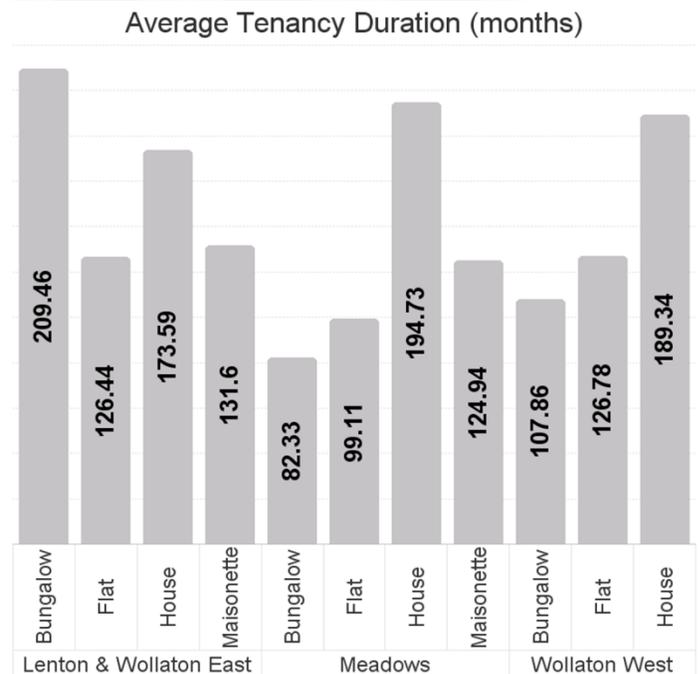
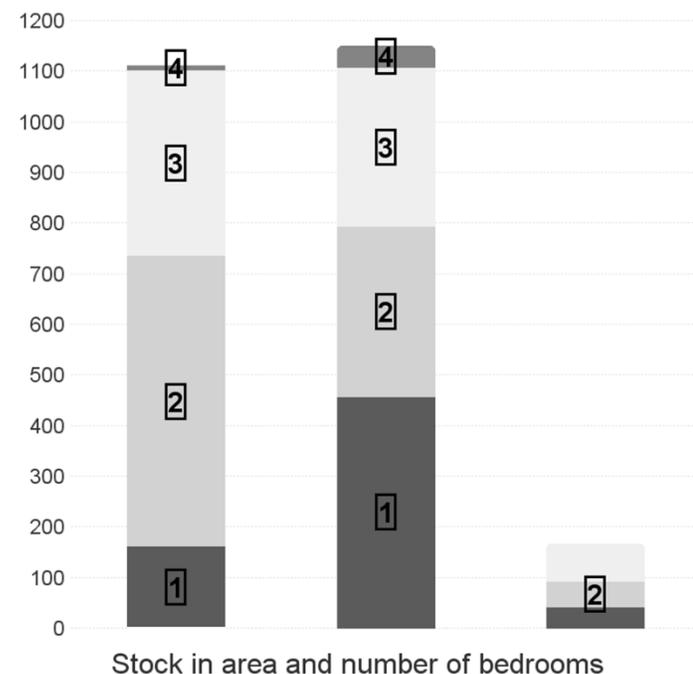
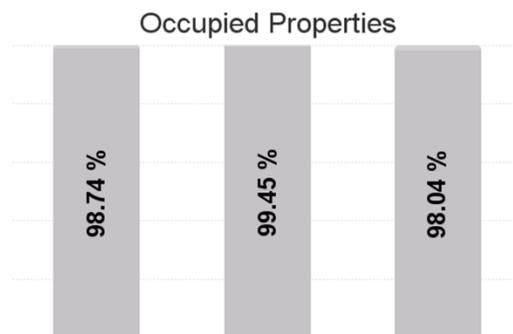
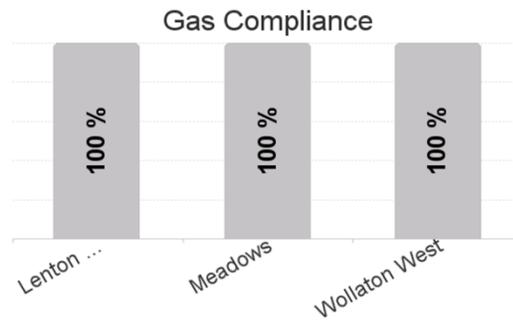
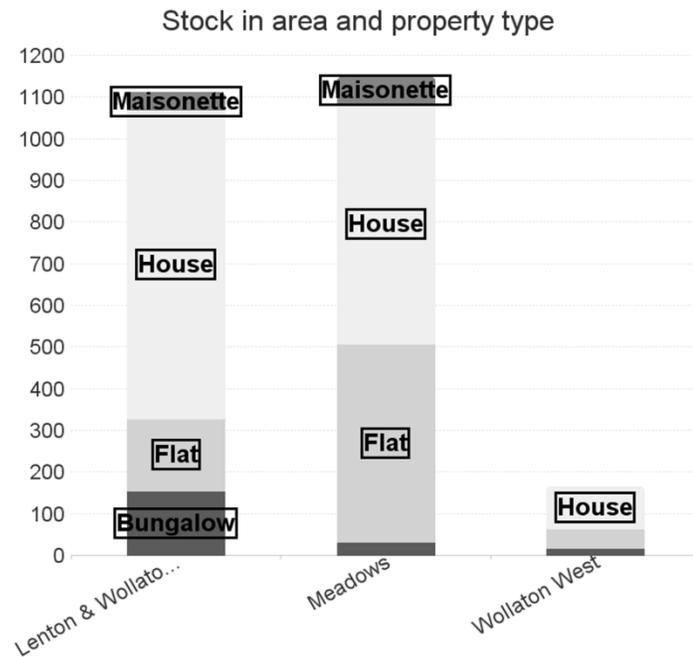


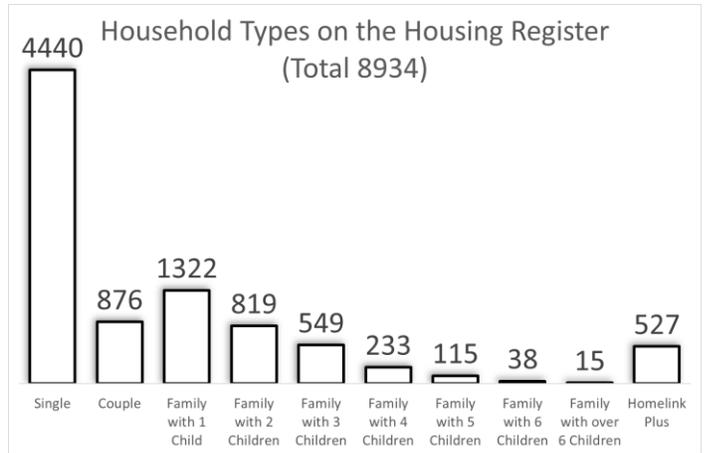
# AREA COMMITTEE REPORT-LENTON & WOLLATON EAST, MEADOWS AND WOLLATON WEST (APRIL-DECEMBER 2019) – APPENDIX 2

## HEADLINE DATA



## LETTINGS AND RELOCATION SUPPORT

	Ave no. of days to let a property	Number of Voids let in the period
Lenton & Wollaton East	26	23
Meadows	40.38	40
Wollaton West	50.43	7



Demand for homes continues to increase, the 8,934 applicants on the Housing Register represents a 9% increase from January 2019.

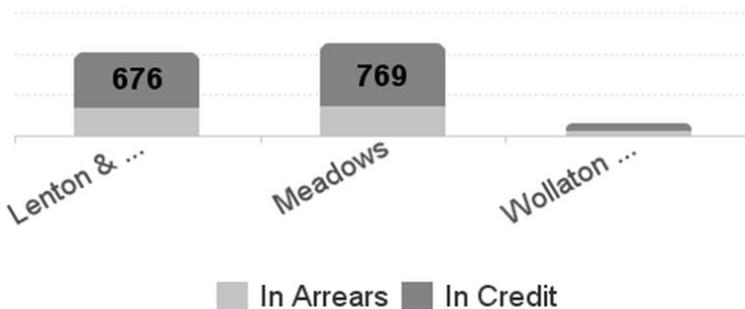
Over half of all applicants are either single or a couple, one and two bedroom homes are in high demand, and another 25% are from small families who need this type of home.

Turning around empty homes is a priority. Our teams are robustly performance managed and work together to let properties swiftly and in the best condition possible.

Independent Living properties are often hard to let and impact on our performance figures, with on-going improvements to the schemes and direct marketing we are anticipating greater demand for these properties.

## HOUSING INCOME MANAGEMENT

### Rent accounts in credit/arrears



The majority of tenants in Lenton & Wollaton East, Meadows and Wollaton West are paying their rent, and maintaining a credit balance on their rent account.

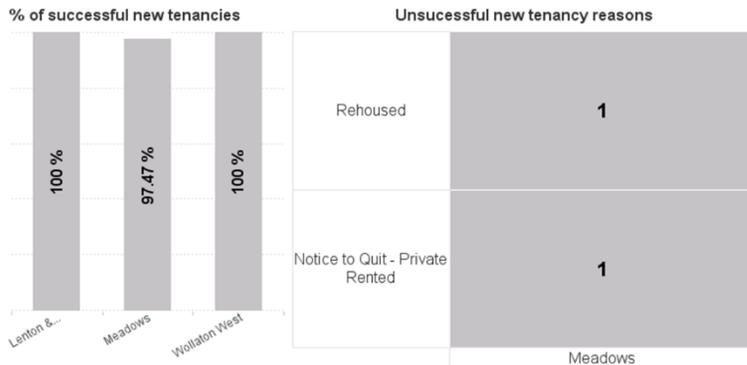
The majority of accounts in debit owe less than a month.

Universal Credit (UC) claimants are steadily increasing; the people claiming UC receive their benefit a month in arrears.

This impacts on their housing debt as payments are a month behind.

The new UC team supports all new claimants through this process.

## NEW TENANCY SUSTAINMENT



We have exceeded our target for sustaining tenancies. This is due to the continued hard work of the Housing team, engaging with our customers, liaising with other areas of the business and referring tenants for support when this is required.

## REPAIRS AND MAINTENANCE

The number of responsive repair appointments during 2019/20



We are aware of the impact a missed appointment has on our customers in Lenton & Wollaton East, Meadows and Wollaton West. We have an action plan in place to improve the service.

Often unforeseen circumstances cause missed appointments, the previous job could take longer than anticipated or a trade colleague maybe unavailable to attend due to an emergency call out.

With improved diagnosis of the repair we are trying to attend every appointment, repair on the first visit and reduce the number of emergency visits we make, which currently is having an impact on the number of complaints we have for time to start work.

Our own targets are being met, but we want to improve the service further.

## CUSTOMER INSIGHT

### Complaints - 2019/20

Voids and New Tenancy Services	2	1	2
Tenancy and Estate Management	2	2	
Responsive Repairs	26	19	3
Rents, Leaseholders and Income Manag...	2	1	
Other		1	
NCC Garden Assist	9		
Minor Works	10	6	1
Mechanical and Electrical	9	2	2
Major Works	6	3	
Housing Options	1		
Customer Service Centre	7	3	4
Customer Relations Team	2		
CR&M Business Services	15	12	1
Capital works	2	2	1
Asset Management	3		
	<b>Lenton &amp; Wollaton East</b>	<b>Meadows</b>	<b>Wollaton West</b>

The number of complaints is reducing. The main reason for complaint is for the time to start works, our repairs teams are trying to improve their process to deal with this problem. NCH have a detailed learning outcome process that is helping us understand the problems and find suitable solutions.

## ANTI-SOCIAL BEHAVIOUR

Case Type 2019-20	<input checked="" type="checkbox"/> Lenton & Wollaton East	Meadows	Wollaton West	Grand Total
Criminal Behaviour / Crime	3	1		4
Domestic Abuse	1	1		2
Drugs / Substance Misuse / Drug Dealing	4	1		5
Garden Nuisance	11	2	1	14
Hate-Related Incidents	1	1		2
Misuse of Communal Area or Loitering		1	1	2
Noise	5		3	8
Physical Violence		1		1
Staff abuse	2	1		3
Tenancy Fraud (TFI'S ONLY)	4	4		8
Verbal / Harassment / Intimidation / Threatening	1			1
<b>Grand Total</b>	<b>32</b>	<b>13</b>	<b>5</b>	<b>50</b>

Garden nuisance and noise were the highest reported ASB types for the ward. Garden nuisance made up 28% of reports. Noise makes up 16% of cases for the ward, which is significantly lower than the figure across the city. Increased awareness of the Noise App amongst residents has meant willingness to report and log noise issues which NCH can track, monitor and take action on. This data is analysed weekly and all noise reports are allocated to the relevant HPM for action and resolution.

Tenancy Fraud investigators have been working closely with the housing offices to tackle fraud in NCH tenancies including attending ward walks and speaking to residents about their concerns, such as unlawful subletting and abandoned properties. In the last year alone, fraud investigated 117 new cases across the whole city and helped to recover 42 properties that were being used fraudulently.