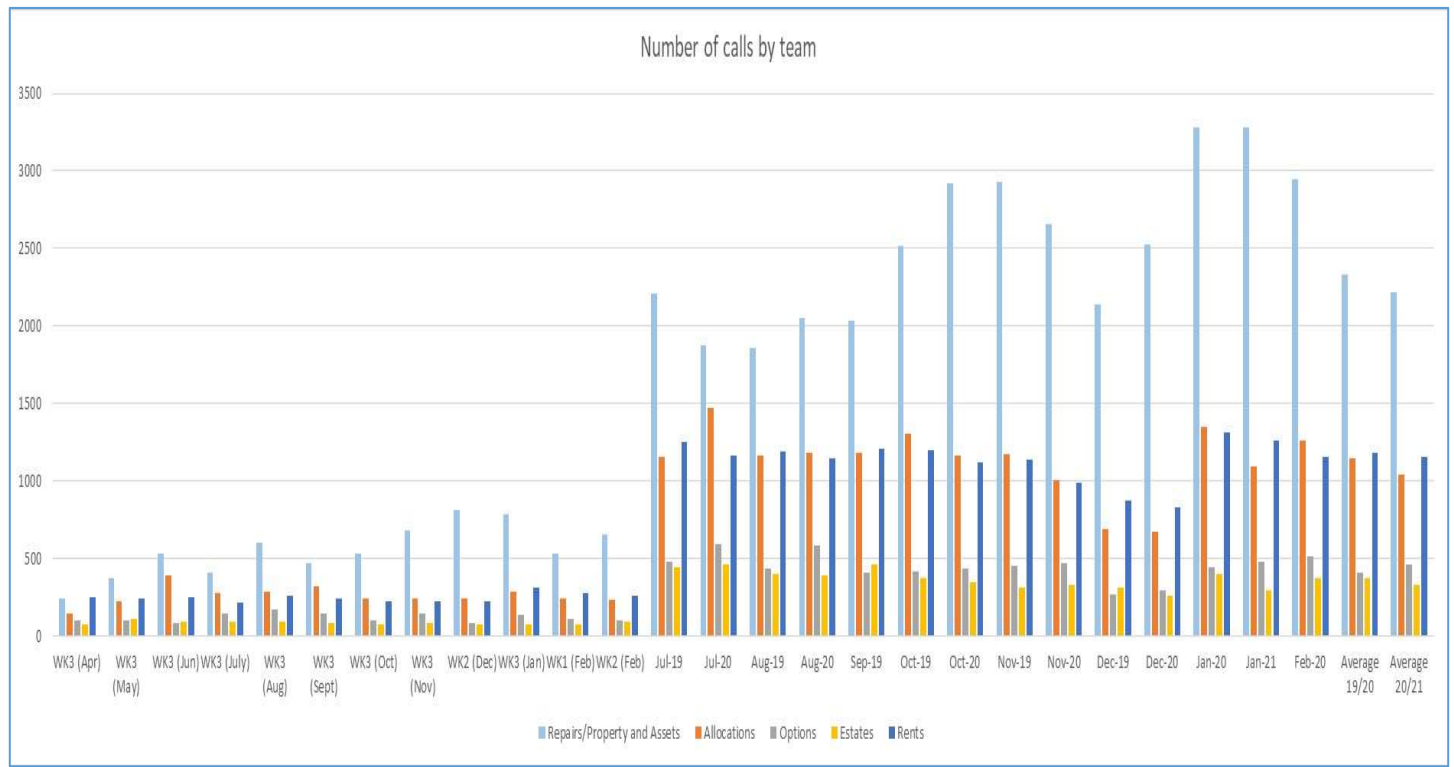
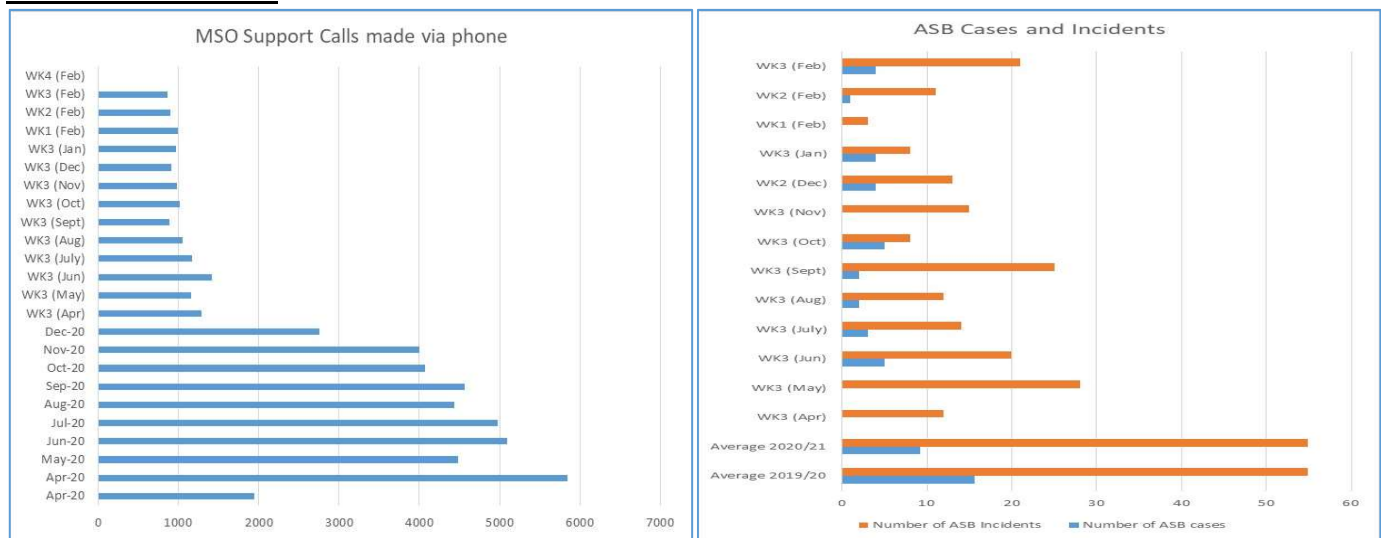


# February 2021 WK3 Housing Covid19 Performance Monitoring

## Phone Call Demand



## Landlord Services



## Number of welfare calls to General Need Tenants

April 20	May 20	Jun 20	July 20	Aug 20	Sept 20	Oct 20	Nov 20	Dec 20	Jan-21	Feb 21
203	1218	1517	641	316	142	166	165	197	155	132

Number of homesafeguard call handled		
	2019/20	2020/21
Apr	13532	10870
May	13410	10745
Jun	12567	9408
July	13930	9949
Aug	13,145	10,098
Sept	12,218	9,826
Oct	13,115	11,917
Nov	12,029	13,508
Dec	11,890	15,299

## Rents

% Rent Collected	2020/21	2019/20
As at 26th April	71.5%	78.2%
As at 10 May	95.0%	96.5%
As at 17 May	92.1%	93.9%
As at 24th May	88.6%	91.0%
As at 31st May	97.9%	100.9%
As at 8th June	92.5%	99.4%
As at 15th June	91.5%	97.5%
As at 21st June	93.6%	94.7%
As at 28th June	93.0%	101.1% (as at 30th June 2019)
As at 12th July	98.1%	98.4%
As at 19th July	96.3%	96.8%
As at 26th July	99.3%	97.1%
As at 2nd Aug	99.8%	96.2%
As at 09 Aug	98.9%	99.3%
As at 16 Aug	97.6%	98.2%
As at 23 Aug	69.3%	97.0%
As at 30 Aug	100.2%	100.5%
As at 13 Sept	99.3%	98.9%
As at 20 Sept	98.6%	97.8%
As at 27 Sept	96.9%	97.1%
As at 11 Oct	99.6%	99.4%
As at 18 Oct	98.7%	98.7%
As at 25 Oct	97.7%	96.2%
As at 1 Nov	101.1%	100.2%
As at 8 Nov	99.8%	99.7%
As at 15 Nov	99.3%	99.3%
As at 22 Nov	98.6%	98.5%
As at 29 Nov	97.9%	100.5%
As at 06 Dec	100.1%	99.9%
As at 13 Dec	99.6%	99.7%
As at 10 Jan	99.6%	99.8%
As at 17 Jan	99.2%	98.8%
As at 24 Jan	98.5%	98.6%
As at 31 Jan	100.2%	100.1%
As at 07 Feb	99.8%	100.03%
As at 14 Feb	99.4%	98.3%
As at 21 Feb	98.9%	98.8%

\*rent collection rate fluctuates across months for a number of reasons including when UC payments are made. Rent collection excludes arrears

\*Please note collection rates may differ depending on when date data is extracted.

As at 31<sup>st</sup> January 2021, of the arrears £148,288.45 is from tenants on UC compared with in 2019 when it was £68,440.58

This is an increase of **£79,847.87**

Month	No UC Claimants
Feb	468
Mar	487
Apr	519
May	531
June	555
July	543
August	514
September	514
October	859
November	892
December	863
January	887

Unlike housing benefit, which hits the rent account at the start of each week and means if the tenant receives full benefit they will never show a rent arrear, the Universal Credit is paid in arrears every 4 weeks. Tenants will be in arrears initially until we get this payment from the DWP which puts a lump sum for the month into their accounts. In the fourth week of our collection figures you can see where this lump sum hits the accounts and collection is increased. The tenants also have a lead in time of 5-6 weeks between making their claim and receiving the first payment, so will automatically be in arrears unless they have some savings to pay us with. We cannot apply to have UC paid directly to us until the tenants has arrears of 8 weeks or more outstanding, so payment is generally reliant on the tenant themselves. Any arrangements we have had with the DWP to also pay an amount on top of the rent to clear arrears was stopped temporarily in March/April 2020 while the DWP redeployed staff to cope with the influx of new claims, as this was a manual process for them so they didn't have the manpower to continue it. This also caused a temporary drop in our collection, which will increase again slightly when they are able to take these on again in July/August 2020. The DWP will shortly be introducing a payment system which means we will receive the 4 weekly direct payment on the same date that the tenant receives their UC payment, which will mean our income stream becomes more steady and we will no longer have the lump sum from all our direct payment cases on one date of the month.



## Voids

**99** open voids\* (10 move on accommodation - St Andrews & Morton Road as at 26 February 2021)

\*Please note a breakdown of these voids as at 17 February 2021

- 3 hard to lets
- 4 long term/major work voids
- 15 new properties (8 more than last week)
- 2 temp accom
- 7 unlettable

**Table 1: Number of open voids by mgt type**

	General Needs	Sheltered
As at 26 February	53	46

\*not include move on accommodation

**313** voids (33 temp voids) started between 01 April and 31 January 2021 compared with **339** voids (8 temp voids) in 2020



Please note graph above includes garage void loss.

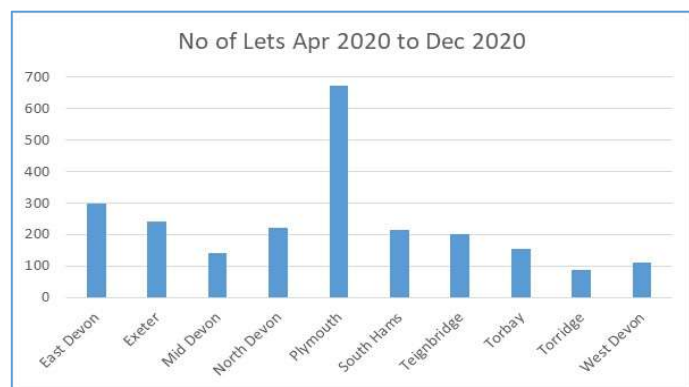
As at 26 Feb 2021 £111,012 is cumulative void amount lost on properties.

## Allocations

**83** diary entries in Open Housing which relate to Covid19 from allocations as at 04 February 2021

**231** coc\*& new Devon Home Choice Applications in Jan 2021 (COC\* – change of circumstances – 74 applications)

**148** coc applications



**8** voids are with IWS as jobs and

**43** are at preinspection stage as at 17 February 2021.

**15** are with allocations as ready to let at 26 February 2021.

\*presinspection stage – properties still tenanted

## **Number of DHC Applications (including updates to form)**

\*since date of extraction some applicants would have withdrawn, been housed etc

Month	2019	2020/21
<b>Apr</b>	149 (7 homeless applications)	88 (2 homeless applications)
<b>May</b>	113 (9 homeless applications)	172 (5 homeless applications)
<b>Jun</b>	125 (10 homeless applications)	219 (13 homeless applications)
<b>July</b>	141 (14 homeless)	185 (6 homeless application)
<b>August</b>	161 (10 homeless applications)	199 (7 homeless applications)
<b>September</b>	148 (8 homeless applications)	202 (13 homeless applications)
<b>October</b>	155 (14 homeless applications)	194 (12 homeless applications)
<b>November</b>	130 (17 homeless applications)	158 (8 homeless applications)
<b>December</b>	80 (5 homeless applications)	117 (6 homeless applications)
<b>January</b>	199 (17 homeless applications)	233 (8 homeless application)
<b>February</b>	115 (11 homeless applications)	144 (6 homeless applications)
<b>Total</b>	1442 (124 homeless applications)	1706 (121 homeless applications)

## Options Team

As at 24 February 2021 **45** (incl 3 legacy cases) households are in temporary accommodation

**818** approaches since April 2020 with **62** approaches in February 2021.

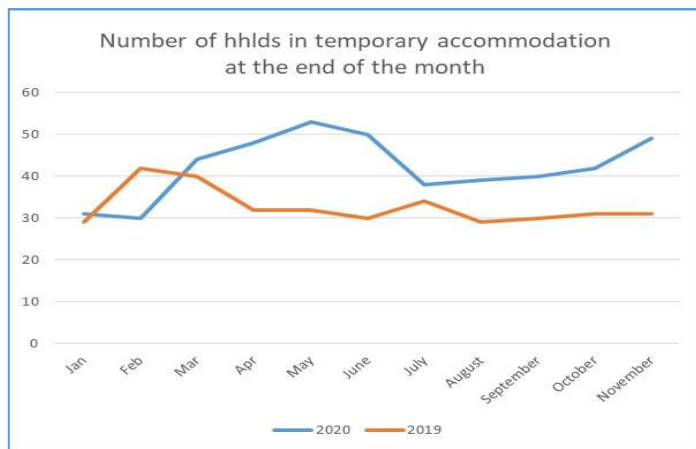
As at 24 February **257** cases.

**15** hhlds going into temporary accommodation since 01/02/2021-21/02/2021

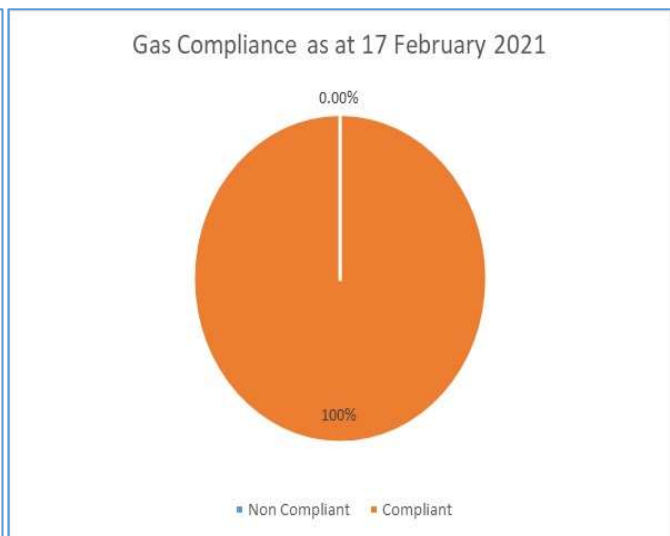
**57** approaches since April 2020 with COVID19 as a reason as at 24 February 2021.

Top 4 reasons for approaching in January 2021 –

- Family not willing to accommodate
- End of private tenancy – assured shorthold tenancy
- Friends not willing to accommodate



## Gas Compliance



As at 17 February 2021

- 0 properties non-compliant
- As at 17 February 2021 **792** open repair jobs of which 2 jobs are on hold because of COVID19 compared with 709 open repair jobs in W1 January 2021.

## Repairs

Table 1: Routine Repair Jobs Completed as at 24 February 2021

	2019/2020		2020/2021	
	Total		Total	
TARGET STATUS		% Jobs In Target		% Jobs In Target
In Target	9113	88.12	8977	89.16
Not in Target	1228	11.88	1091	10.84
Total	10341		10068	

