

Area Committee Report – Lenton, Wollaton East, Meadows and Wollaton West



| 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 |
| | | | | Target - 2020/21 | | 25.00 | 96.50% | | 99.00% |
| Lenton & Wollaton East | 1105 | 62.44% | 5.04% | 2020/21 | 12 | 31.93 | 100.00% | 1298 | 98.77% |
| | | | | 2019/20 | 8 | 25.59 | 100.00% | 3225 | 99.10% |
| Meadows | 1144 | 67.82% | 3.65% | 2020/21 | 15 | 18.7 | 96.43% | 1091 | 99.36% |
| | | | | 2019/20 | 9 | 27.25 | 95.71% | 3060 | 99.48% |
| Wollaton West | 163 | 69.44% | 2.08% | 2020/21 | 4 | 11 | 100.00% | 175 | 99.43% |
| | | | | 2019/20 | 1 | 77.33 | 100.00% | 397 | 99.75% |

Appx 2

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 |
| Notice to Quit - Private Rented | 1 |
| | Meadows |

Commentary:

Customer Insight

Complaints - 2020/21

| | | | |
|--------------------------------|------------------------|---------|---------------|
| Voids and New Tenancy Services | 2 | 1 | |
| Tenancy and Estate Management | 5 | | |
| Responsive Repairs | 10 | 7 | 3 |
| NCC Garden Assist | 1 | | |
| Minor Works | 3 | | |
| Mechanical and Electrical | 9 | 4 | |
| Market Rent | | | 1 |
| Major Works | | 1 | |
| Housing Options | 1 | | |
| Customer Service Centre | | 2 | |
| Customer Relations Team | 2 | | |
| CR&M Business Services | 2 | 5 | |
| Capital works | 1 | | |
| | Lenton & Wollaton East | Meadows | Wollaton West |

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. Comms for this year is that 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

Year to date noise nuisance is the most reported case type across the wards accounting for 51% of new

Appx 2

| Anti-Social Behaviour Case Type | = Lenton & Wollaton East | | = Meadows | | = Wollaton West |
|--|--------------------------|-----------|-----------|-----------|-----------------|
| | 2019/20 | 2020/21 | 2019/20 | 2020/21 | 2019/20 |
| Criminal Behaviour / Crime | 3 | | 1 | 2 | |
| Domestic Abuse | 1 | 5 | 2 | | |
| Drugs / Substance Misuse / Drug Dealing | 4 | | 2 | 2 | 1 |
| Garden Nuisance | 11 | 1 | 2 | | 1 |
| Hate-Related Incidents | 1 | | 1 | | |
| Misuse of Communal Area or Loitering | | | 1 | 2 | 1 |
| Noise | 6 | 11 | 2 | 6 | 3 |
| Physical Violence | | | | 1 | |
| Verbal / Harassment / Intimidation / Threatening | 1 | | | 3 | 1 |
| Grand Total | 27 | 17 | 11 | 16 | 7 |

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 most reported 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.

There has been a reduction across a number of case types, with garden nuisance cases seeing the biggest reduction of 85% across the wards. Citywide the number of garden nuisance cases has dropped by 69% when compared to the same period last year. The vast majority of garden nuisance cases are proactively identified by HPMs and HMA's whilst they are out on their patches. The number of garden nuisance cases reported increased during July and August once covid-19 restrictions were eased.