

Area Committee Report – Bestwood, Bulwell and Bulwell Forest



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%
Bestwood	2765	61.74%	4.74%	2020/21	21	18.24	96.25%	2572	98.21%
				2019/20	12	17.74	96.82%	6839	98.98%
Bulwell	2480	62.56%	2.91%	2020/21	17	26.92	98.05%	2449	98.69%
				2019/20	20	23.48	98.32%	6375	98.82%
Bulwell Forest	624	65.89%	3.31%	2020/21	9	20.62	100.00%	606	98.18%
				2019/20	3	38.31	100.00%	1516	98.94%

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

Surrender		1
Right to Buy	1	
Rehoused	1	1
Notice to Quit - Private Rented		1
Notice to Quit - Lodging	3	
Eviction - Rent	1	
	Bestwood	Bulwell

Commentary:

Customer Insight

Complaints - 2020/21

Voids and New Tenancy Services	1	1	1
Tenancy and Estate Management	4	5	3
Sustainable Energy		1	
Service Improvement	2	1	2
Responsive Repairs	21	10	4
Other	3	3	
NCC Garden Assist	1	3	
Minor Works	7	5	
Mechanical and Electrical	16	7	1
Major Works	2	1	
Lifts, Aerials, Water hygiene - Comp...		1	
Independent Living			1
Estate Caretaking	1		
Customer Service Centre	8	3	2
CR&M Business Services	8	7	2
Asset Management	2		
	Bestwood	Bulwell	Bulwell Forest

Anti-Social Behaviour

Anti-Social Behaviour Case Type	= Bestwood		= Bulwell		= Bulwell Forest	
	2019/20	2020/21	2019/20	2020/21	2019/20	2020/21
Alcohol Related	1		1			3
Criminal Behaviour / Crime	6	3	6		1	
Domestic Abuse	13	10	3	2		
Drugs / Substance Misuse / Drug Dealing	10	7	7	3	1	
Garden Nuisance	16	3	15	2	4	1
Hate-Related Incidents	6	2	4		1	
Litter / Rubbish / Fly-Tipping	1	1	1	2	1	1
Misuse of Communal Area or Loitering	4		2	1	1	1
Noise	30	16	5	4	5	5
Nuisance from Vehicles						1
Pets and Animal Nuisance		3	2	2	2	2
Physical Violence	10	1	4	1	4	3
Prostitution / Sexual Acts / Kerb Crawling		1				
Vandalism and Damage to Property	4		2	1		1
Verbal / Harassment / Intimidation / Threatening	34	11	14	6	4	4
Grand Total	135	58	66	24	24	22