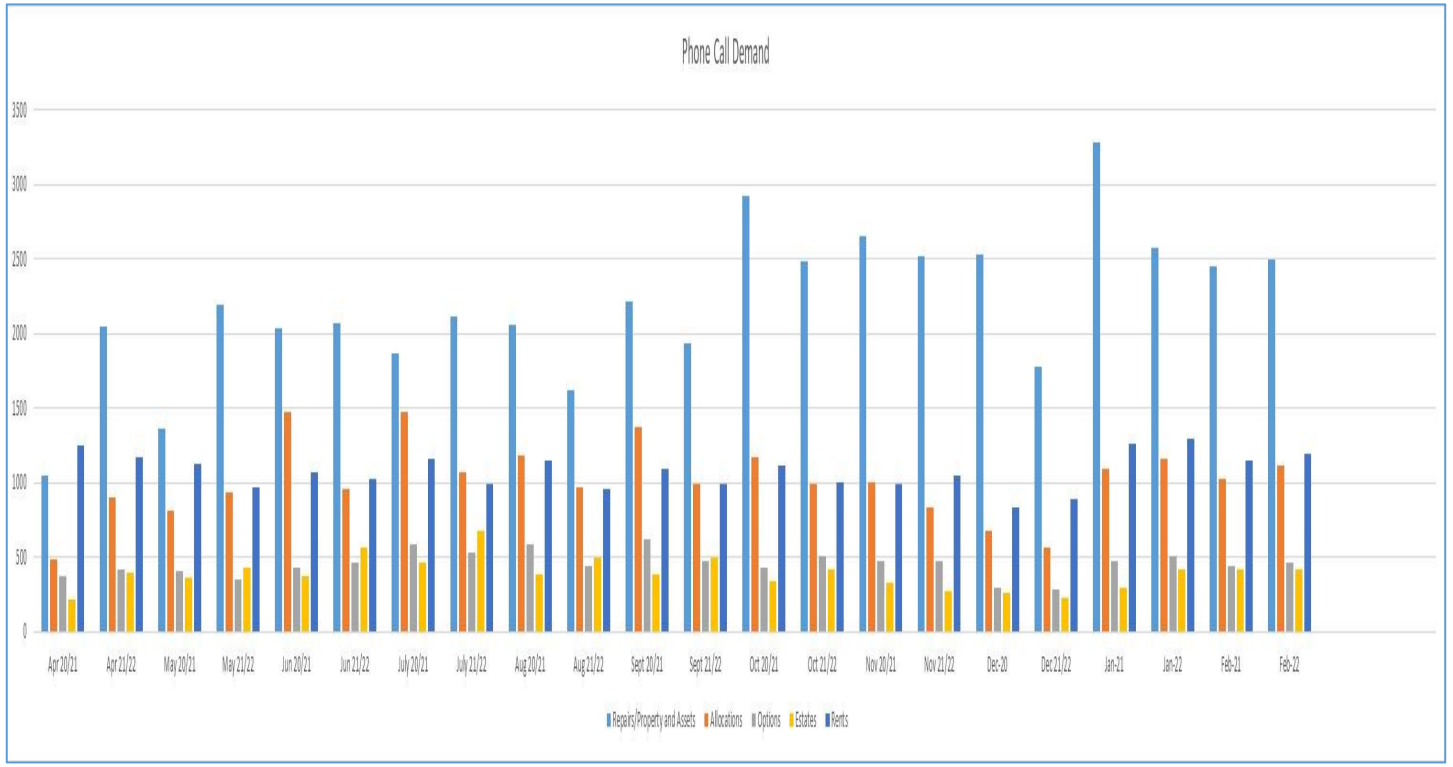
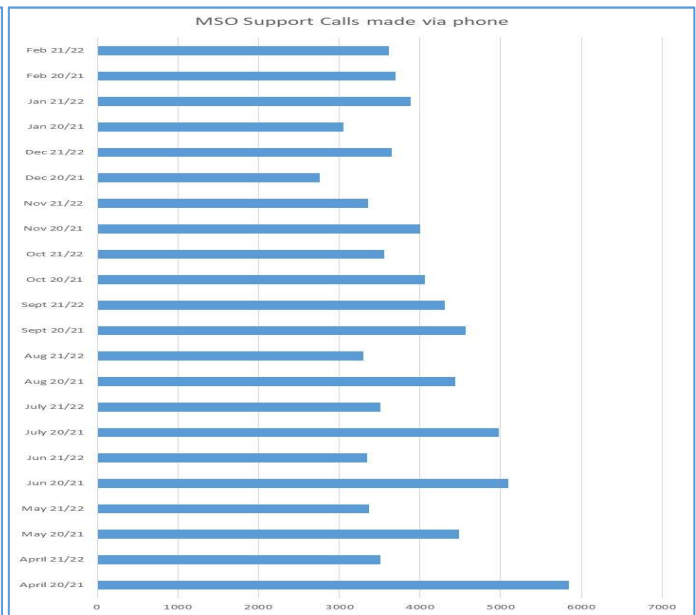
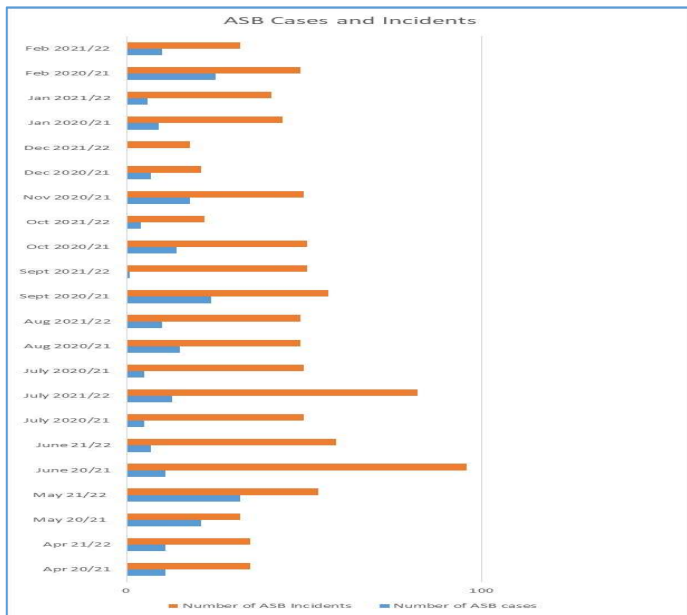


# February 2022 Housing Performance Monitoring Report

## Phone Call Demand



## Landlord Services



## Number of welfare calls to General Need Tenants

Month	2020/21	2021/22
May	21218	137
June	1517	119
July	641	144
Aug	316	130
Sept	142	103
Oct	166	49
Nov	165	57
Dec	197	39
Jan	155	51

## Voids

**106** open voids\* (0 temp accommodation - Morton Road)

\*Please note a breakdown of these voids as at 03 Feb 2022

- 10 new properties
- 4 long term/major work voids
- 0 unlettable
- 0 hard to lets
- 0 temp accom

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

	General Needs	Sheltered
As at 04 Mar 2022	58	48

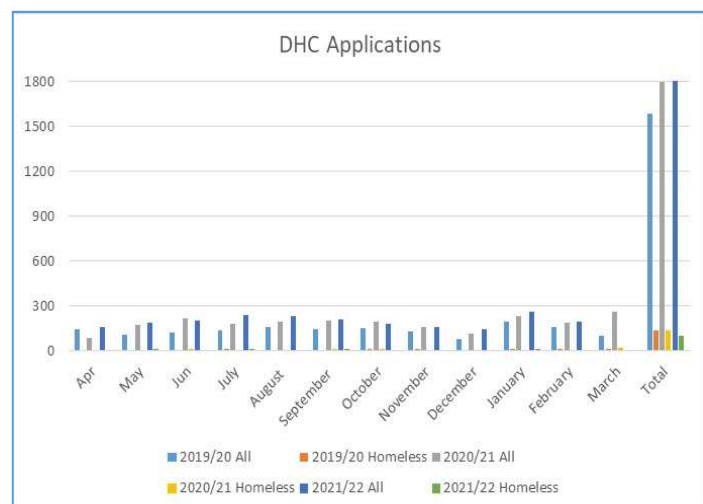
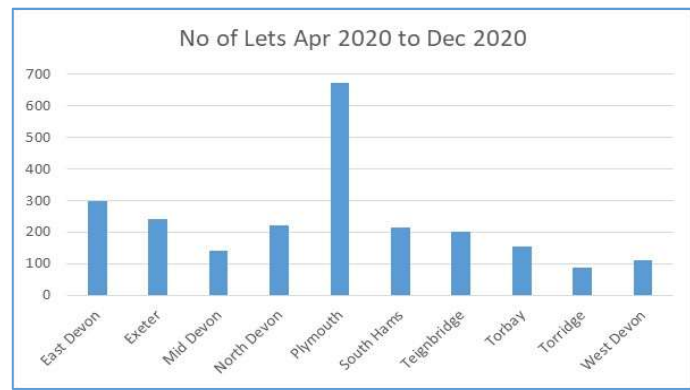
\*not include move on accommodation

**8** voids started between 01 Feb 2021 and 28 Feb 2021

**14** voids started between 01 Feb 2022 and 31 Feb 2022

## Allocations

Month	2020/21		2021/22	
	coc	new	coc	New
July	129		154	93
Aug	111	88	151	83
Sept	210		141	73
Oct	123	71	118	67
Nov	102	56	107	56
Dec	74	51	83	64
Jan	148	83	158	106
Feb	124	79	135	63



**22** voids are with IWS as jobs as at 03 Mar 2022.

**11** are at preinspection stage as at 03 Mar 2022.

**19** are with allocations as ready to let at 03 Mar 2022.

\*presinspection stage – properties still tenanted

## Void Loss £ by year and posting week

	£ Void Lost 2021/22	£ Void Lost 2020/21	£ Void Lost 2019/20
Posting Week 4	£41,845	£45,800	£31,507
Posting Week 6	£63,624	£66,263	£63,977
Posting Week 7	£74,215	£86,822	£72,616
Posting Week 8	£84,976	£97,425	£72,616
Posting Week 9	£95,974	£107,873	£81,124
Posting Week 10	£106,684	£118,274	£98,621
Posting Week 15	£160,736	£168,745	£133,527
Posting Week 16	£171,076	£171,069	£136,960
Posting Week 17	£181,703	£181,221	£145,697
Posting Week 19	£205,275	£201,913	£163,539
Posting Week 21	£228,671	£223,432	£181,644
Posting Week 24	£266,218	£256,765	£207,231
Posting Week 26	£292,028	£267,830	£217,147
Posting Week 28	£316,453	£300,083	£257,154
Posting Week 30	£341,305	£320,323	£277,556
Posting Week 32	£366,167	£340,477	£297,432
Posting Week 34	£391,006	£361,746	£311,230
Posting Week 39	£453,083	£413,474	£321,240
Posting Week 41	£479,335	£424,215	£371,651
Posting Week 43	£506,458	£465,961	£401,151
Posting Week 47	£559,233	£508,197	£456,869

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

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

	2019/20		2020/21		2021/22	
	All	Homeless	All	Homeless	All	Homeless
Apr	149	7	88	2	161	7
May	113	9	172	5	191	11
Jun	125	10	219	13	205	8
July	141	14	185	6	239	12
August	161	10	199	7	235	10
September	148	8	202	13	212	11
October	155	14	194	12	182	8
November	130	17	158	8	163	4
December	80	5	117	6	145	9
January	199	17	233	8	262	12
February	157	14	189	7	197	10
March	102	13	265	19		
Total	1588	140	1802	136	2192	102

## Options Team

As at 04 Mar 2022 **61** (incl 3 legacy cases) households are in temporary accommodation (**18** more than Feb 21)

**361** cases as at 04 Mar 2022 (**96** more than Feb 21)

**886** approaches between April 1 2020 and 31 March

2021 and **923** since 1 April 2021

**75** approaches Feb 21 compared with **82** Feb 2022

### HHlds in Temp Accom

Month	2020/21	2021/22
July	38	35
Aug	39	32
Sept	40	35
Oct	42	43
Nov	50	45
Dec	54	47

## Rents

2020/21	2021/22	
98.7%	101.2%	As at 02 May 2021
92.1%	95.9%	As at 16 May 2021
97.9%	102.2%	As at 30 May 2021
91.5%	97.9%	As at 13 June 2021
93.0%	94.1%	As at 27 June 2021
91.5%	97.6%	As at 18 July 2021
99.8%	100.5%	As at 01 Aug 2021
97.6%	98.6%	As at 15 Aug 2021
100.2%	96.3%	As at 29 Aug 2021
98.6%	98.2%	As at 19 Sept 2021
96.9%	100.0%	As at 04 Oct 2021
98.7%	98.7%	As at 17 Oct 2021
100.1%	97.3%	As at 31 Oct 2021
99.3%	99.3%	As at 14 Nov 2021
97.9%	97.9%	As at 28 Nov 2021
99.6%	99.9%	As at 02 Jan 2022
99.2%	99.2%	As at 16 Jan 2022
100.2%	98.1%	As at 30 Jan 2022
100.1%	98.5%	As at 27 Feb 2022

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

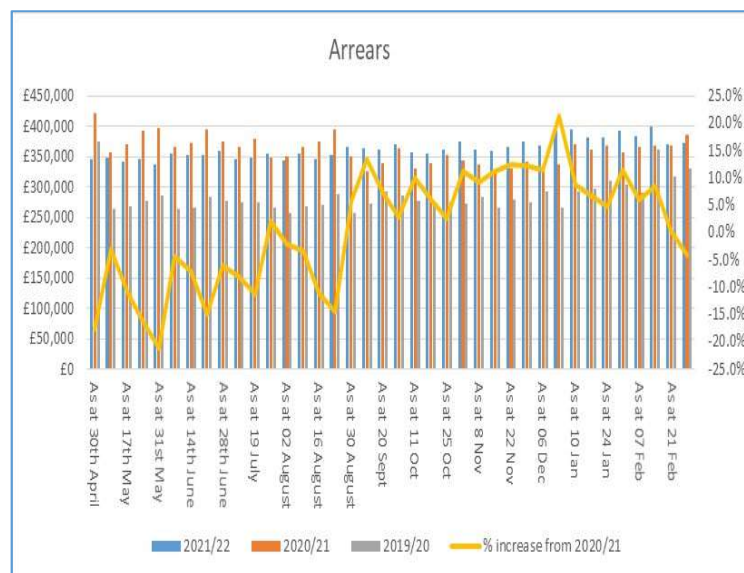
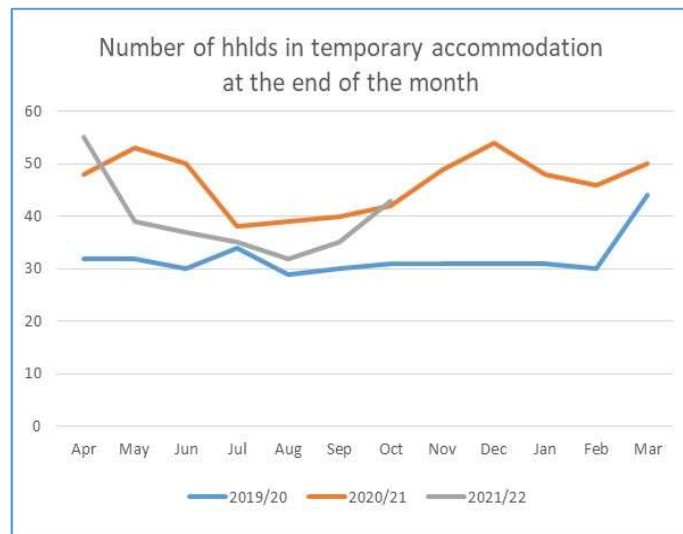
\*Please note collection rates may differ depending on when date data is extracted.

As at 28<sup>th</sup> February 2022, of the arrears £158,865.27 is from tenants on UC compared with in 2021 when it was £106,826.32. This is an increase of £52,038.95. Since Feb 2021 there has been increase of 129 UC claimants.

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

### Top reasons for approaching in Feb 2021/22

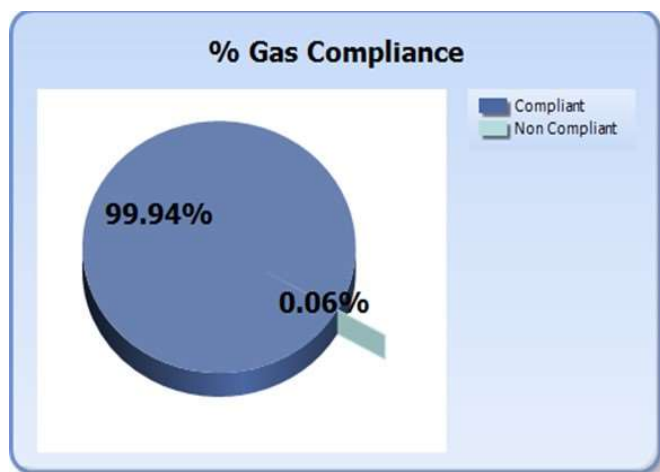
- End of private tenancy – assured shorthold tenancy
- Family not willing to accommodate
- Domestic Abuse



Month	No. of UC claimants	No. of UC claimants
Apr	519	936
May	531	953
June	555	967
July	543	975
Aug	514	1000
Sept	514	1017
Oct	859	995
Nov	892	1014
Dec	863	1019
Jan	887	1030
Feb	906	1035
March	927	

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.

## Compliance



As at 04 Mar 2022

- 2 properties non compliant (25 Normandy, place ref 27594)

## Repairs

- 766 open repair jobs as at 04 Mar 2022 (420 Dec 21 / 752 Jan 22 )

Table 1: Routine Repair Jobs Completed as at 04 Mar 2022

	2019/2020		2020/2021		2021/2022	
	Total	% Jobs In Target	Total	% Jobs In Target	Total	% Jobs In Target
<b>TARGET STATUS</b>						
In Target	9050	88.47	10259	88.29	10518	84.71
Not in Target	1180	11.53	1361	11.71	1899	15.29
<b>Total</b>	<b>10230</b>		<b>11620</b>		<b>12417</b>	