Report to: Housing Review Board

Date of Meeting 15th June 2023

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

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**HouseMark Report 2021/22**

## Report summary:

HouseMark is a data analysis service which gathers performance and cost information from 350 social housing providers across the UK providing them with the data and insights needed to make evidence based decisions to drive efficient performance and business improvement.

Being able to benchmark ourselves against our peers is a very difficult exercise to do on our own but it can play a hugely important role in evaluating our service and with the reports and online interactive analytical tools HouseMark provide this helps us to 'deep dive' into the data and compare ourselves with others.

The following report sits alongside the more comprehensive report HouseMark have provided giving us a useful insight into our cost and performance. Understanding our costs alongside our performance is an important part in knowing how we are doing as a service. It would be of value to consider this, alongside our up to date performance and recent tenant satisfaction results.

**Is the proposed decision in accordance with:**

Budget Yes ☐ No ☐

Policy Framework Yes ☐ No ☐

## Recommendation:

That the Housing Review Board is invited to consider and comment on HouseMark's 2021/22 Benchmarking Report.

## Reason for recommendation:

To provide essential insight into our service costs and performance and how they compare against our peers.

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Portfolio(s) (check which apply):
☐ Climate Action and Emergency Response
☐ Coast, Country and Environment
☐ Council and Corporate Co-ordination
☐ Democracy, Transparency and Communications
☐ Economy and Assets
☐ Finance
☐ Strategic Planning
☒ Sustainable Homes and Communities
☐ Tourism, Sports, Leisure and Culture

**Equalities impact** Low Impact

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**Climate change** Low Impact

**Links to background information** .

**Link to** [Council Plan]()

Priorities (check which apply)

☒ Better homes and communities for all
☐ A greener East Devon
☐ A resilient economy

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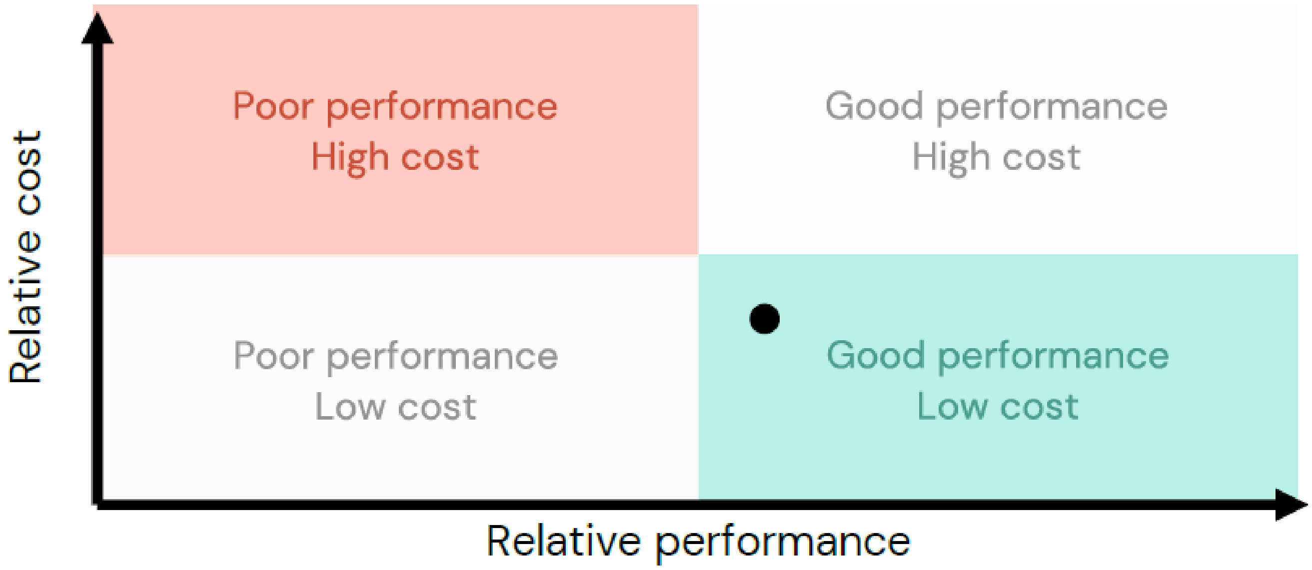
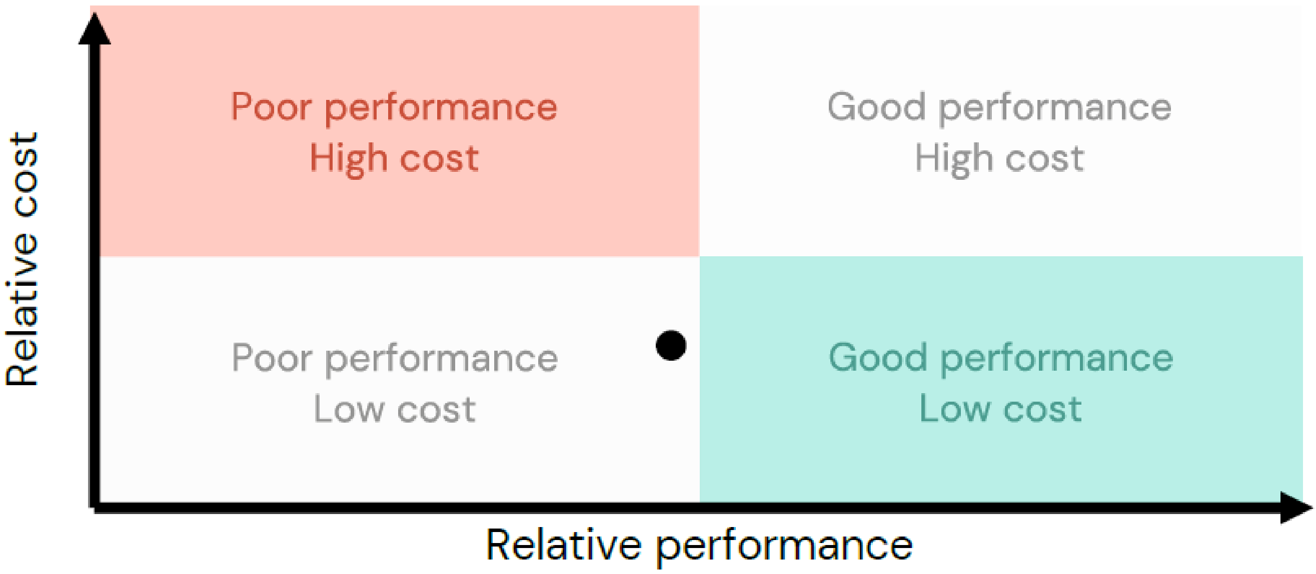
## 1 Highlights

1.1 Our overall operational performance was slightly above that of our peers and costs are lower. This is based on overheads cost per property of £425, front line housing management cost per property of £182 and our average performance across arrears, void loss , staff sickness and turnover.



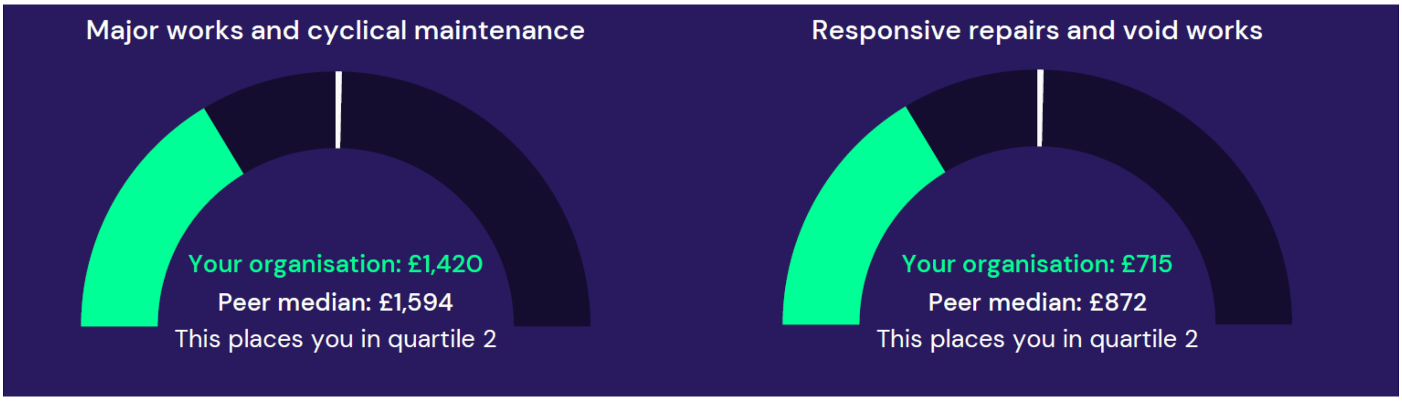

1.2 Our overall asset performance was slightly below that of our peers. This is based on our responsive repairs and void works cost per property of £715, our cyclical maintenance and major works cost per property of £1,420 and our average performance across gas safety, repair volumes, length taken to complete repairs and repairs satisfaction.




1.3 Housing management is a core landlord service largely made up of employee costs. The peer median is £252 per property compared with £182 for us, placing us in quartile 1.

1.4 Following unprecedented disruption to lettings in 2020/21 we are not alone in the persistent voids backlogs and longer relet times being driven my operational difficulties are contributing to this. As a result the average landlord still had a higher proportion of vacant dwellings in 2021/22 than before the pandemic resulting in greater void loss. Our rent loss due to voids was up by 0.46 since 2020/21 to 2.16% putting us in quartile 3. We are continuing to see this trend in 2022/23 and beyond.

1.5 The year 2020-21 represented an anomaly in sector maintenance spend. Lockdown halted or postponed many planned works, while reactive repairs were subject to restrictions at various points in the year. As expected, 2021-22 maintenance costs represent a return to more normal working practices, with increased spending driven by more activity as well as price inflation due to material and labour shortages. With inflation in the construction industry rising during 2022-23, we forecast continued cost increases over the medium term.




1.6 Number of responsive repairs per property is 3.3 and this places us in quartile 3. Average number of days to complete repairs places us in quartile 4.

1.7 Number of stage 1 complaints received per 1,000 properties increased by 5.65 to 27.4 since 2020/21 placing us in quartile 2.

## 2.0 Conclusions

2.1 Information from this report shows that our costs were low in 2021/22 for many areas of our service compared to others and in some instances this was coupled with good performance. However, areas of weak performance which are worth addressing are voids and complaints in particular. Interestingly, both of these are areas which currently have improvement plans and in the case of complaints this was also an area of tenant dissatisfaction so should remain a priority for the Service.

## Financial implications:

The financial implications are within the body of the report.

## Legal implications:

There are no legal implications.