

Area Committee Report – Castle, Hyson Green & Arboretum and Radford



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%
Castle	91	73.03%	5.62%	2020/21	1	27.75	75.00%	104	99.04%
				2019/20	1	0.00	100.00%	336	98.51%
Hyson Green & Arboretum	653	61.72%	4.10%	2020/21	21	56.18	100.00%	649	98.00%
				2019/20	6	31.44	100.00%	1721	98.84%
Radford	1092	64.28%	3.28%	2020/21	15	33.85	98.51%	891	98.77%
				2019/20	6	18.58	96.39%	2495	99.28%

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



Commentary:

Customer Insight

Complaints - 2020/21

Complaint Category	Castle	Hyson Green & Arboretum	Radford
Tenancy and Estate Management	0	0	2
Responsive Repairs	0	6	4
Minor Works	0	1	1
Mechanical and Electrical	0	5	4
Estate Caretaking	0	0	1
Customer Service Centre	0	1	0
CR&M Business Services	0	1	1
Capital works	0	1	3
Asset Management	0	1	1

Complaints and members casework continue to remain steady, satisfaction levels remain relatively high across all areas of the business from recent quarterly STAR surveys. Responsible Tenant Reward process is in hand and letters will start to be delivered to tenants advising them of whether they have been successful. We will look at processing requests for refunds into accounts as quickly as possible but no guarantee that these will all be paid in time for Christmas due to restrictions with pandemic.

Anti-Social Behaviour

Noise nuisance continues to be the most reported case type

Anti-Social Behaviour Case Type	= Castle		= Hyson Green & Arboretum		= Radford	
	2019/20	2020/21	2019/20	2020/21	2019/20	2020/21
Criminal Behaviour / Crime			1		1	3
Domestic Abuse	1		3	3	2	5
Drugs / Substance Misuse / Drug Dealing			2	1	1	
Garden Nuisance	3		2	1	4	3
Hate-Related Incidents			2		2	1
Litter / Rubbish / Fly-Tipping			1		1	1
Misuse of Communal Area or Loitering				1		4
Noise	2	1	4	8	12	16
Pets and Animal Nuisance					2	
Physical Violence			1			2
Prostitution / Sexual Acts / Kerb Crawling	1					
Vandalism and Damage to Property			1		3	2
Verbal / Harassment / Intimidation / Threatening			3		3	3
Grand Total	7	1	20	14	31	40

across the wards accounting for 45% of new ASB cases reported between April-October 2020. Citywide there has been a 55% increase in noise nuisance cases when compared to the same period (Apr-Oct 2019) last year. We have seen a significant rise in noise nuisance cases due to covid-19.

This increase is due to the first lockdown and people remaining at home more than they usually would for a variety of reasons including working at home limiting how much they go out even once the restrictions were eased. Increased awareness of the Noise App amongst residents continues to show a willingness to report and log noise issues which NCH can track, monitor and take action on.

The second highest case type across the wards is domestic abuse. Citywide we have seen an increase in domestic abuse casework since the start of the pandemic. We have set up a domestic abuse project which is making sure that we are providing an enhanced level of support for survivors of domestic abuse.