

## 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
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

		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
Lenton & Wollaton East	1103	65.14%	4.98%	2020/21	13	33.9	100.00%	1757	98.80%
				2019/20	8	25.59	100.00%	3225	99.10%
Meadows	1142	69.38%	3.84%	2020/21	11	14.44	96.67%	1430	99.30%
				2019/20	9	27.25	95.71%	3060	99.48%
Wollaton West	163	68.28%	2.76%	2020/21	2	3.3	100.00%	228	99.56%
				2019/20	1	77.33	100.00%	397	99.75%

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

Right to Buy	1
Notice to Quit - Other Local Authority	1
Meadows	

Commentary:

## Customer Insight

### Complaints - 2020/21

Voids and New Tenancy Services	3	2	
Tenancy and Estate Management	5		
Service Improvement		1	
Responsive Repairs	15	10	3
Rents, Leaseholders and Income Management		1	
Other	1		
NCC Garden Assist	1		
Minor Works	4	2	
Mechanical and Electrical	16	6	1
Market Rent			1
Major Works		1	
Housing Options	1		
Estate Caretaking	1		
Customer Service Centre	4	2	
Customer Relations Team	2		
CR&M Business Services	10	6	
Capital works	1	1	1
Asset Management		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 has been carried out with a higher volumes being eligible this year and fewer number of appeals. April 2021 will see the implementation of a revised Complaints Policy and

Procedure which will embrace guidelines as outlined in recent White Paper and Housing Ombudsman Complaint Handling Code. Ensuring greater transparency and accessibility for those who are dissatisfied.

## Anti-Social Behaviour

	Lenton & Wollaton East		Meadows		Wollaton West
Case Type	2019/20	2020/21	2019/20	2020/21	2019/20
Criminal Behaviour / Crime	2				
Domestic Abuse	1	6	1		
Drugs / Substance Misuse / Drug Dealing	2				1
Garden Nuisance	11	1	2		1
Hate-Related Incidents	1		1		
Misuse of Communal Area or Loitering			1	1	1
Noise	6	11	2	4	3
Tenancy Fraud (TFI'S ONLY)	6	5	4	3	1
Verbal / Harassment / Intimidation / Threatening	1			3	1
<b>Grand Total</b>	<b>30</b>	<b>23</b>	<b>11</b>	<b>11</b>	<b>8</b>

### ASB customer satisfaction:

The number of respondents satisfied with the service received is 87.18% for Q3. Year to date overall performance is 87% (Target 90%).

Despite the figure being slightly below the target, it continues to show an upwards trend. It is positive to see that customer satisfaction continues to show an upwards trend, despite the challenges of COVID-19. The ability to undertake ASB work has been restricted and affected by COVID and therefore the service has had to adapt considerably. ASB cases have continued to be managed well and effectively and we are engaged in the local partnership response through the ASB Tasking meetings.

To drive improvements, there will be a continued focus will be on managing expectations in relation to case outcomes and focus on providing timely, quality information and updates throughout the case. Area Housing Managers will continue to drive high-quality case management through monthly case supervision.

**Daisy Project:** NCH has been awarded additional Ministry of Justice Funding via the PCC to continue with our Daisy domestic abuse project which is making sure that we are providing an enhanced level of support for survivors of domestic abuse. Domestic abuse has been on the rise since the start of lockdown, and we want everyone to be

	alert to it, therefore we are providing additional training to our workforce.
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