

# Welcome



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Housing Division

Scrutiny Panel

27 June 2019

Bruce House, Arbroath

# Areas for Discussion

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- Landlord Profile
- Income Management
- Maintaining & Improving Homes
- Housing Options
- Homes & Communities
- Summary

# Landlord profile

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- **Total number of properties**

2017/18	2018/19
○ 7439	7655

- **Rent Due in the year**

○ £25,026,465	£25,913,669
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- **% of average weekly rent increase**

○ 4%	3.5%
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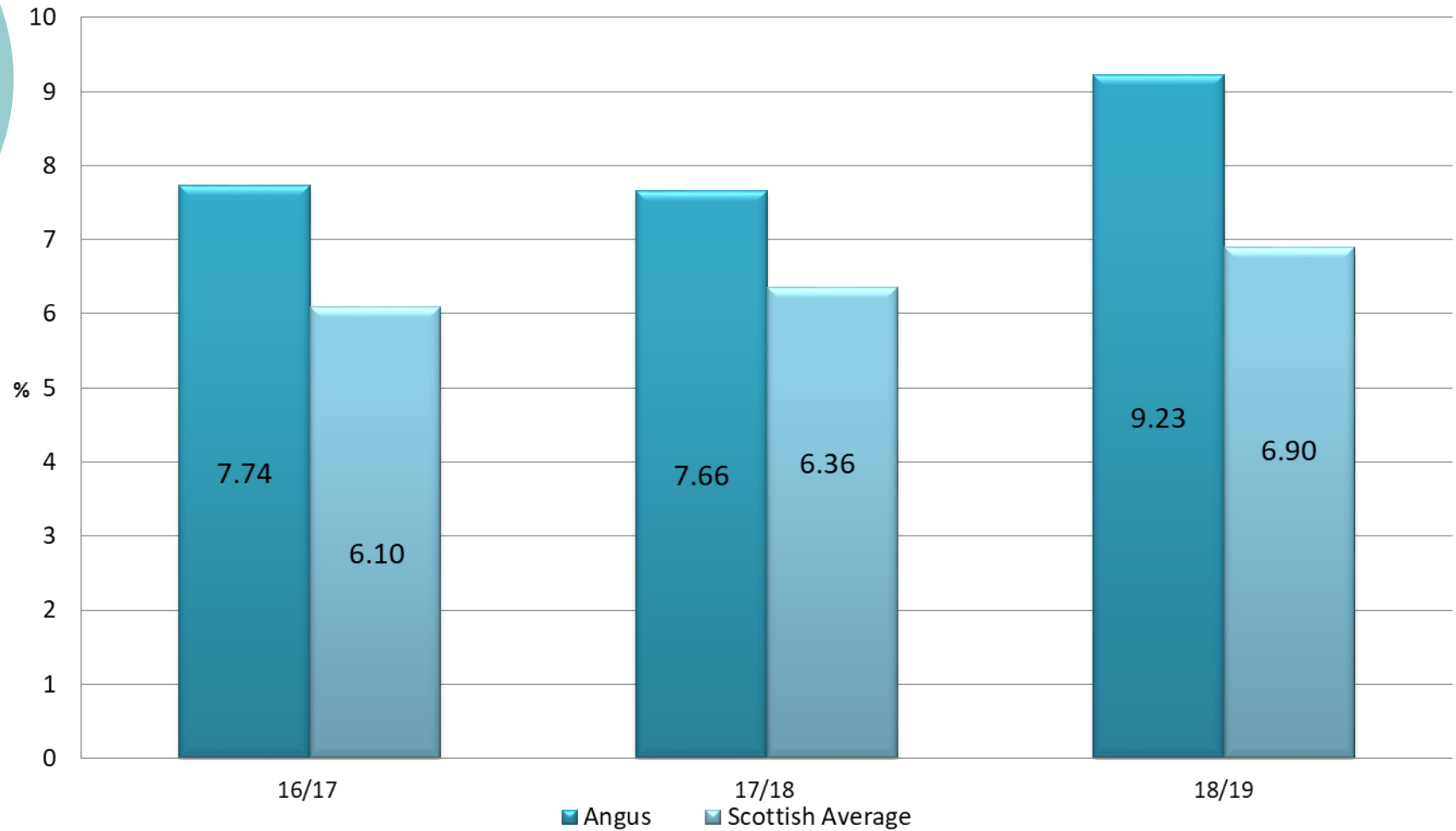
# Income Management

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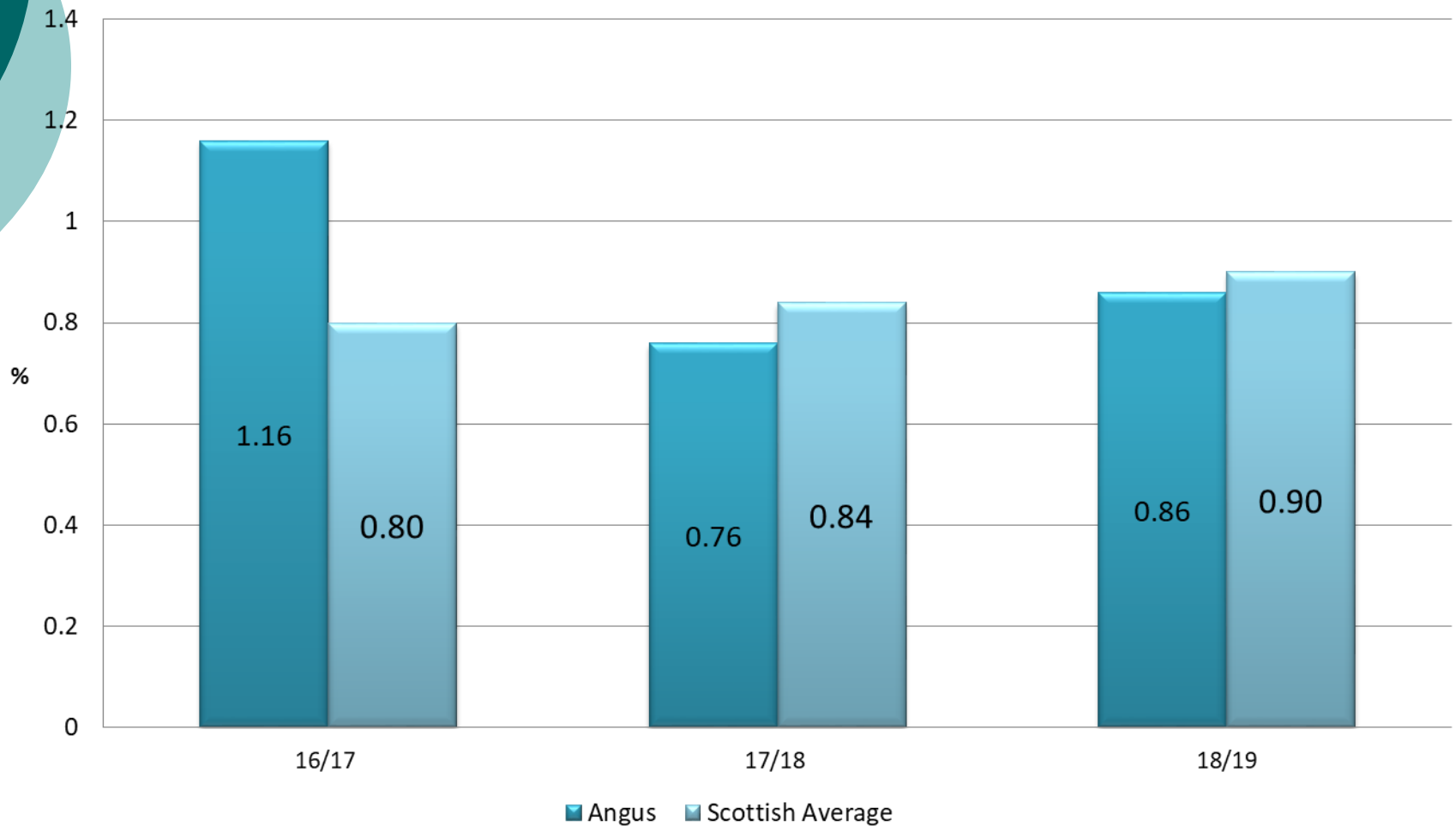
- Current Arrears as % of Gross Rent
- % Rent Lost due to Empty Properties
- % Rent Collected in the Year
- Average time to re-let all properties
- % of Tenants satisfied that Rent represents Value for Money

# % All Arrears over Gross Rent

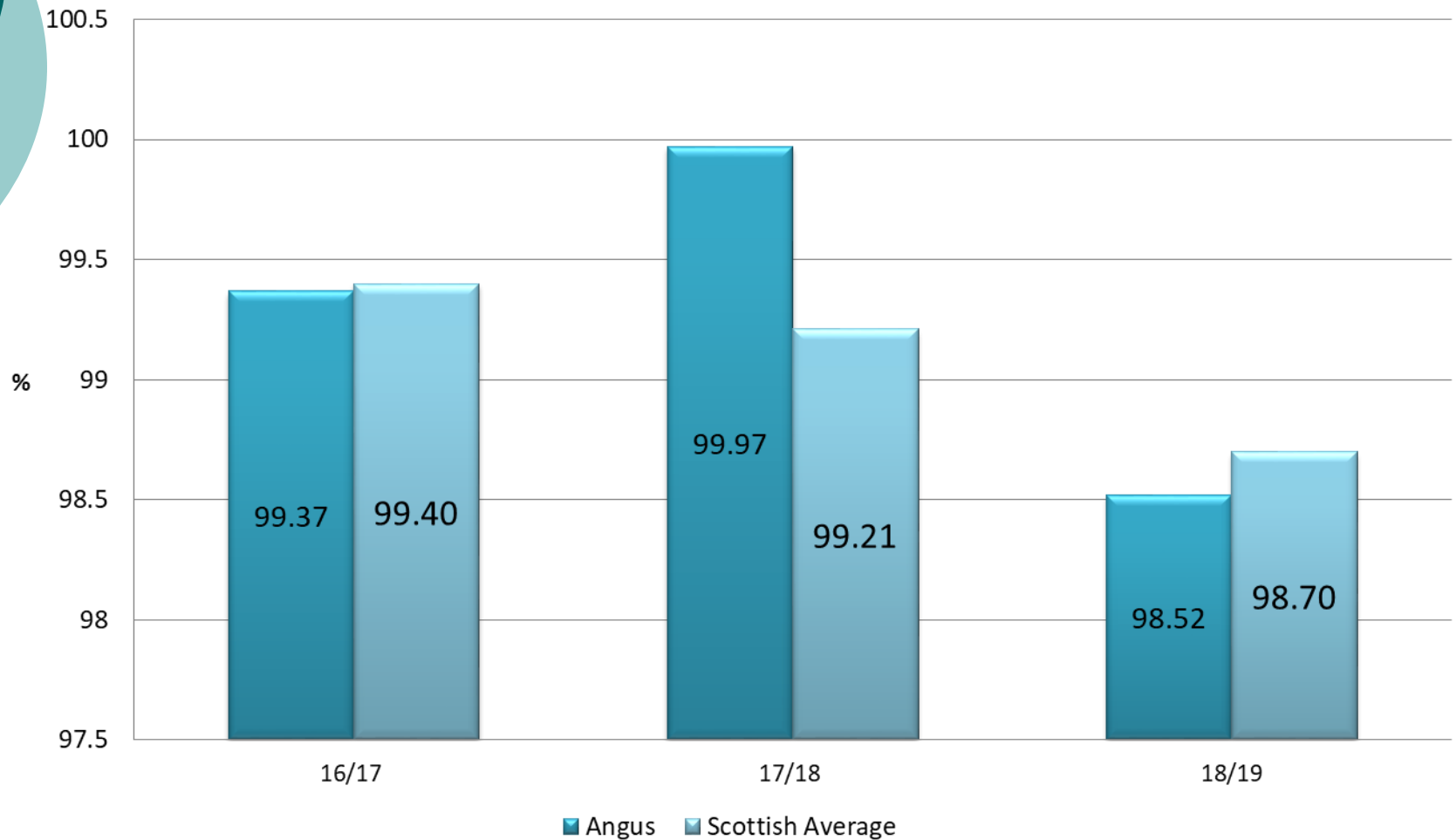


# % of Rent Lost due to Empty Properties

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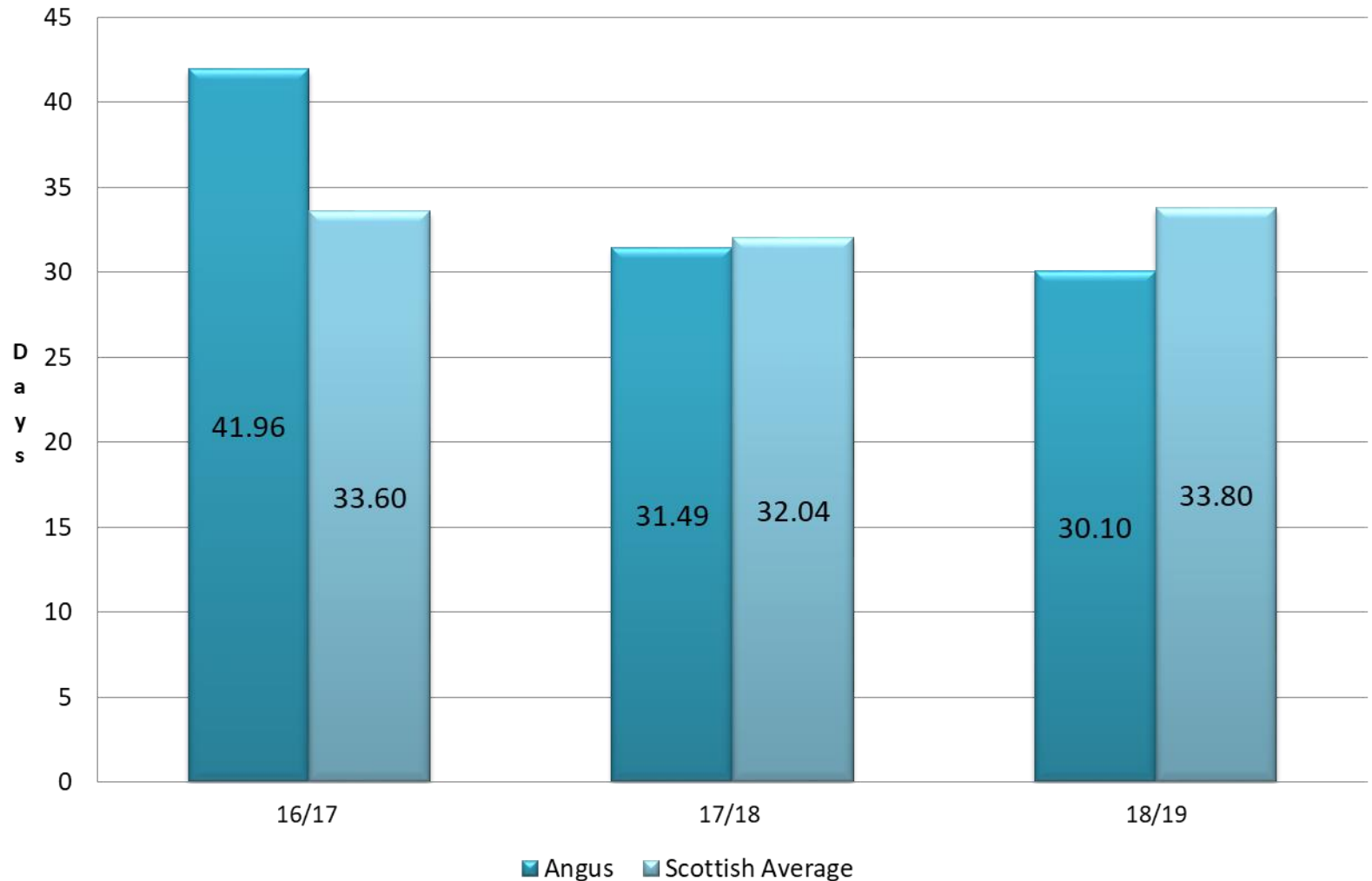


# % Rent Collected in the Year



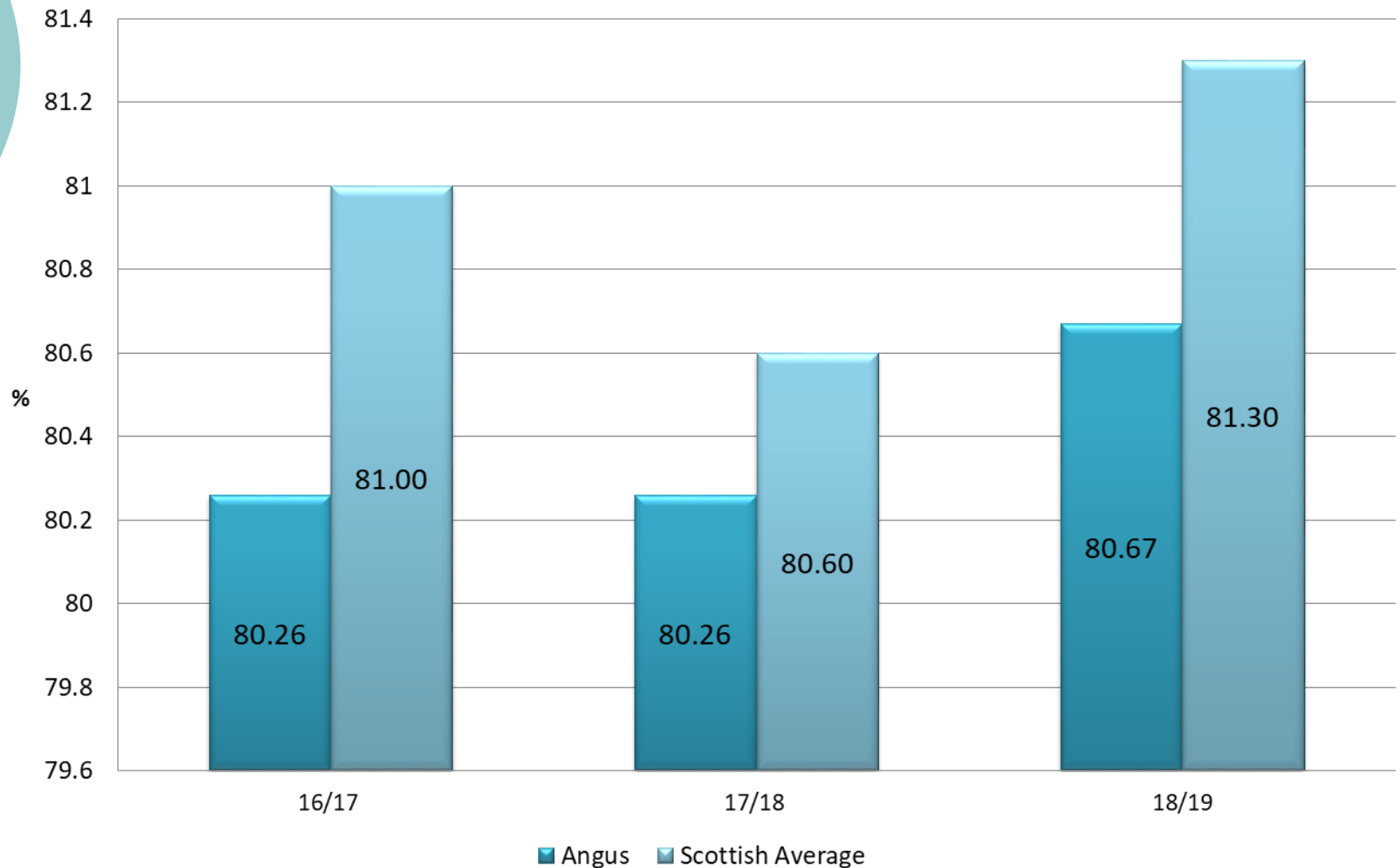
# Average Time (Days) Taken to Re-let all Properties

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# % of Tenants satisfied that our Rent represents Value for Money



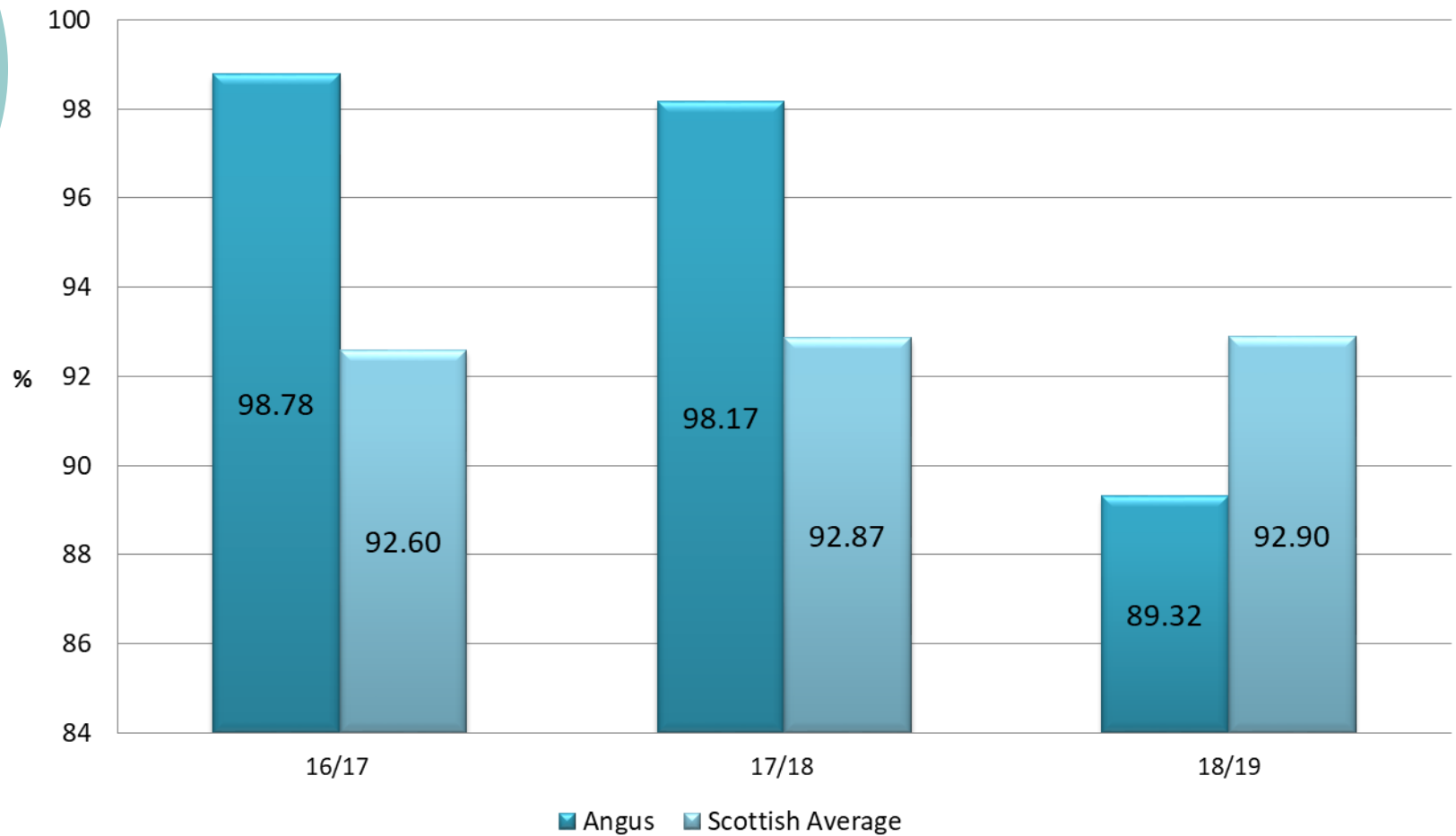
# Maintaining & Improving Homes

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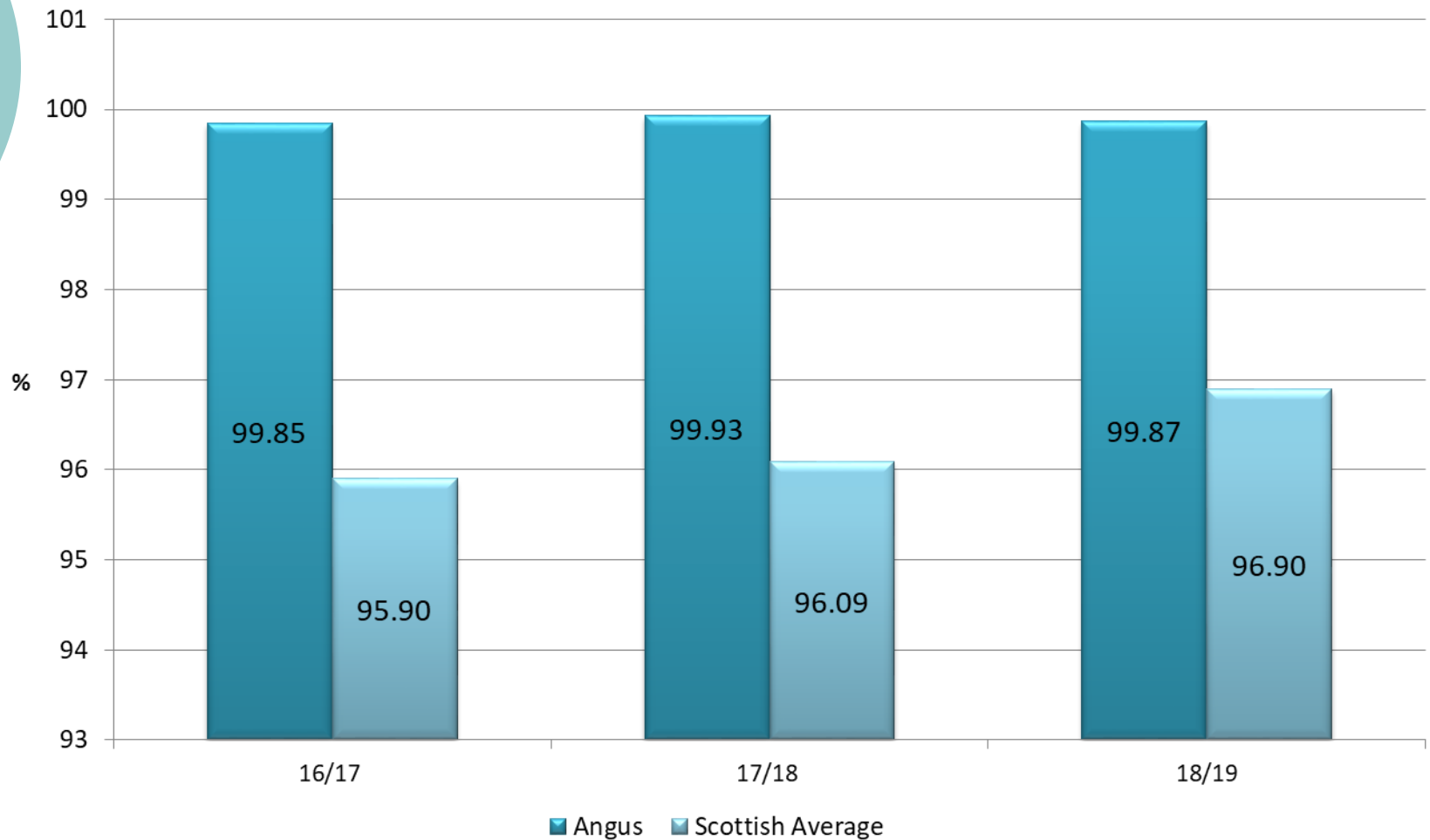


- % of Repairs completed First Time
- % of Appointments kept
- SHQS

# % of Repairs completed First Time

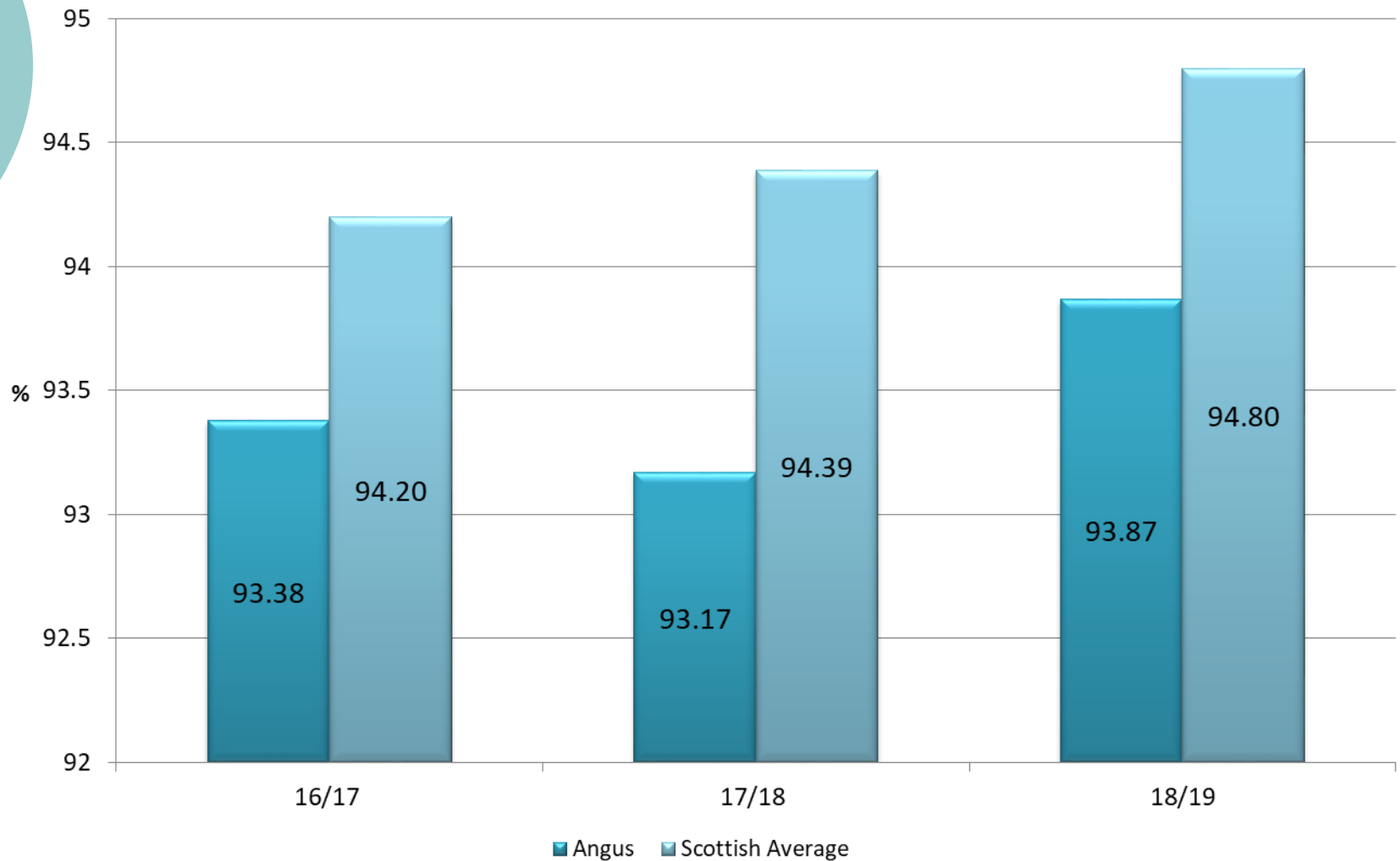


# % of Repair Appointments Kept

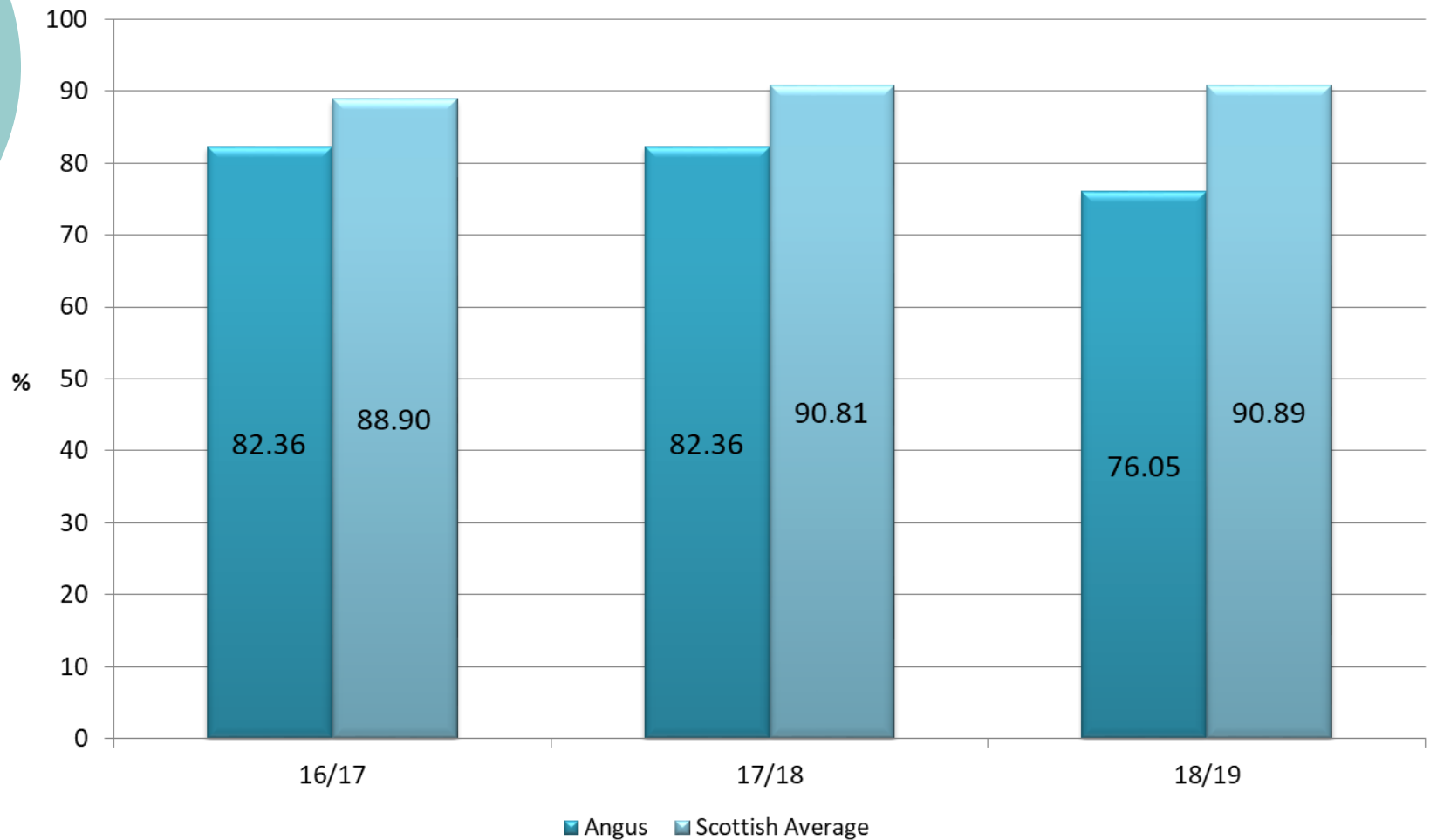


# Total % of Stock meeting SHQS

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# % Satisfaction with the Repair Service



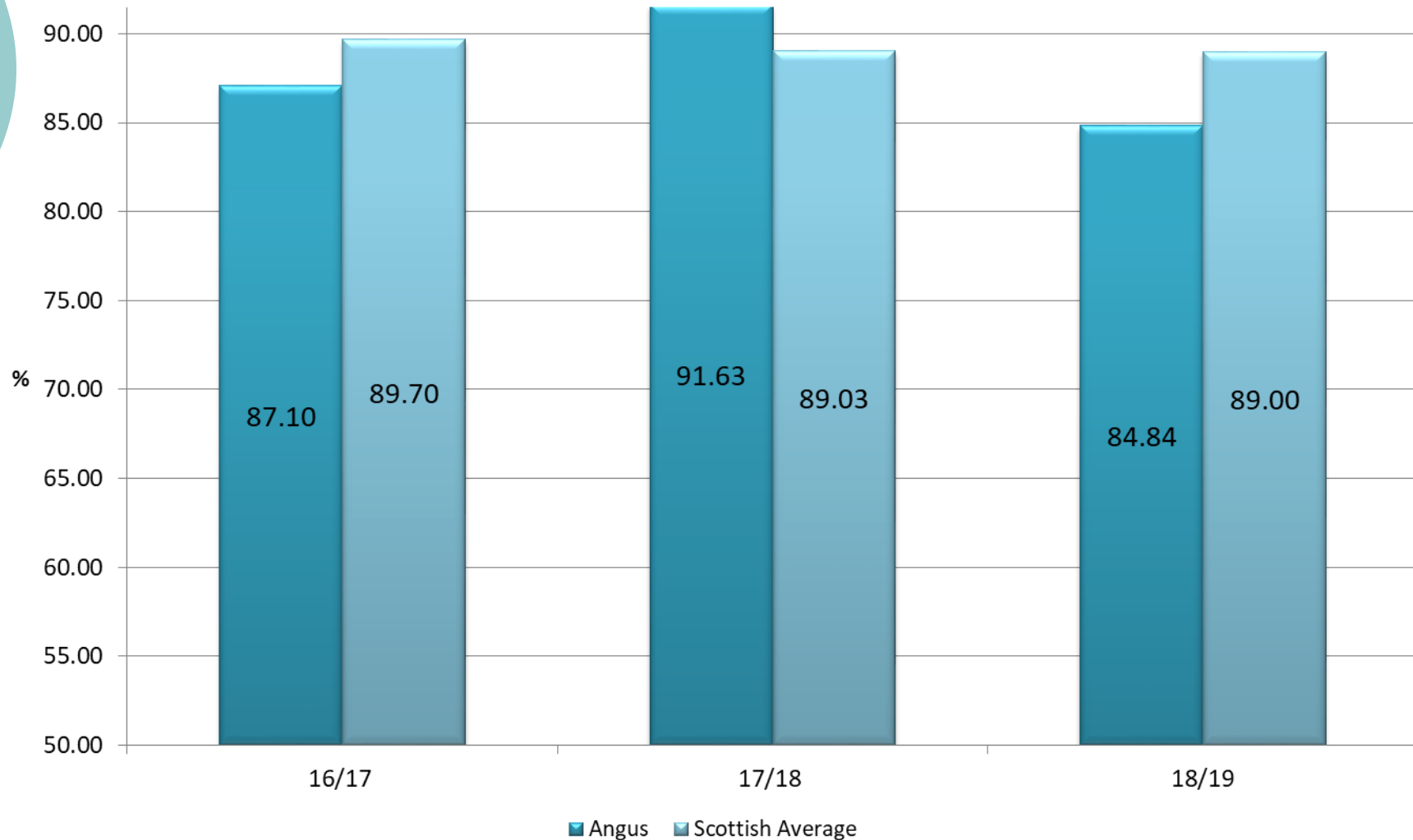
# Housing Options

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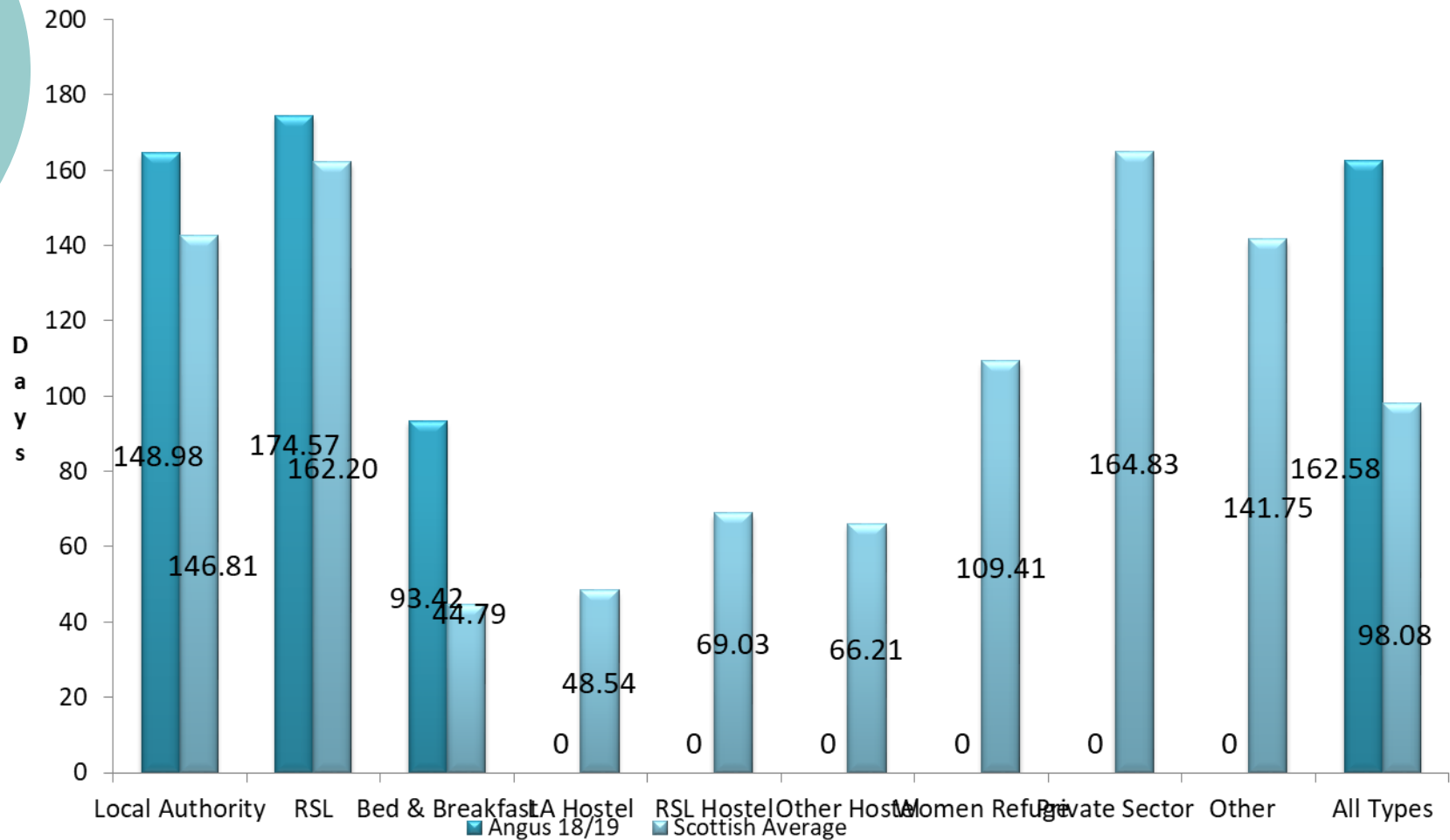
- % of Tenant Sustainment
- Average Time in Temporary Accommodation

# % of tenancies sustained more than 1 year





# Average Time in Temporary Accommodation



# Presentations



<b>Total Number of Presentations</b>	<b>Angus</b>	<b>Arbroath, Carnoustie &amp; Monifieth</b>	<b>Montrose &amp; Brechin</b>	<b>Forfar &amp; Kirriemuir</b>
2016/17	745	386	163	196
2017/18	747	371	187	188
2018/19	707	348	131	227

# Homes & Communities

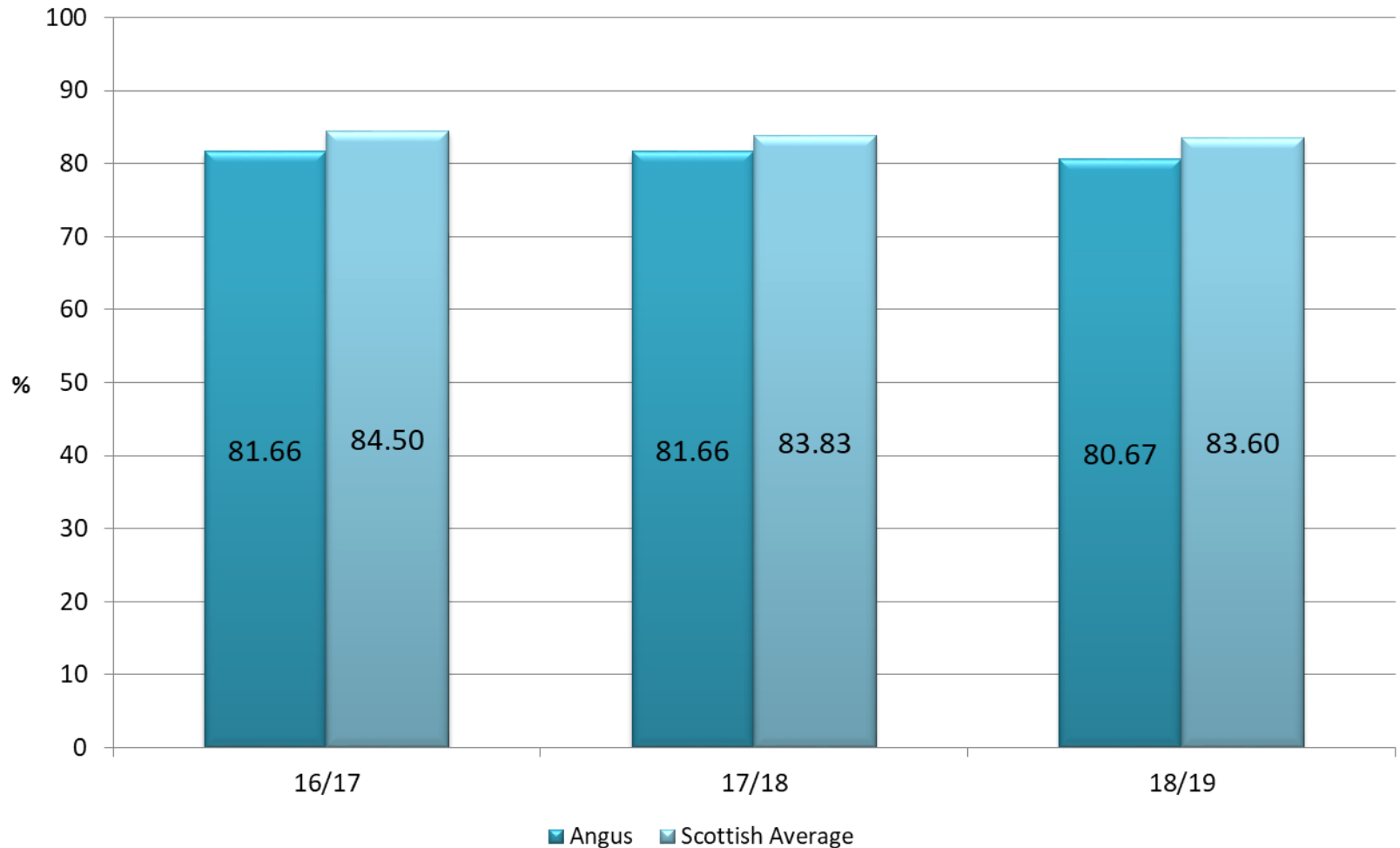
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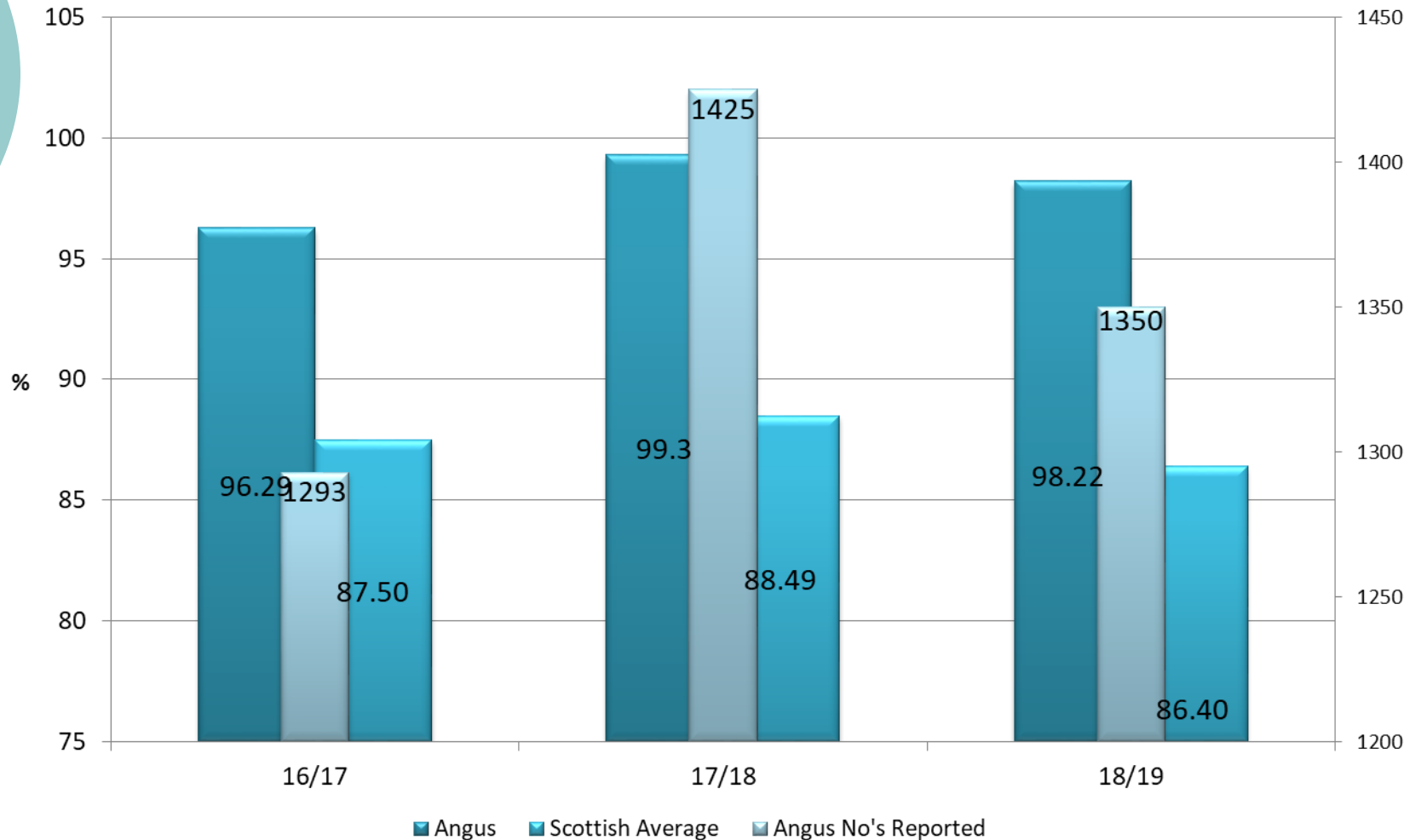
- % of Tenants that were satisfied with the management of their home
- % of Anti-social Behaviour cases reported in the last year which were resolved

# % Tenants that were satisfied with the management of their home

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# % of Anti-social Behaviour cases reported in the last year which were resolved



# Ways we resolve ASB

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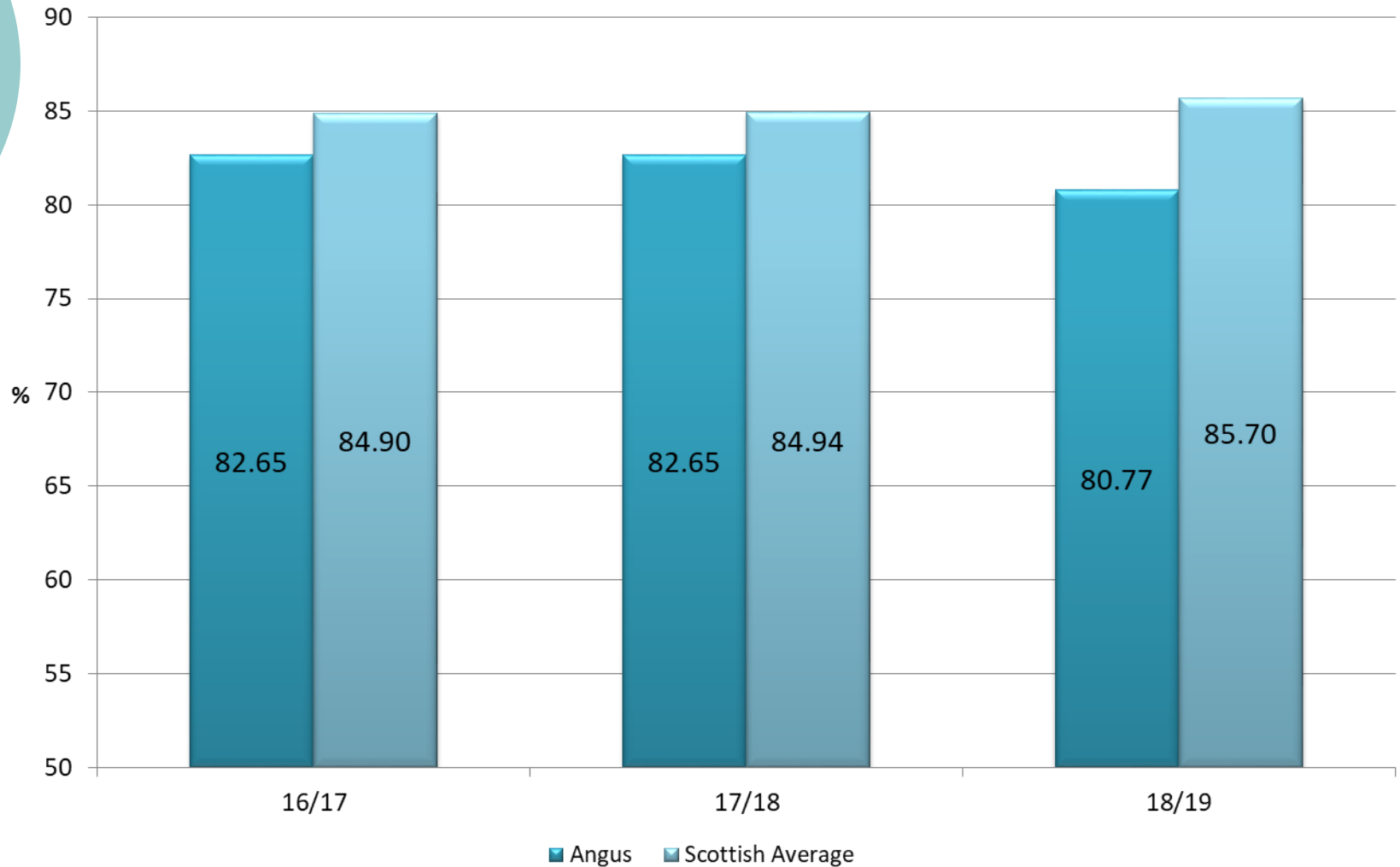
## Tenure Percentage

- Referred to ASB team in LA – 68.8%
- All other tenure Owner occupier & private landlord tenancies – 31.2%

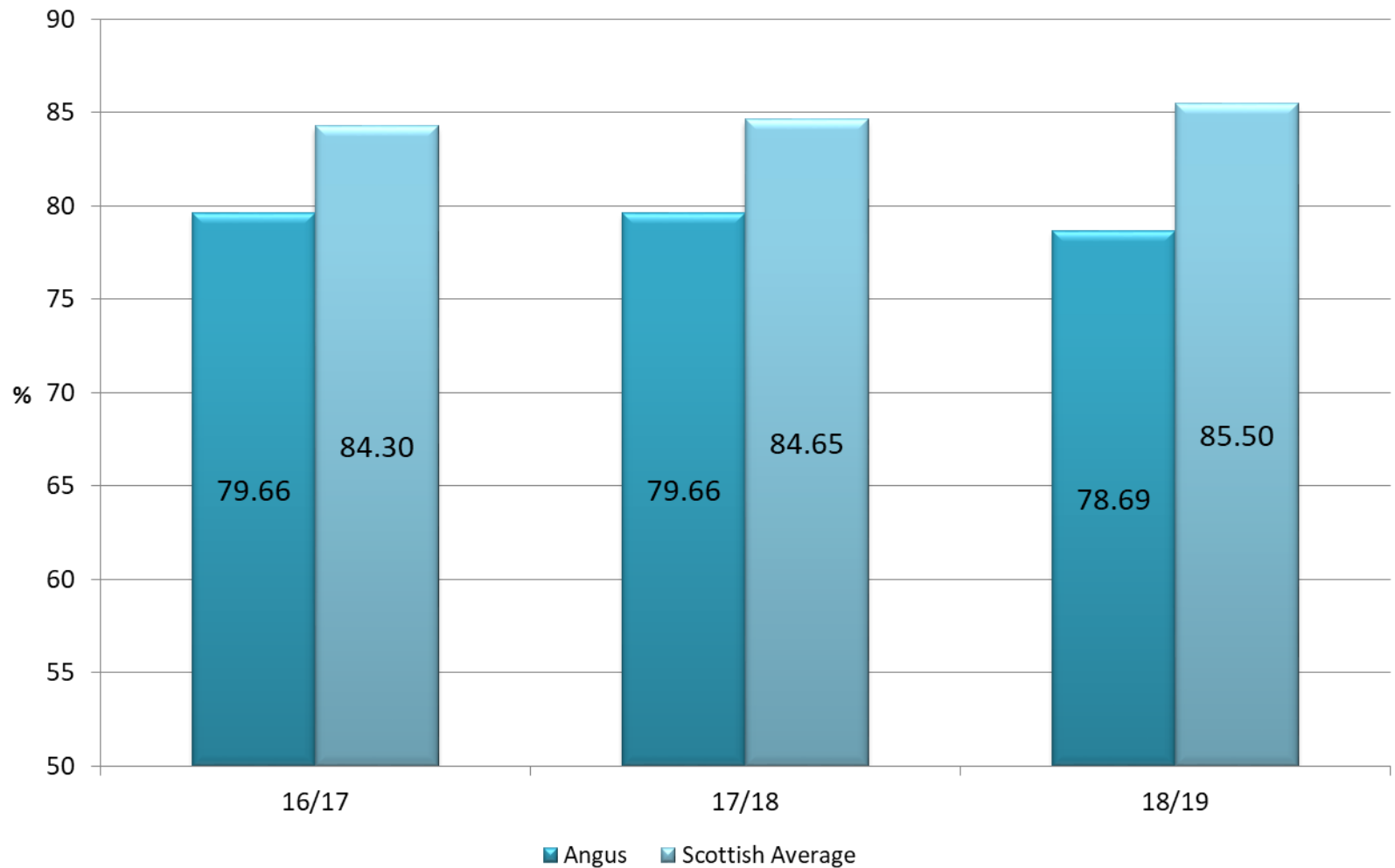
## 2018-2019

- Where the landlord does not have the authority or powers to resolve it has provided a full explanation of the landlord's position – 5.6%
- Advice to complainant or perpetrator / Initial investigation – 44%
- Warning issued / Interventions used – 35.4%
- Mediation arranged – 15%
- Referred to other agency - Not referred to rather working with partner agencies to find sustainable solutions and outcomes to a variety of issues – 0%
- Legal action (eg ASBO or eviction) – For ASB none
- ASBO served – 0%
- Eviction carried out - For ASB none.

# % Overall Satisfaction with Service



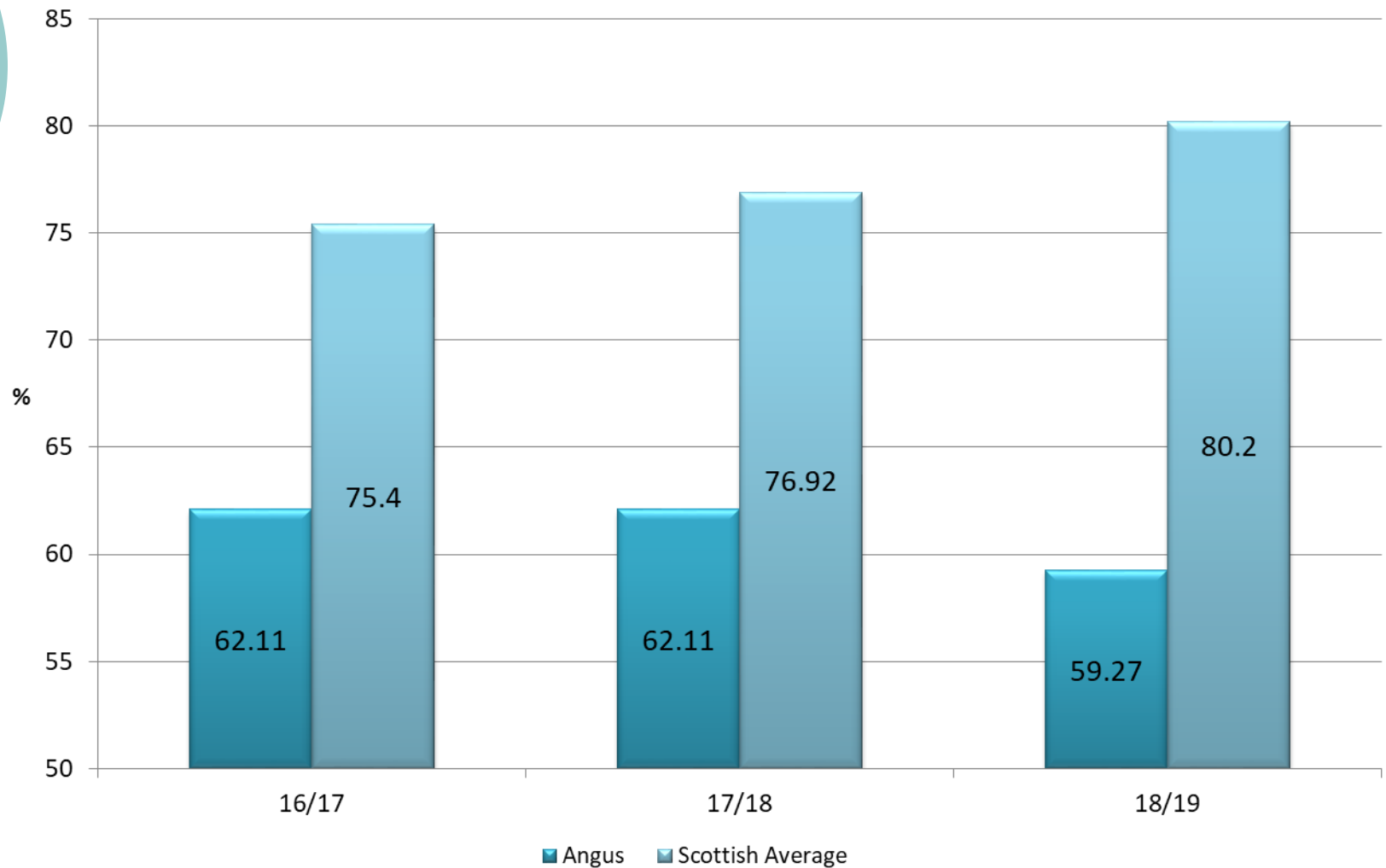
# % Satisfaction with being kept Informed





# % Satisfaction with Participation

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# Key Points – Where to Next ?

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- Arrears up 😞
- Void Loss up 😞
- Void & Re-let times down 😊
- Right First Time & Appointments Kept down 😞
- Tenancy Sustainment down 😞
- ASB cases resolved maintained 😊