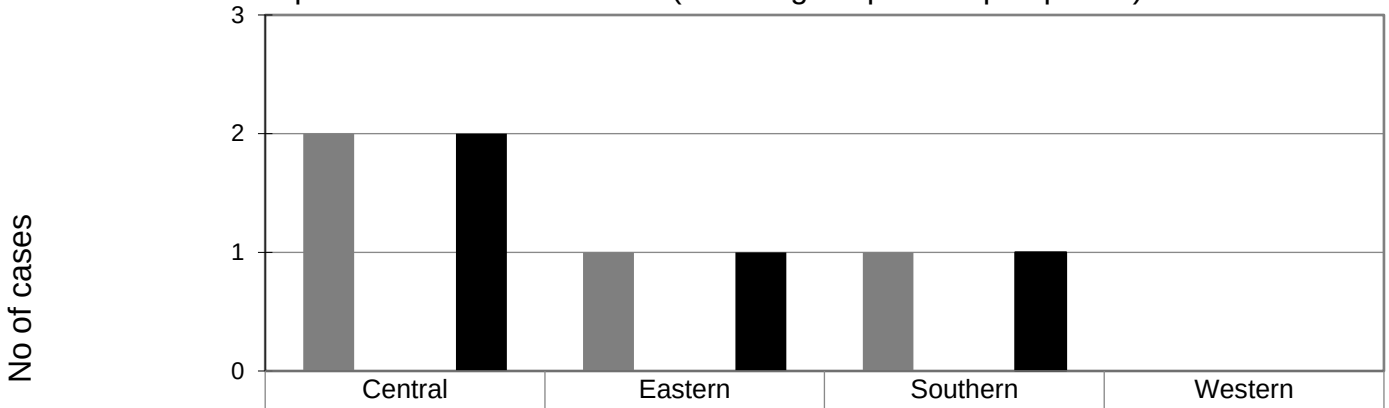
Where there has been a serious tenancy breach the Council can begin proceedings through the Courts to gain possession of a property, this can be for reasons of severe or continued ASB and/or high rent arrears. Often this is a last resort where intervention by the Council has failed to resolve an issue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

This quarter there have been no evictions so there is no graph for this.

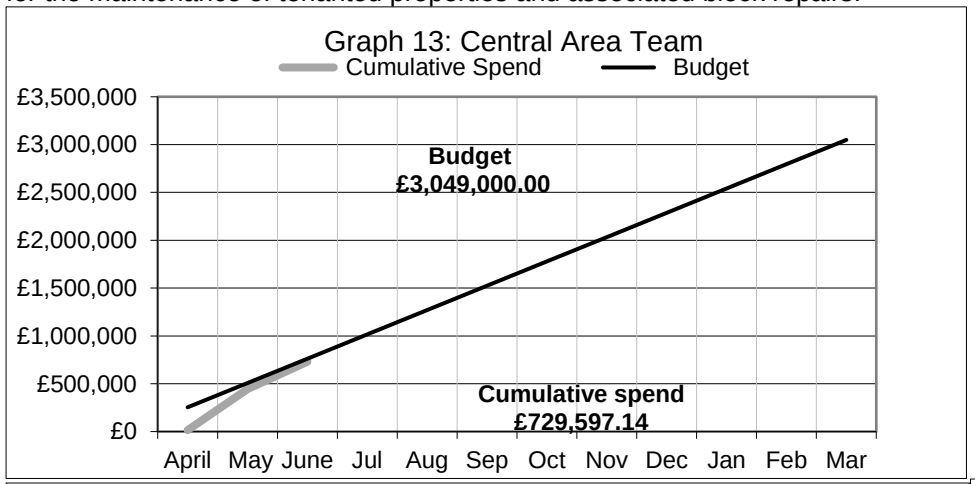
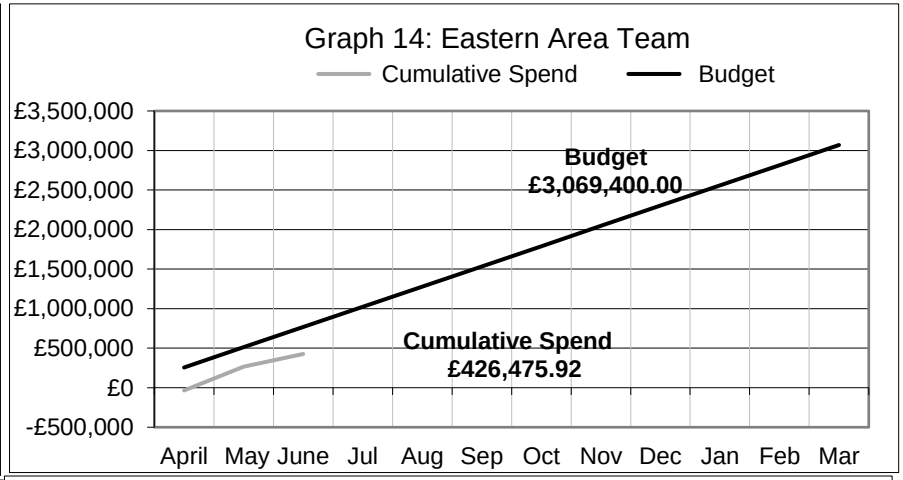
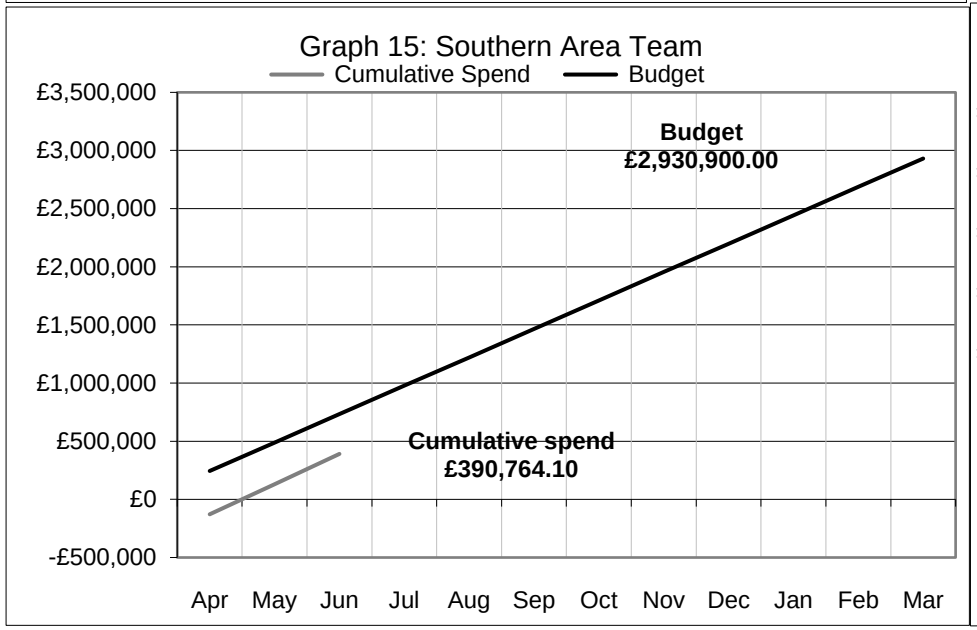
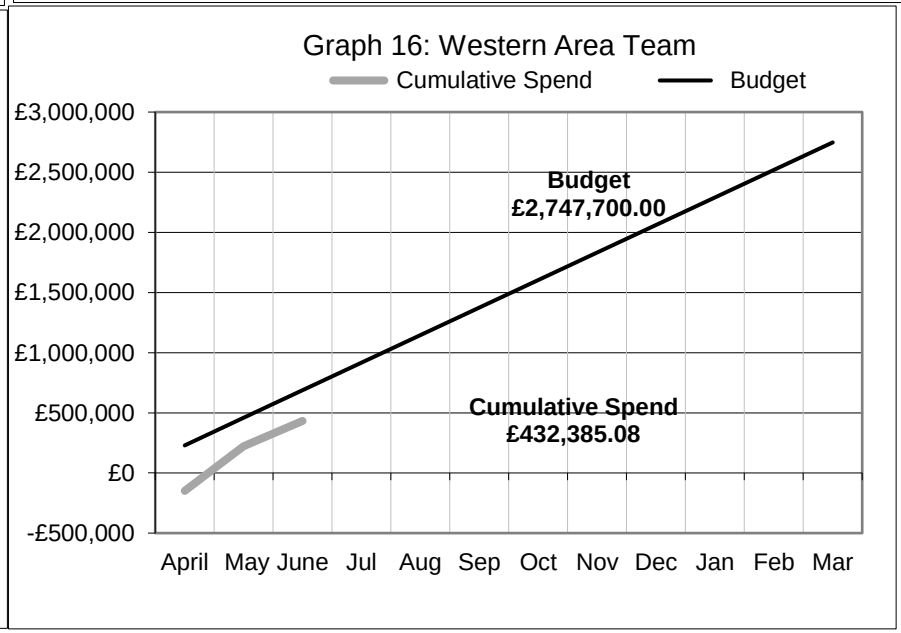
This quarter all Possession Orders were obtained for rent; Central had 2, Eastern had one and Southern had one.

Graph 12 below shows the number of possession orders issued by each Area Team:

Graph 12: Possession Orders (including suspended/postponed)



	Central	Eastern	Southern	Western
Rent	2	1	1	0
ASB	0	0	0	0
Rent & ASB	0	0	0	0
Total	2	1	1	0

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.