

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
8543	524	1181	2047	2870	1376	50	161	330	4
	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
	4597	847	1327	780	535	224	161	4	68

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
Dales	1149	66.23%	4.90%	2020/21	12	35.25	98.46%	1460	99.59%
				2019/20	2	15.3	93.85%	3052	99.54%
Mapperley	501	65.90%	3.92%	2020/21	4	10.85	95.45%	712	99.30%
				2019/20	1	28.58	100.00%	1409	99.29%
St Anns	3180	66.86%	3.03%	2020/21	34	36.59	97.01%	3245	99.63%
				2019/20	23	19.21	96.81%	6790	99.15%

Housing Income Management commentary: Arrears have increased slightly.. We have now been able to start some enforcement action, working with the "won't payers" to start some reduction in their debts. We have had our first handful of Court hearings, but there are some evictions that have been delayed until July. There are some large debts that we have no ability to recover at present. We have rolled out our new recovery process and we are working to support those who are still struggling financially due to the impact of Covid-19. We are still maintaining a 100% collection rate.

Lettings and Relocation Support commentary: We have implemented the new allocations policy on our IT systems and this has led to a slight reduction in the number of applicants through data cleansing. However the number of new applicants continues to increase and we are working hard to process each application and ensure people are able to apply for a new home. 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 but we are increasing resources to reduce the number of voids. We continue to work to prioritise housing the homeless and most vulnerable.

Responsive Repairs continue to offer a full repairs service throughout the second and third lockdowns, the deferred repairs from the first lockdown were completed back in October 2020.

Demand for our repair service is high, our work colleagues have the appropriate PPE and follow Covid risk assessments to ensure that repairs are completed in a safe manner.

Repairs receive;

- 200 emergency orders per day with 99% of those completed in target.
- 200 appointed jobs per day with 97% attended on time.
- Our Mechanical and Electrical team continued to deliver the gas servicing programme and currently every home has a valid gas certificate.

New Tenancy Sustainment

Unsuccessful new tenancy reasons

Rehoused			1
Refused after Commenced			1
Notice to Quit - Private Rented			1
Notice to Quit - Lodging		1	
Eviction - Rent	1		1
	Dales	Mapperley	St Anns

Commentary:

Customer Insight

Complaints - 2020/21

Voids and New Tenancy Services	1		2
Tenancy and Estate Management	7		7
Sustainable Energy	1		
Service Improvement			1
Responsive Repairs	22	5	29
Rents, Leaseholders and Income M...			3
Other		1	
New Build			1
NCC Garden Assist	1	1	
Minor Works			6
Mechanical and Electrical	9	3	18
Major Works	1		5
Housing Options			1
Estate Caretaking	2		
Customer Service Centre	2	1	11
Customer Relations Team			2
CR&M Business Services	6	6	11
Capital works	2	1	7
Asset Management			3
	Dales	Mapperley	St Anns

Anti-Social Behaviour

Case Type	Dales		Mapperley		St Ann's	
	2018/19	2019/20	2018/19	2019/20	2018/19	2019/20
Alcohol Related	1				3	1
Begging				1		
Criminal Behaviour / Crime			1		4	
Domestic Abuse	2	3		3	5	7
Drugs / Substance Misuse / Drug Dealing		2			11	2
Garden Nuisance	3	6		3	9	15
Hate-Related Incidents	1					
Litter / Rubbish / Fly-Tipping	1				3	1
Misuse of Communal Area or Loitering					5	1
Noise	15	9	2	6	37	35
Nuisance from Vehicles				1		1
Pets and Animal Nuisance	1	4			5	5
Physical Violence		1			2	
Tenancy Fraud (TFI'S ONLY)	2	10		1	4	19
Vandalism and Damage to Property					2	
Verbal / Harassment / Intimidation / Threatening	4	1	4	2	13	15
Grand Total	30	36	7	17	103	102