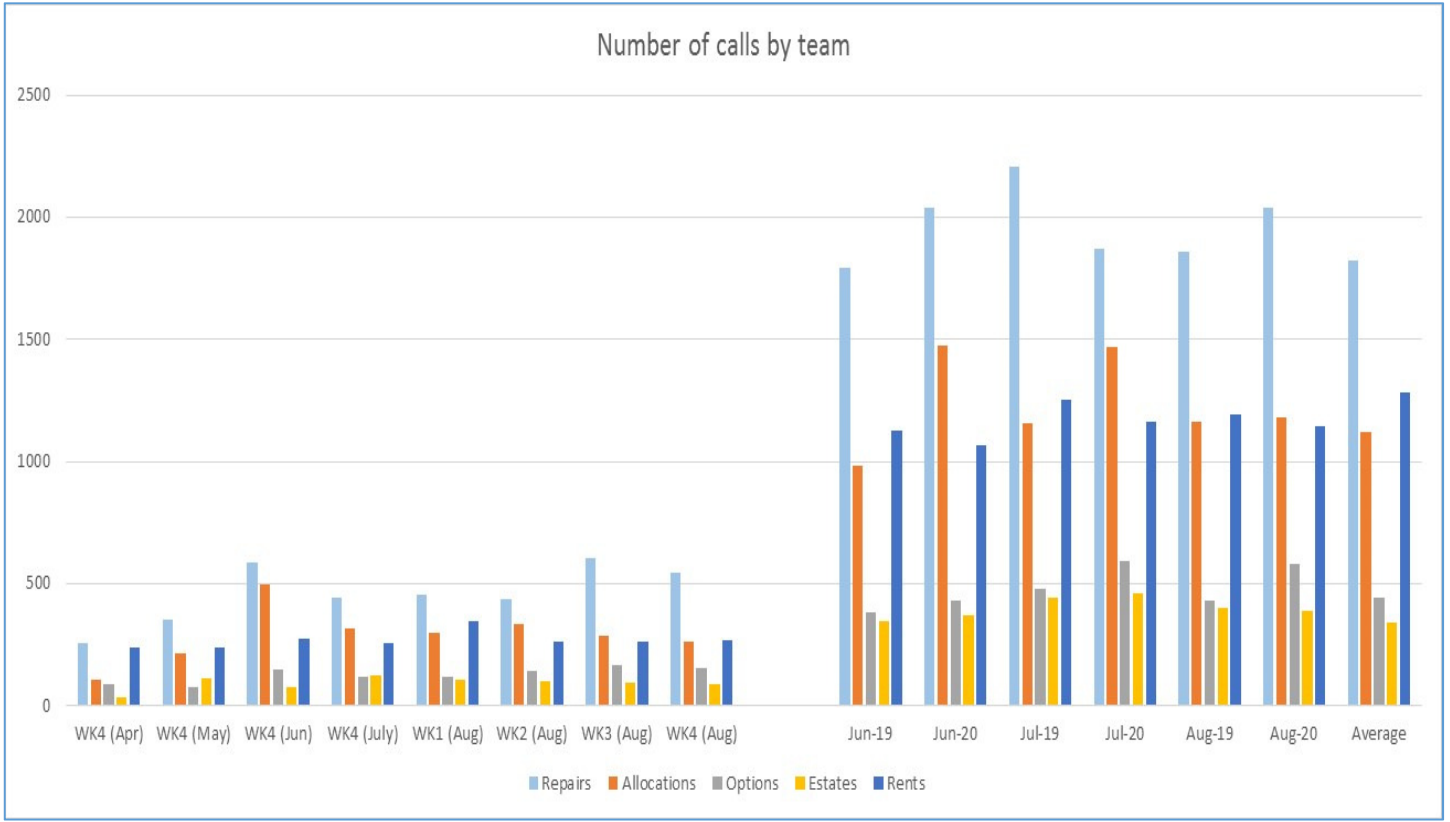
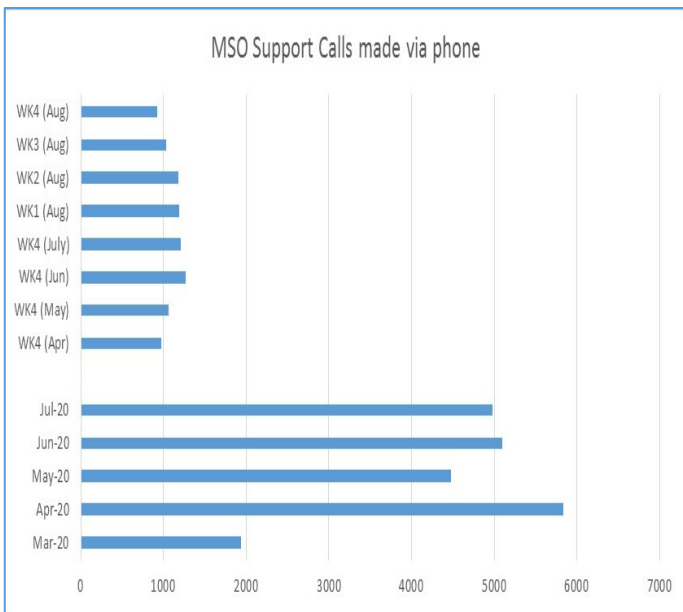


August 2020 WK4 Housing Covid19 Performance Monitoring

Phone Call Demand



Landlord Services



	Apr-19	Apr-20	May-19	May-20	Jun-19	Jun-20	Jul-19	Aug-20
Number of homesafeguard call handled	13,532	10,870	13,410	10,745	12,567	9,408	13,930	9,949

Average weekly support call volume prior Covid19 was 369.

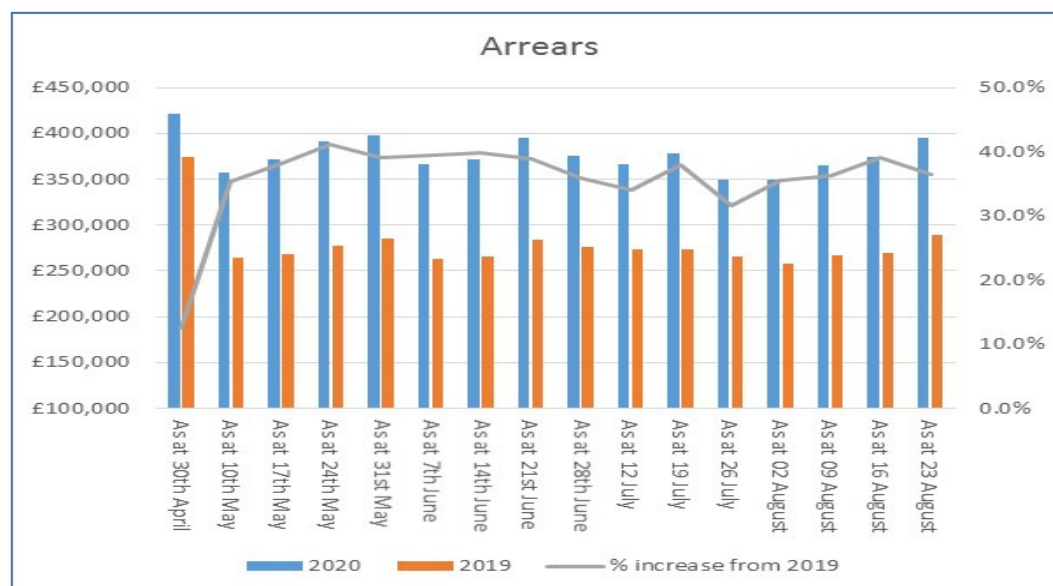
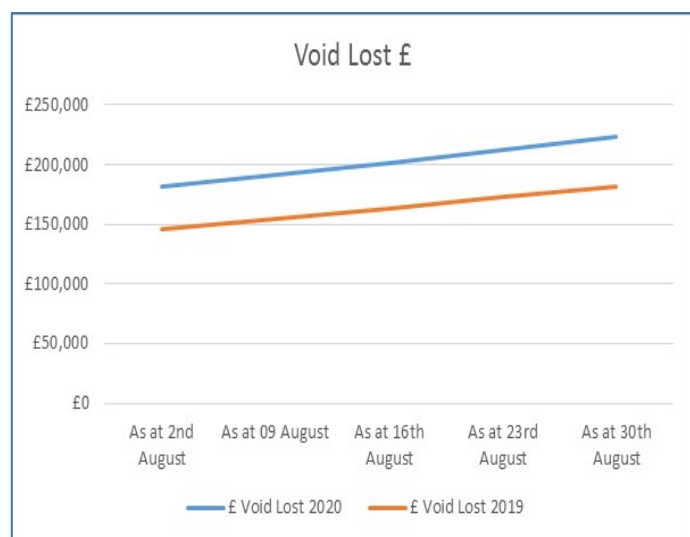
Number of welfare calls to General Need Tenants

Apr-20	203
May-20	1218
Jun-20	1517
July-20	641
Aug-20	316

Rents

% Rent Collected	2020	2019
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%
		101.1%
As at 28th June	93.0%	(as at 30th June 2019)
As at 12th July	98.1%	98.40%
As at 19th July	96.3%	96.80%
As at 26th July	99.3%	97.10%
As at 2nd Aug	99.8%	96.20%
As at 09 Aug	98.9%	99.30%
As at 16 Aug	97.6%	98.20%
As at 23 Aug	69.3%	97.00%
As at 30 Aug	100.2%	100.50%

*rent collection rate fluctuates across months for a number of reasons including when UC payments are made



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

As at 31st August 2020, of the arrears £143,236.43 is from tenants on UC compared with in 2019 when it was £55,976.71

This is an increase of **£87,259.72**.

Month	No UC Claimants
Feb	468
Mar	487
Apr	519
May	531
June	555
July	543
August	499

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.

Allocations Team

83 diary entries in Open Housing which relate to Covid19 from allocations as at 12 August 2020

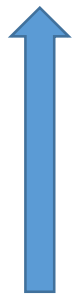
24 voids started in August 2019 and **30** (3 temp) in August 2020 to date. **4** voids started in August Wk3 2019, **5 voids** completed in August Wk4 2020.

111 COC Devon Home Choice Applications in August 2020

Number of DHC Applications (including updates to form)

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

Month	2019	2020
Apr	149 (7 homeless applications)	88 (2 homeless applications)
May	113 (9 homeless applications)	172 (5 homeless applications)
Jun	125(10 homeless applications)	219 (13 homeless applications)
July	141 (14 homeless applications)	185 (6 homeless application)
August (to date)	161 (10 homeless applications)	199 (7 homeless applications)
Total	683 (52 homeless applications)	877 (37 homeless applications)



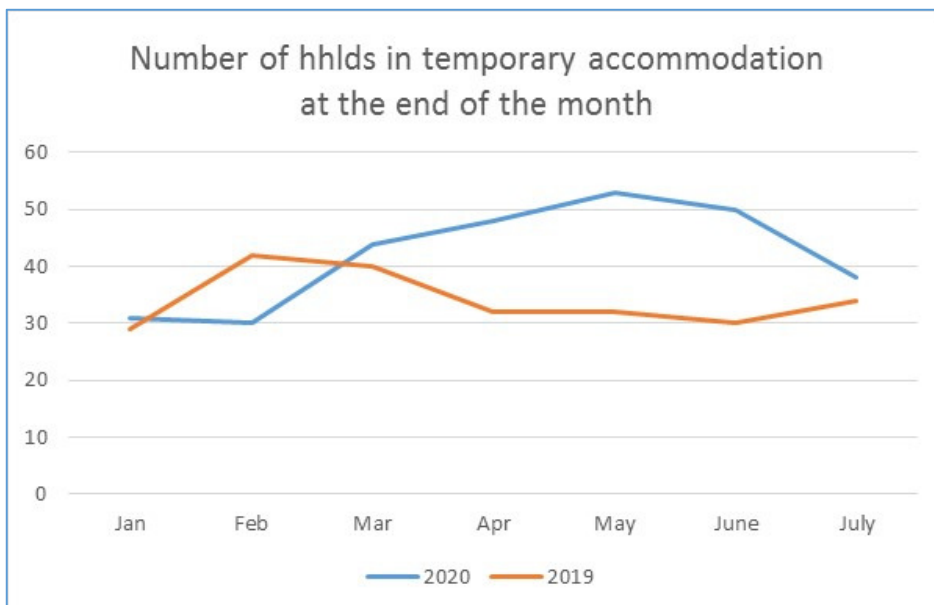
Options Team

As at 02 September **39** households are in temporary accommodation

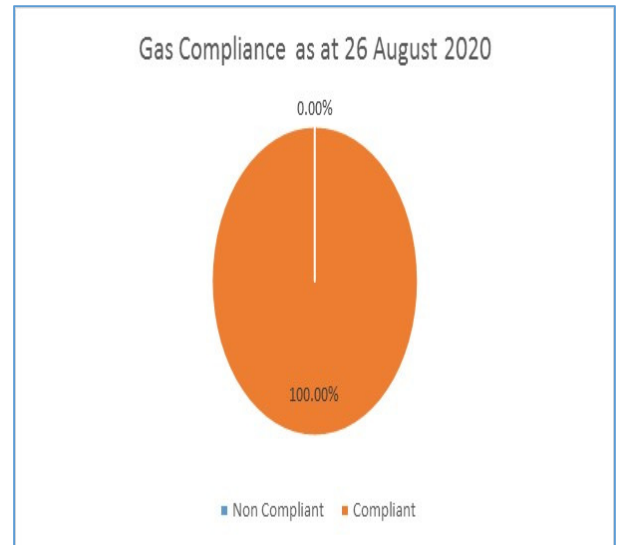
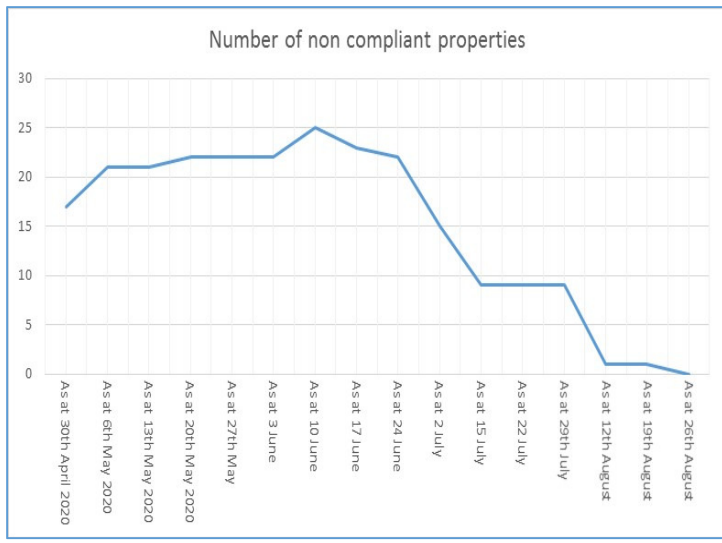
383 approaches since April 2020

149 hhlds going into temporary accommodation between 01/01/2020 and 23/08/2020 compared to **136** in the same time period in 2019.

39 approaches since April 2020 with COVID19 as a reason



Repairs and Gas Compliance



As at 26th August 2020

- 0 properties non-compliant.
- 0 properties that could go out of compliance within the next 7 days
- 0 properties that we are aware that tenants are self-isolating or shielding where services are due within the next 7 days
- As at 2 September **848** open repair jobs of which 37 are on hold because of COVID19 compared with **976** open repair jobs of which 101 are on hold because of COVID19 as at 31 July.

