WAVERLEY BOROUGH COUNCIL

<u>LANDORD SERVICES PARTNERSHIP SPECIAL INTEREST GROUP</u> <u>- 31 OCTOBER 2011</u>

Title:

HOUSING MANAGEMENT REPORT 2010/11

[Portfolio Holder: Cllr K Webster] [Wards Affected:all]

Summary and purpose:

To provide information on the number, type and outcome of housing management cases to identify trends and specific areas for concern.

How this report relates to the Council's Corporate Priorities:

Priority Two: Improve the quality of live for all, particularly the more vulnerable in our society. Monitoring cases ensures that the service focuses on customer care and improves the services delivered to all tenants.

Priority Four: Work for more subsidised affordable housing to be built, and to manage Council housing well. Monitoring cases ensures that the service focuses on performance and improves the services delivered to tenants.

Priority Five: ensure all our activities are customer–focused and provide good value for money. Monitoring cases ensures that the service focuses on customer care.

Equality and Diversity Implications: Having a rigorous complaints monitoring system ensures services are delivered appropriately and accessible to all.

Climate Change Implications: N/a

Resource/Value for Money implications: By reviewing cases the service makes better use of resources and improve value for money.

<u>Legal Implications:</u> By dealing with complaints in a fair and efficient manner the Council reduces the risk of judicial review or challenge.

BACKGROUND

 The Housing Management Team work on a wide range of tenancy and estate issues. This report provides performance data on some of the common and more intensive cases. This data is not captured in the routine quarterly performance information presented to the Community Overview and Scrutiny sub committee.

Mutual Exchanges

2. There was an improvement in the number of mutual exchanges completed within the 28 day timescale in the first half of the year and a decline towards the year.

PI	Q1	Q2	Q3	Q4
% Mutual Exchanges completed within 28 days	50	100	80	75
% Exchanges completed in 28 days involving other RSL's	43	56	75	40

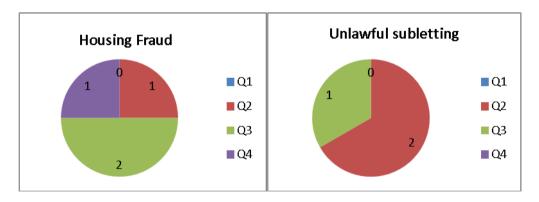
Successions

 There was an increase in the number of successions completed from four at Q1 to 12 at Q4 and a decline in the non-eligible successions cases carried out.

PI	Q1	Q2	Q3	Q4
No successions completed	4	8	6	12
No non-eligible successions	2	2	1	1

Housing Fraud/Unlawful subletting

4. There were a total of four reported cases of housing fraud reported throughout the year and three of unlawful subletting. Officers have successfully dealt with three fraud cases and continue to work on the fourth. The case involves a complex potential fraudulent housing application. Officers have successfully resolved two of the unlawful subletting cases and are working on the third. The case involves a tenants who is currently in prison.



Warning Letters

5. 126 warning letters were sent to tenants throughout 10/11 beginning with 50 in the first quarter and decreasing to 19 in quarter 4. Warning letters are served if a tenant has breached a condition of tenancy. The letters give the

tenant the opportunity to stop or remedy the breach before further action is taken.

Notice Seeking Possession / Notice To Quit's served

6. There were a total of eight NSP's served on tenants within 2010/11. These were served within the first two quarters of the year. A total of 11 NTQ's were served throughout the year. The NSP's were predominately served due to Anti-social behaviour issues and NTQ's following the death or abandonment of the tenant.

PI	Q1	Q2	Q3	Q4
NSP's served	6	2	0	0
NTQ's served	2	3	2	4

Decants

- 7. There were eight decants throughout the year. This is when officers assist tenants moving properties for a temporary period while major works are completed on their home. These were
 - 0 in Q1
 - 2 in Q2
 - 3 in Q3
 - 3 in Q4

Joint/Sole tenancies

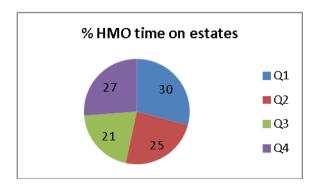
PI	Q1	Q2	Q3	Q4
No joint to sole tenancies	0	3	2	1
No sole to joint tenancies	1	0	1	2

Abandoned cars

8. There was one abandoned car reported and subsequently removed throughout the year. This took place in quarter one.

% of time HMO's spend on estates

9. On average 25% of HMO's time was spent on their respective estates meeting their 25% target.



Conclusion

10. The Housing Management team are effectively dealing with the varied caseload.

Recommendation

It is recommended that members:

- 1. review and note the contents of the report; and
- 2. request a further report in 2012 for 2011/12 performance

Background Papers

There are no background papers (as defined by Section 100D(5) of the Local Government Act 1972) relating to this report.

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Http://emperor2/sites/democratic/Committees/Special Interest Groups/2011-12/Landlord Services Partnership SIG/02 31 Oct 11/005AppendixD,HousingManagementReport.doc