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-Awai ting 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

		Housing Income Management 2020/21			Lettings and Relocation Support		New Tenancy Sustainment	Repairs and Maintenance	
Ward	Stock Size	Accounts in credit	Accounts in Over 3 Months of Arrears	Year	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%
Dales	1149	00.30%	4.30%	2019/20	2	15.3	93.85%	3052	99.54%
Mapperley	Mapperley 501	62.73%	3.24%	2020/21	7	31.17	93.75%	530	99.25%
iviappeney	301	02.73%	3.2470	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%
St Anns	3101	00.10%	2.09%	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.

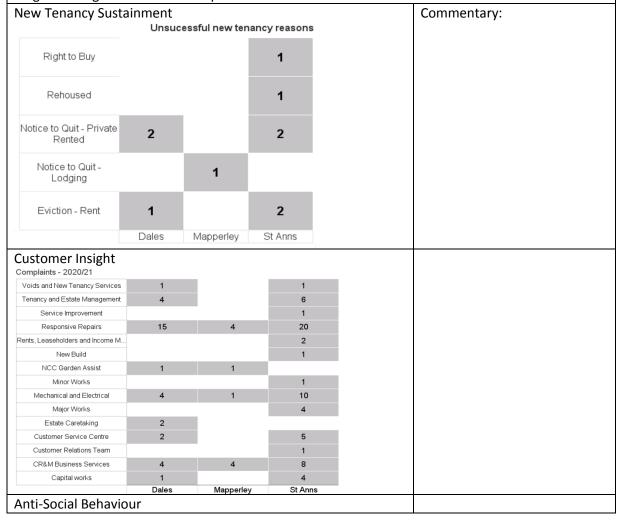
Lettings and Relocation Support commentary: We have seen an increase in voids and average relet time compared to last year due to the impact of Covid-19. In part this has been due to the number of people willing to move in this uncertain period, and in particular older people, which has impacted on letting 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.



	= Dales		= Mapp	orlev	∍St Ann's	
Anti-Social Behaviour Case Type		2020/21			2019/20	
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