

Area Committee Report – Dales, Mapperley and St Anns



| Housing Register | Band Homeless | Band 2 | Band 3 | Band 4 | Band 5 | Housing and Health Applicants | Pending-Awaiting Banding Decision | Victoria Centre Applicants | Homelink Plus |
|------------------|---------------|--------|---------------------|------------------------|------------------------|-------------------------------|-----------------------------------|----------------------------|---------------|
| 8919 | 503 | 1165 | 1976 | 2939 | 1451 | 88 | 161 | 310 | 326 |
| | Single | Couple | Family with 1 Child | Family with 2 Children | Family with 3 Children | Family with 4 Children | Family with over 4 Children | Homelink Plus | Unclassified |
| | 4561 | 858 | 1325 | 788 | 547 | 235 | 170 | 326 | 109 |

| Ward | Stock Size | Housing Income Management 2020/21 | | Year | Lettings and Relocation Support | | New Tenancy Sustainment | Repairs and Maintenance | |
|-----------|------------|-----------------------------------|--------------------------------------|------------------|---------------------------------|--------------------|-------------------------------|------------------------------|---------------------------------|
| | | Accounts in credit | Accounts in Over 3 Months of Arrears | | Lettable Voids | Average Relet Time | % of Successful New Tenancies | Number of Works Appointments | % of Appointments Made and Kept |
| | | | | Target - 2020/21 | | 25.00 | 96.50% | | 99.00% |
| Dales | 1149 | 66.30% | 4.36% | 2020/21 | 15 | 30.5 | 95.65% | 1132 | 99.38% |
| | | | | 2019/20 | 2 | 15.3 | 93.85% | 3052 | 99.54% |
| Mapperley | 501 | 62.73% | 3.24% | 2020/21 | 7 | 31.17 | 93.75% | 530 | 99.25% |
| | | | | 2019/20 | 1 | 28.58 | 100.00% | 1409 | 99.29% |
| St Anns | 3181 | 66.16% | 2.89% | 2020/21 | 37 | 35.6 | 95.59% | 2487 | 99.52% |
| | | | | 2019/20 | 23 | 19.21 | 96.81% | 6790 | 99.15% |

Housing Income Management commentary: The arrears are up on last month and above this point last year, although as last year was a 53 week year the comparison is not entirely accurate. We are still maintaining a 100% collection rate, although this is affected by the two rent free weeks at the beginning of April and so will continue to reduce. We have now started some enforcement action, and this has brought some positive results with some lump sum payments being made. We have had notification of our first Court date, which is in mid-November. It is hoped that the ability to use enforcement as a tool will reflect in a slowing down in the increase in the debt.

Lettings and Relocation Support commentary: We have seen an increase in voids and average relet time compared to last year due to the impact of Covid-19. In part this has been due to the number of people willing to move in this uncertain period, and in particular older people, which has impacted on letting our Independent Living homes. There has also been an impact on carrying out work in empty homes as we need to ensure social distancing guidelines are followed. The number of applicants has remained stable as we continue to work to prioritise housing the homeless and most vulnerable.

Repairs and Maintenance commentary: Responsive Repairs have been working to clear the backlog created over the first covid-19 lockdown period. We worked to a 10-week recovery program, utilising a more planned, street-by-street approach to complete the deferred repairs. Progress fluctuated, depending on access rates, but with proactive tenant communication (either via text or phone call) we have cleared the backlog in Repairs. This program and the reduction in resource due to self-isolating in the second wave has generated longer waiting times for some Repairs.

New Tenancy Sustainment

Unsuccessful new tenancy reasons

| | | | |
|---------------------------------|-------|-----------|---------|
| Right to Buy | | | 1 |
| Rehoused | | | 1 |
| Notice to Quit - Private Rented | 2 | | 2 |
| Notice to Quit - Lodging | | 1 | |
| Eviction - Rent | 1 | | 2 |
| | Dales | Mapperley | St Anns |

Commentary:

Customer Insight

Complaints - 2020/21

| | | | |
|-------------------------------------|-------|-----------|---------|
| Voids and New Tenancy Services | 1 | | 1 |
| Tenancy and Estate Management | 4 | | 6 |
| Service Improvement | | | 1 |
| Responsive Repairs | 15 | 4 | 20 |
| Rents, Leaseholders and Income M... | | | 2 |
| New Build | | | 1 |
| NCC Garden Assist | 1 | 1 | |
| Minor Works | | | 1 |
| Mechanical and Electrical | 4 | 1 | 10 |
| Major Works | | | 4 |
| Estate Caretaking | 2 | | |
| Customer Service Centre | 2 | | 5 |
| Customer Relations Team | | | 1 |
| CR&M Business Services | 4 | 4 | 8 |
| Capital works | 1 | | 4 |
| | Dales | Mapperley | St Anns |

Anti-Social Behaviour

| Anti-Social Behaviour Case Type | = Dales | | = Mapperley | | = St Ann's | |
|--|-----------|-----------|-------------|----------|------------|-----------|
| | 2019/20 | 2020/21 | 2019/20 | 2020/21 | 2019/20 | 2020/21 |
| Alcohol Related | | | | | 2 | |
| Begging | | 1 | 1 | | | |
| Criminal Behaviour / Crime | | 2 | | | 2 | |
| Domestic Abuse | 3 | 2 | 3 | | 7 | 3 |
| Drugs / Substance Misuse / Drug Dealing | 6 | 2 | 1 | 1 | 9 | 6 |
| Garden Nuisance | 6 | | 3 | | 15 | 2 |
| Hate-Related Incidents | | 1 | | | 1 | 3 |
| Litter / Rubbish / Fly-Tipping | | | | 1 | 1 | |
| Misuse of Communal Area or Loitering | | | | | 3 | 3 |
| Noise | 11 | 9 | 6 | 1 | 42 | 22 |
| Nuisance from Vehicles | | | 1 | | 1 | |
| Pets and Animal Nuisance | 5 | 1 | 1 | | 5 | 1 |
| Physical Violence | 1 | 1 | | | 1 | 2 |
| Vandalism and Damage to Property | | | | | | 3 |
| Verbal / Harassment / Intimidation / Threatening | 3 | 4 | 2 | 6 | 17 | 14 |
| Grand Total | 35 | 23 | 18 | 9 | 106 | 59 |