

Housing Performance

January 2016

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Housing Register

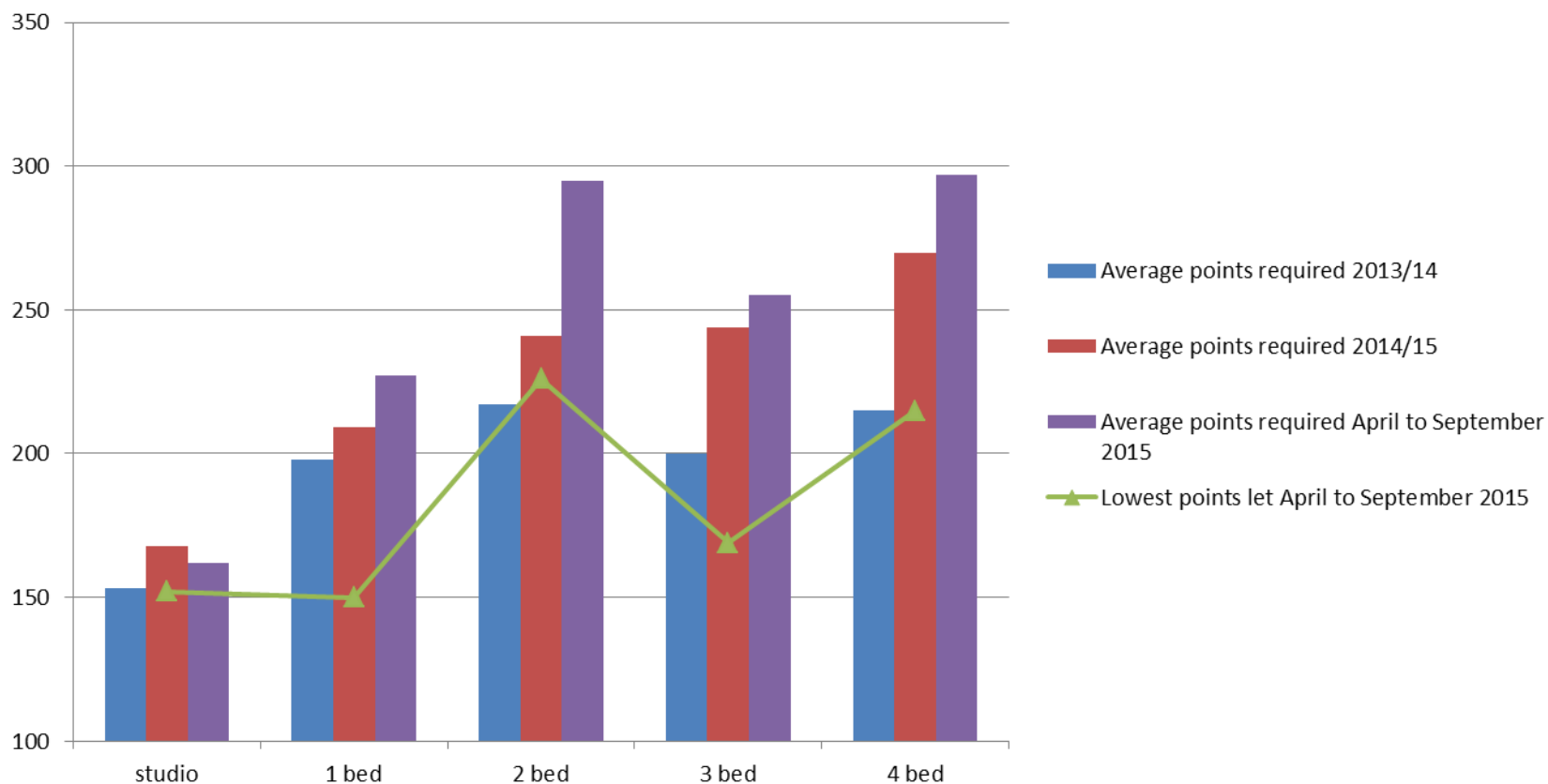
- Currently around 19,000 households on the housing register – waiting list and transfer
- Of the 19,000 around 11,100 in housing need
- 3,642 applications made in 2014/15, average of 303 per month.

Number of Properties Let by Bed Size.

	Studio	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed	6+	Total
2011/12	80	610	500	226	43	17	5	1481
2012/13	58	636	609	272	83	16	3	1677
2013/14	59	628	545	270	77	15	0	1594
2014/15	59	540	389	173	39	3	1	1204
2015/16 (est)	52	448	308	150	30	8	0	996



Average Lettings Points and Lowest Points



Homelessness and Temporary Accommodation

- As at 30 Sept 2015 there were 68,560 households living in temporary accommodation (TA) in England and Wales, of which 50,490 in London. That is an increase of 13% compared with Sept 2014
- Despite an increase in demand, our range of homeless prevention services prevent many clients from going into TA
- In Islington, we actually saw a reduction in the number of households in TA during the same period, from 987 to 915 households
- 64% are placed within the borough
- Despite reduction and prevention, private rents mean TA expenditure and income is projecting a current budget deficit of **£1.3m.**

Reducing Temporary Accommodation

- We have managed to reduce the cost of nightly booked TA through:
 - Implementation of the London-wide Nightly Purchased Accommodation agreement (caps for nightly booked TA) - reduces average daily unit cost by 5.3%
 - Increased use of own council stock, earmarked for regeneration and leasehold buy back scheme
 - Comprehensive programme of transferring people from expensive nightly booked TA into cheaper accommodation
- Other initiatives to reduce use of TA and length of stay:
 - Revised assessment system to enable faster processing
 - Increase in lettings to homeless people, more support to help people bid
 - Tight management of voids

Islington Lettings

- Launched in March 2015
- Incorporates Islington Residential (service for leaseholders)
- Two products: market rents and sub-market guaranteed rents
- As at 1st January 2016: - 5 units let under guaranteed rent scheme
- 49 units let under market rent scheme
- Reviewed November 2015:
 - Explore expanding scheme to key workers
 - Produce marketing plan
 - Improve information on website
 - Direct targeted approach to leaseholders to join scheme
 - Review landlord offer.

Partners

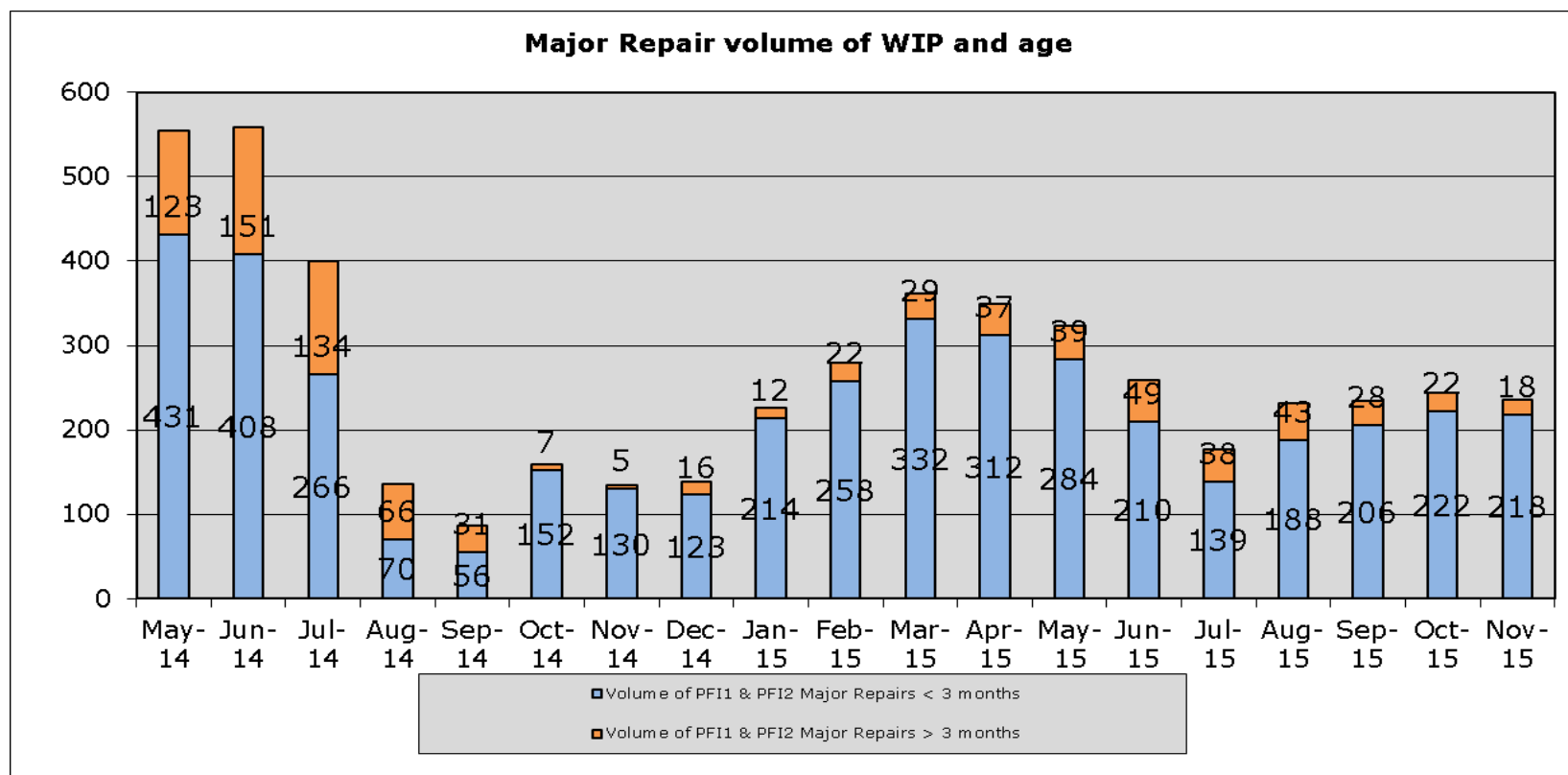
- Lifecycle repairs exceeding 3 months reduced
- New central complaints team and redesign of the delivery of this service
- Significant reduction in complaints and increase in resident satisfaction
- Dedicated repairs performance team to monitor progress daily
- Detailed PI's required by council enables rigorous scrutiny of service delivery and complaints levels
- Complaints down by 25% on last year.

Partners Complaints May 2014 – November 15

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Stage 1 complaints 2015	47	41	40	33	32	39	31	33	34	24	34	17	405
Stage 1 complaints 2014	47	49	53	40	47	35	40	52	44	52	45	36	540



Table 2: Major Repairs (Lifecycle) volume over a year and a half



Rents and Voids

- **Rents**
- 99.9% of rents due in 2015/16 to date collected, not including rents owed from previous years
- Average arrears per tenant is £127.64, this equates to 1.86% of the rent roll
- Average arrears per LBI-managed tenant is £121.82 (1.77%)
- Average arrears per PFI tenant is £167.70 (2.24%)
- Collection levels for both the Council and Partners better than last year.
- **Voids**
- Average re-let times for management voids same for LBI-managed and Partners - 19 days

Repairs Integration (1)

Repairs, gas and voids services were brought in-house 18 months ago. The focus for first 12 months was service continuity and assessing the set-up to determine how best to improve it.

Reorganisations now completed for repairs back office staff and the gas service, with recruitment underway, and the reorganisation of repairs operatives is currently out to consultation.

- Performance has generally been maintained since insourcing – current overall satisfaction with service 71.75%.
- Housing Direct average repair call answering in 10 seconds. First Time Fix generally exceeding 80% target.

Repairs Integration (2)

- Gas compliance challenging due to a market-wide shortage of skilled gas engineers with contractors and councils competing to attract the most capable.
- Two new gas apprentices have started with repairs apprentices starting Sept 2016.

The joinery workshop and training facility now open and operational and the current focus is on developing and implementing a new IT system to allow better allocation of resources and reporting on performance – go live due November.

New Build - Parkhurst



New Build – Lyon Street

