

Committee:	Executive	Agenda Item No.:	8.
Date:	5 <sup>th</sup> September 2011	Category	
Subject:	Rent Arrears/Housing Department Performance	Status	Open
Report by:	Head of Housing		
Other Officers involved:	Housing Enforcement Manager, Housing Needs Manager, Housing Innovation Officer, Asset Management Officer, Planned and Responsive Repairs Manager, Voids and Welfare Manager.		
Director	Director of Neighbourhoods		
Relevant Portfolio Holder	Councillor K. Bowman, Portfolio Holder for Housing		

### **RELEVANT CORPORATE AIMS**

CUSTOMER FOCUSED SERVICES – Providing excellent customer focused services.

REGENERATION – Developing healthy, prosperous and sustainable communities.

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation.

### **TARGETS**

There are specific targets of which is reported within this report.

### **VALUE FOR MONEY**

Not specifically from this report.

## **THE REPORT**

This report is an update on the performance of the housing department for February 2011 to the end of June 2011 (the end of the quarter). This report continues to develop and now includes more statistical information about the repairs service. The timing of the report has changed slightly to reflect full quarters, this means that this report covers a 4 month period.

### **a. Current Rent Arrears**

There has been a further fall in current rent arrears. At the end of the 2010 financial year rent arrears were 3.0% which reduced to 2.8% at the end of the quarter. Rent Arrears remain at less than £500,000 compared to over £900,000 in 2007.

#### Rent arrears action undertaken

- 162 visits
- 102 Interviews
- 44 arrangements made
- 53 notices seeking possession served
- 25 court appearances
- 2 adjournments made by court
- 17 suspended/postponed possession orders obtained in court
- 5 full possession orders obtained in court
- 2 money judgement orders – the tenant has cleared the arrears before court but we apply for the judge to allow us to charge the tenant the court costs.
- 12 warrants for eviction applied for – the tenant can appeal this
- 6 appeals to court by tenants in arrears
- 6 evictions carried out

#### Examples of action taken on specific cases

- Following visits and calls tenant cleared rent account of £363.12
- Tenant paid £341.45 to totally clear arrears following receipt of a Non Secure Tenancy Notice to Quit.
- Following visits and calls tenant paid £723.00 to catch up with court order.
- Following receipt of warrant details tenant paid £1,718.84 to completely clear the arrears and further tenant paid £1440.00 to clear arrears.
- Eviction scheduled and tenant part paid £1008.00 to try and stop eviction, Unfortunately the tenant did leave a large amount of arrears on the account and the eviction went ahead as planned.

- An arrears visit in Bolsover has been made to every tenant with arrears of £10.00 and above who has missed payments or broken an arrangement.

#### **b. Former Tenants Arrears / Allocations**

Tackling Former Tenants Arrears remains difficult as this role is currently only being covered part time whilst the Council considers alternative options.

However, the introduction of the new Allocations Policy has assisted in reducing arrears. Under the old system people were allowed onto the list with arrears, but not offered accommodation whilst they had debt. The new system means that applicants must not have any housing related debt prior to application. This has resulted in £785.00 being paid and an extra £335.00 being recovered that had previously been written off. Currently 46 applications are suspended due to debt.

#### **c. Supporting People**

As previously reported, the County Council plan to re-tender for some Supporting People Services. The Department have been working alongside Chesterfield and South Derbyshire Council and the County have agreed to try to negotiate a solution with the 'Consortium' for the provision of the call monitoring service.

The Consortium have appointed consultants, Peter Fletcher Association, to assist in developing a business plan and negotiations with the Council

The County Council are requesting indicative information by the 24<sup>th</sup> September, so the deadline is tight.

#### **d. Mobile Working**

Cabinet received a presentation on mobile working, and the projected savings. The final part of mobile working is likely to be delayed slightly due to a required upgrade to the Academy system and staff pressures during the holiday period. With the Academy upgrade there is a need to carry out extensive retesting of interfaces to ensure these continue to function correctly.

#### **e. Repairs (General)**

Overall the responsive service is still improving with the average number of jobs completed per operative increasing from 2.32 in 2010/2011 to 2.33 to date for 2011/2012

The number of days taken to complete responsive jobs overall (RA,RN,RR,PW) is still reducing significantly. In 2010/11 it was 20.49 days and to date in 2011/12 it is 12.3 days.

Appointed jobs have increased from 45% in 2010/2011 to 85% for 2011/2012 to date

### **ISSUES FOR CONSIDERATION**

None directly.

### **IMPLICATIONS**

Financial : Not specifically from this report.

Legal : Not specifically from this report.

Human Resources : Not specifically from this report.

### **RECOMMENDATION**

**That members note the content of this report.**

### **REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION**

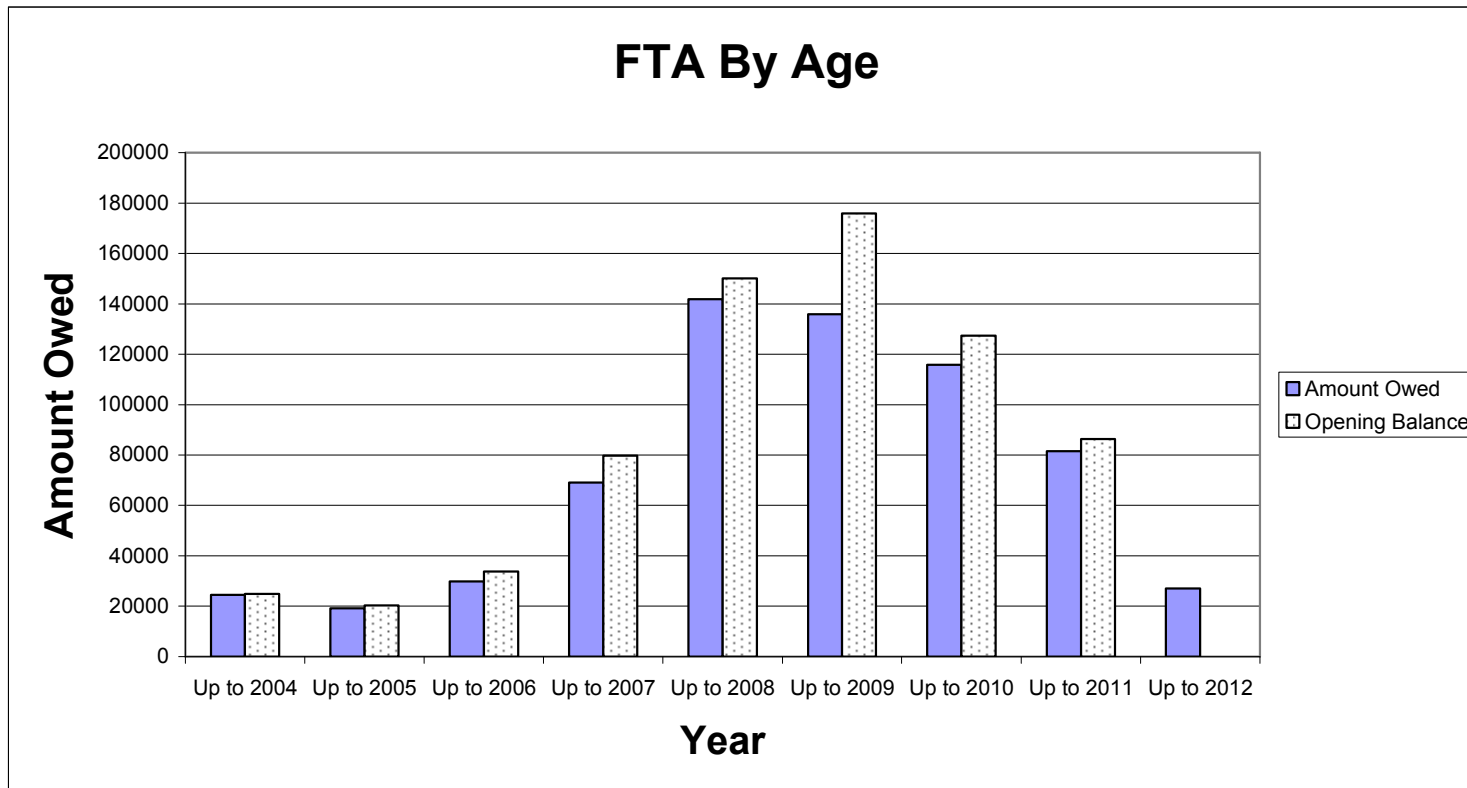
To provide Members with an update on Housing Department performance.

ATTACHMENT: No  
FILE REFERENCE:  
SOURCE DOCUMENT:

# 1. FTA Aged Debt Analysis

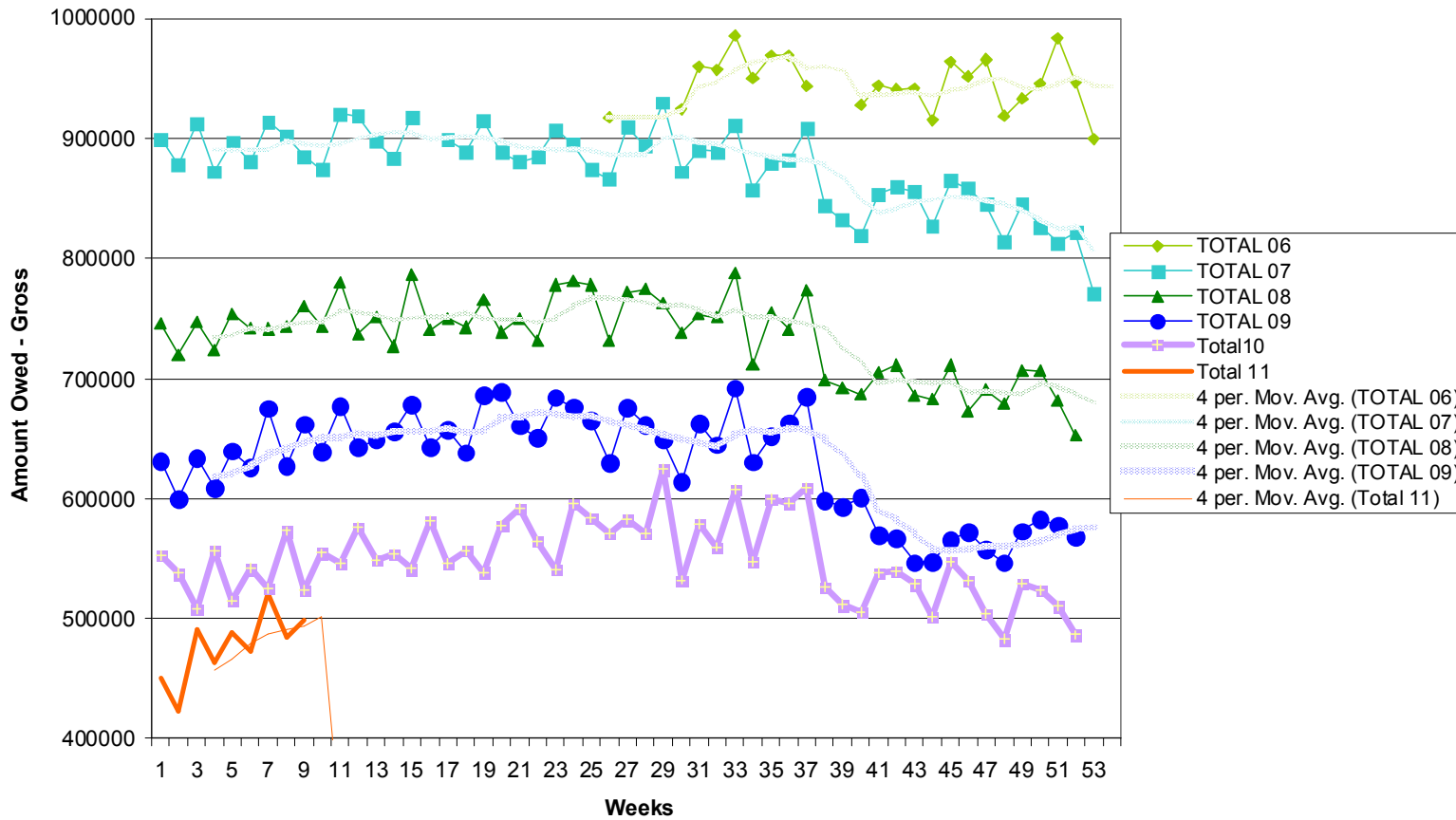
Year of debt	Up to 2004	Up to 2005	Up to 2006	Up to 2007	Up to 2008	Up to 2009	Up to 2010	Up to 2011	Up to 2012	TOTAL
Amount Owed	24540	19162	29837	69119	141782	135859	115744	81582	27015	644640
Number	45	29	41	79	115	138	112	178	68	805
Opening Balance	24780.75	20338.62	33742.05	79699.11	150145.2	175973.4	127348.7	86366		698393.8

Reduction (exc 2012) 80768.83



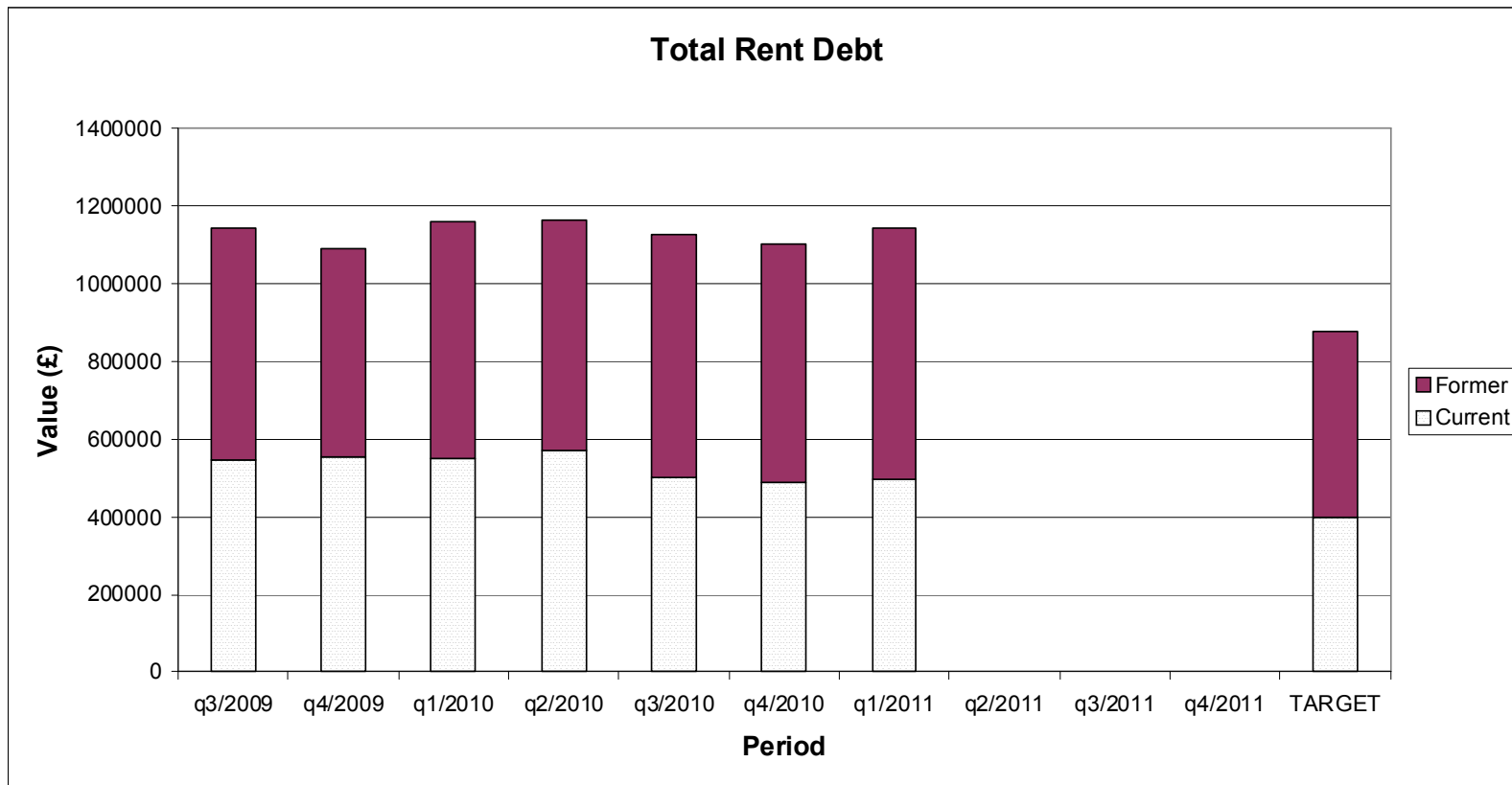
## 2. Current Rent Arrears (as of 6 June 2011)

**Total Owed Chart Current Rent Arrears Target - 2.5%**



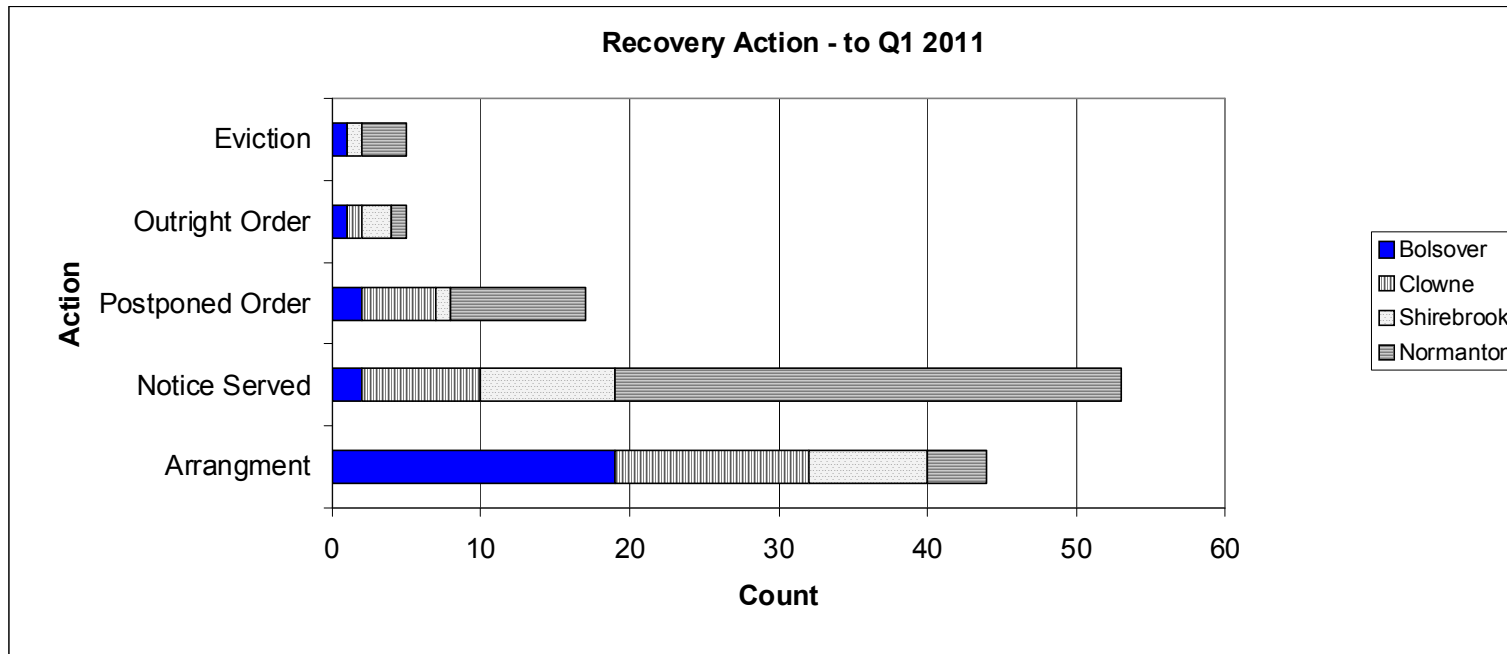
### 3. Total Rent Owed

	q3/2009	q4/2009	q1/2010	q2/2010	q3/2010	q4/2010	q1/2011	q2/2011	q3/2011	q4/2011	TARGET
Current	547072	553120	548858	571012	501376	486526	498259				400000
Former	596973	535411	612028	592887	625685	617625	644640				477578
TOTAL	1144045	1088531	1160886	1163899	1127061	1104151	1142899	0	0	0	877578



#### 4. Rent Arrears Actions - YTD June 2011

	Bolsover	Clowne	Shirebrook	Normanton	TOTAL
Arrangement	19	13	8	4	44
Notice Served	2	8	9	34	53
Postponed Order	2	5	1	9	17
Outright Order	1	1	2	1	5
Eviction	1	0	1	3	5
					0
<b>TOTAL</b>	<b>25</b>	<b>27</b>	<b>21</b>	<b>51</b>	<b>124</b>

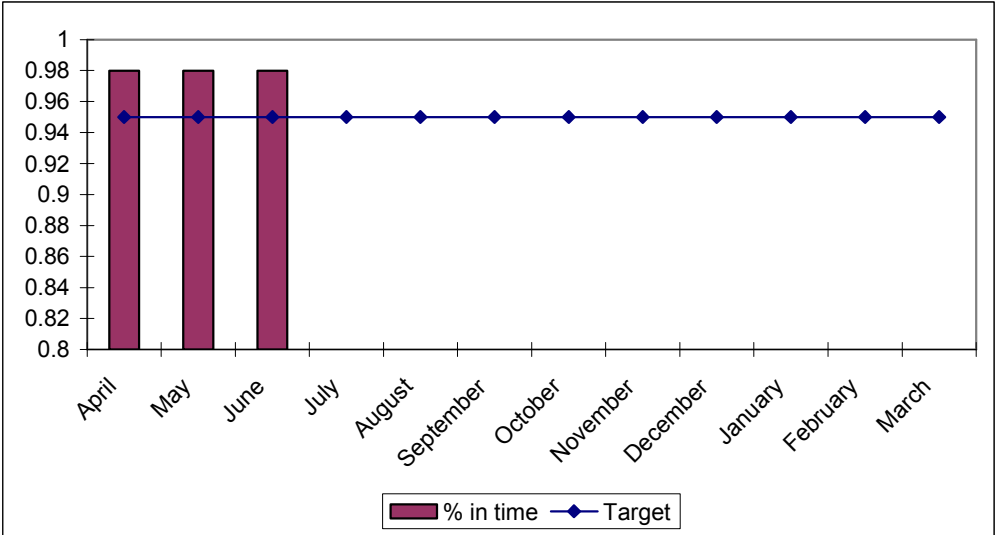




5. All repairs by month - completed in time

	In time	Out of time	TOTAL	% in time
April	1154	22	1176	98.0%
May	1173	18	1191	98.0%
June	1433	23	1456	98.0%
July				
August				
September				
October				
November				
December				
January				
February				
March				

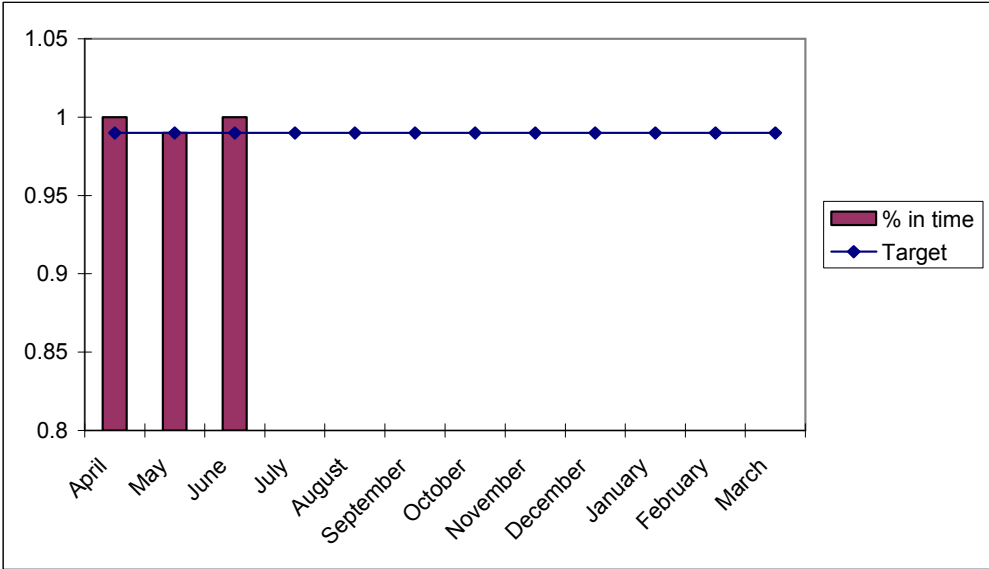
Target
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%
95.0%



6. Emergency repairs only - completed in time

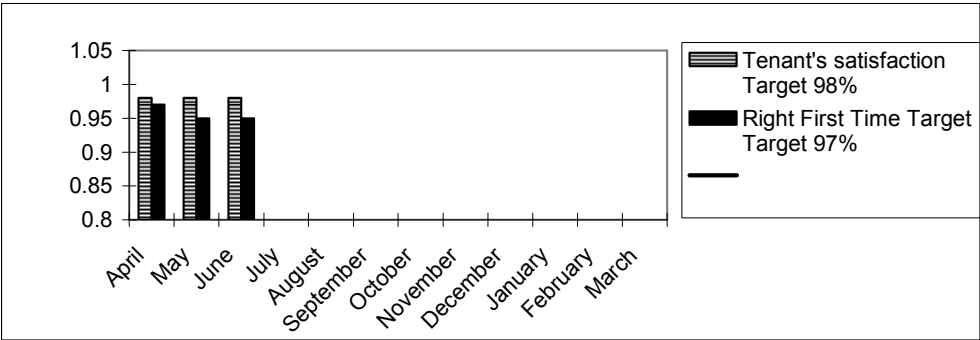
	In time	Out of time	TOTAL	% in time
April	259	0	259	100.0%
May	261	1	262	99.0%
June	308	0	308	100.0%
July				
August				
September				
October				
November				
December				
January				
February				
March				

Target
99.0%
99.0%
99.0%
99.0%
99.0%
99.0%
99.0%
99.0%
99.0%
99.0%
99.0%
99.0%
99.0%



# 7. Customer Feedback

	Tenant's satisfaction Target 98%		Right First Time Target 97%	
April	98%	97%		
May	98%	95%		
June	98%	95%		
July				
August				
September				
October				
November				
December				
January				
February				
March				



## 8. Sub contractor budget

Month	3
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Item	Annual budget	Spend to date	% incurred	Should be	Monitoring
General	12500	1,884	15%	0.0%	-1241
Responsive	238334	98,702	41%	0.0%	39118.5
Out of hours	61750	11,120	18%	0.0%	-4317.5
Voids	190000	76,211	40%	0.0%	28711
Electrical	47500	10,715	23%	0.0%	-1160
Asbestos R	19,000	6,196	33%	0.0%	1446
Asbestos S	52100	21,429	41%	0.0%	8404
Consultancy	51316	15,502	30%	0.0%	2673

