

Welcome



Housing Division
Scrutiny Panel
August 2020

Areas for Discussion



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

Landlord profile

- **Total number of properties**

2018/19	2019/20
○ 7655	7754

- **Rent Due in the year**

○ £25,913,669	£26,865,914
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- **% of average weekly rent increase**

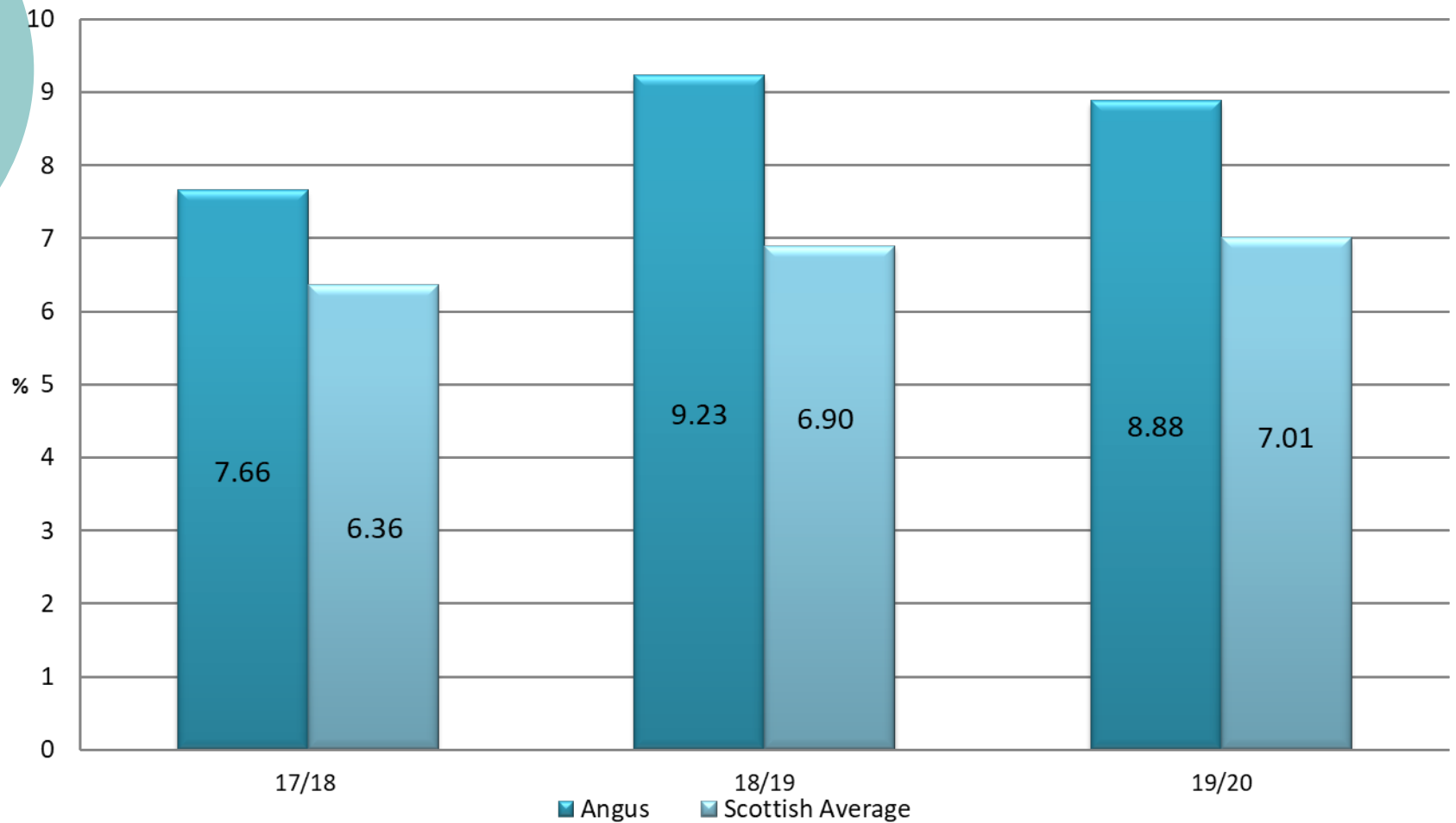
○ 3.5%	3.1%
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Income Management

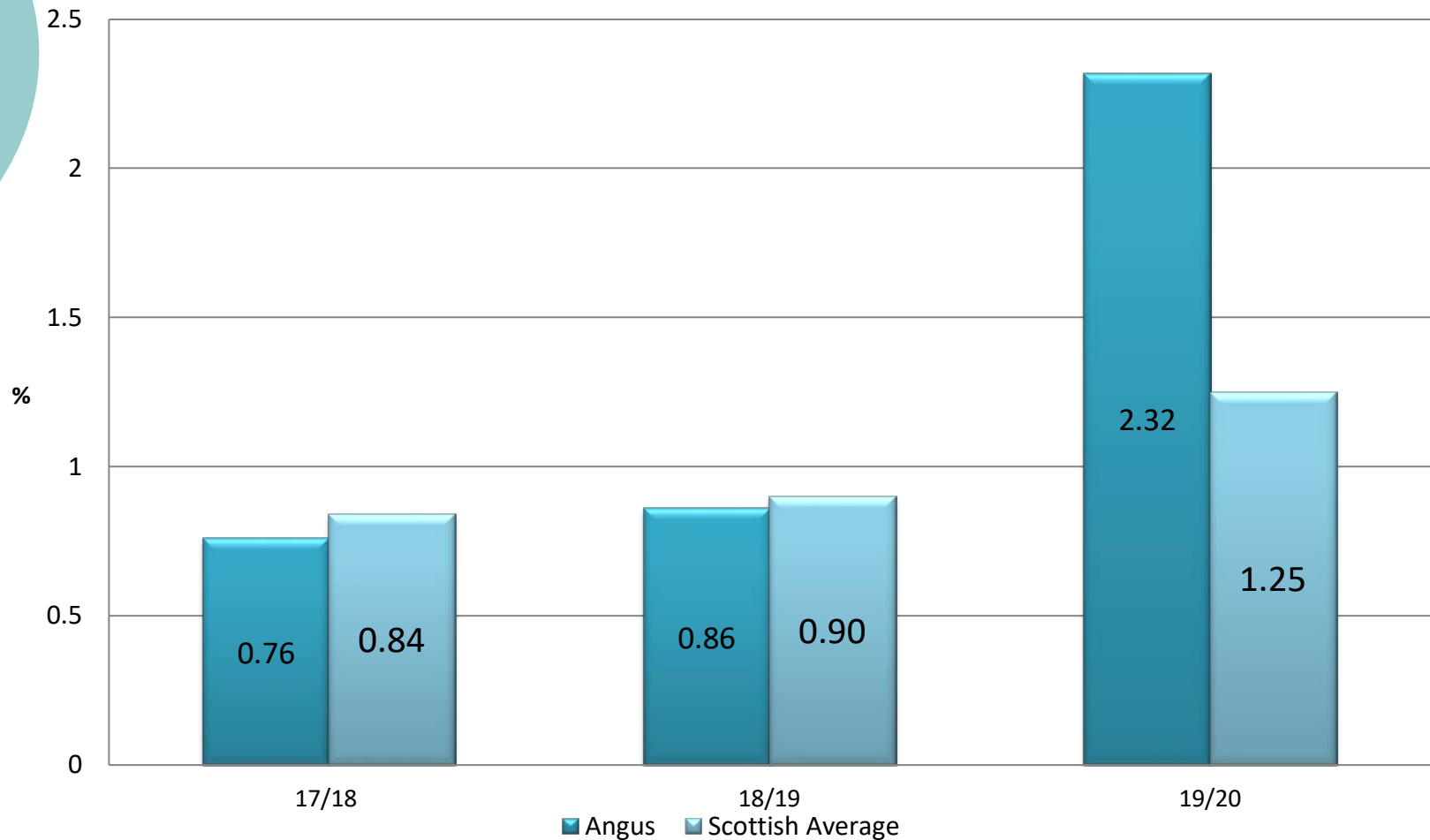


- All Arrears as % of Gross Rent
- % Rent Lost due to Empty Properties
- % Rent Collected in the Year
- Average time to re-let all properties
- % of Tenants satisfied that Rent represents Value for Money

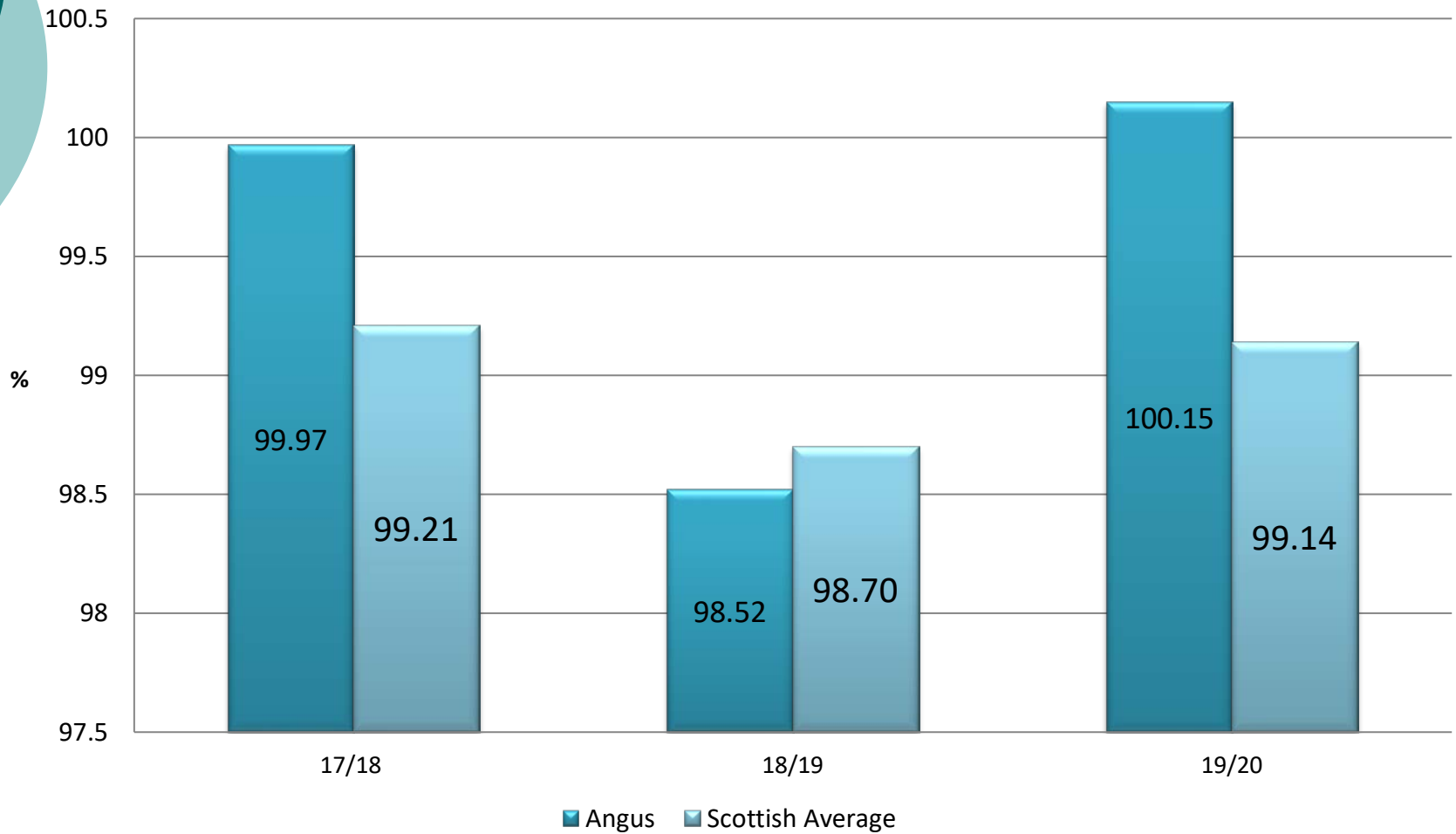
% All Arrears over Gross Rent



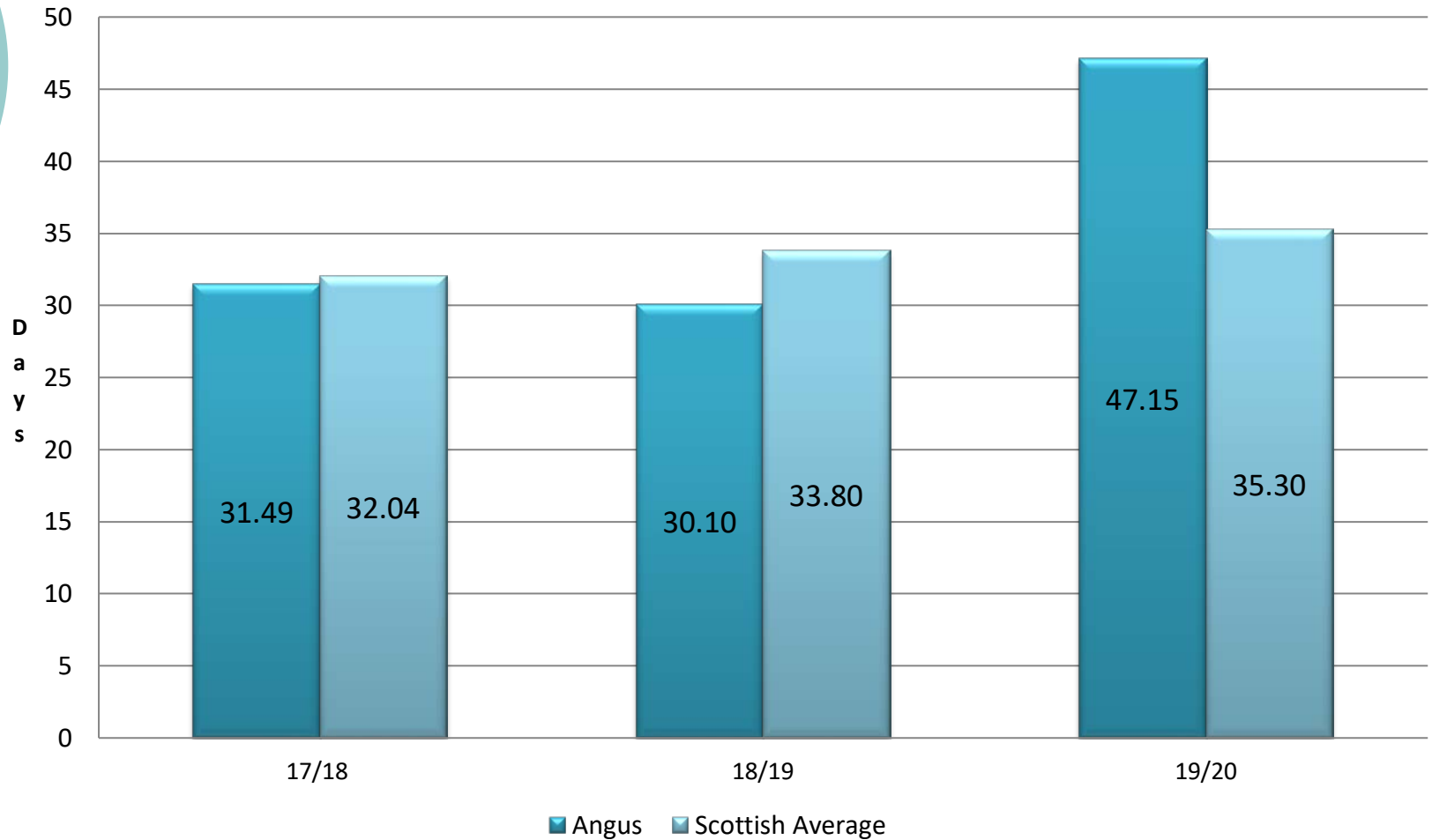
% of Rent Lost due to Empty Properties



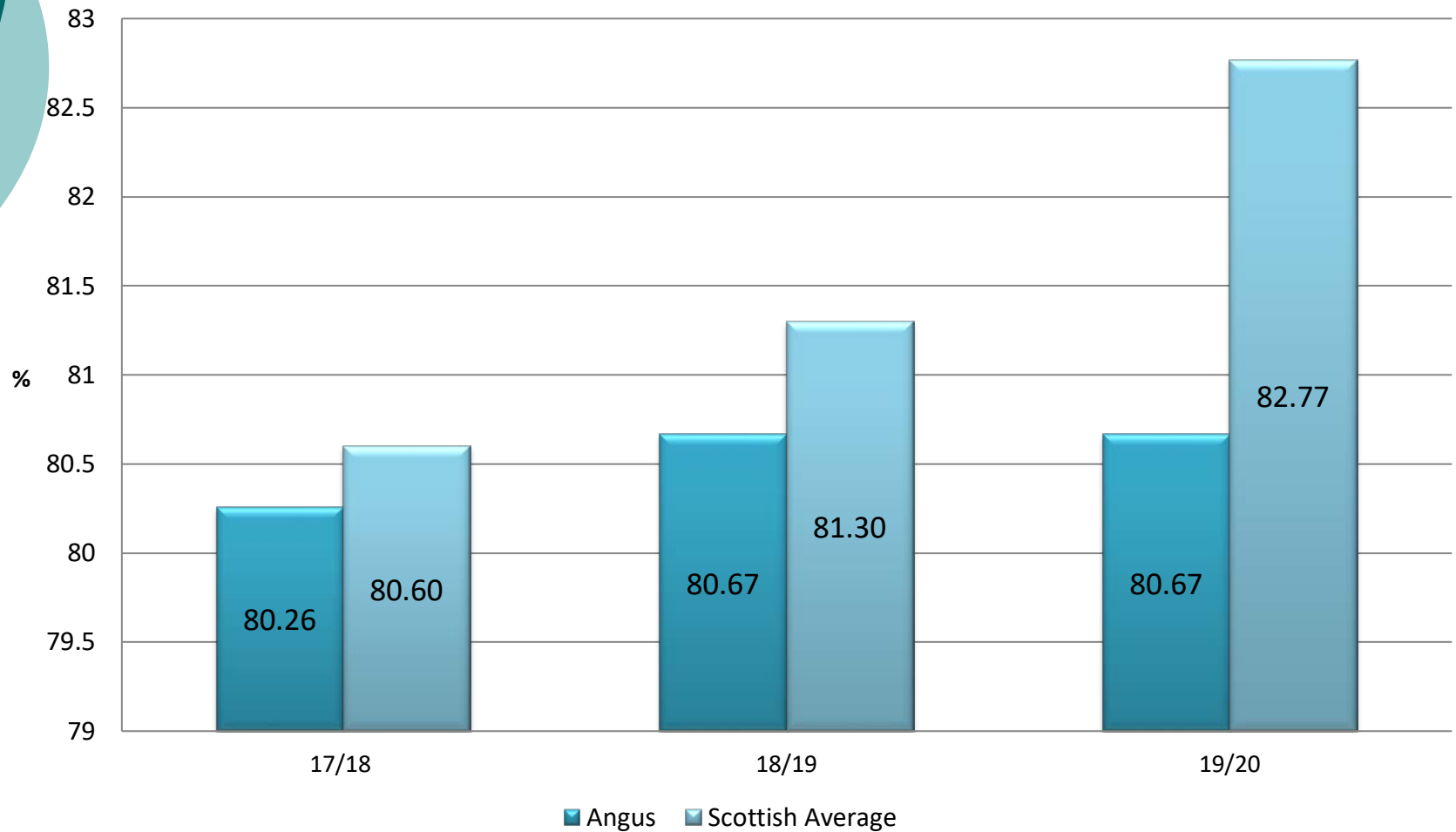
% Rent Collected in the Year



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



% of Tenants satisfied that our Rent represents Value for Money

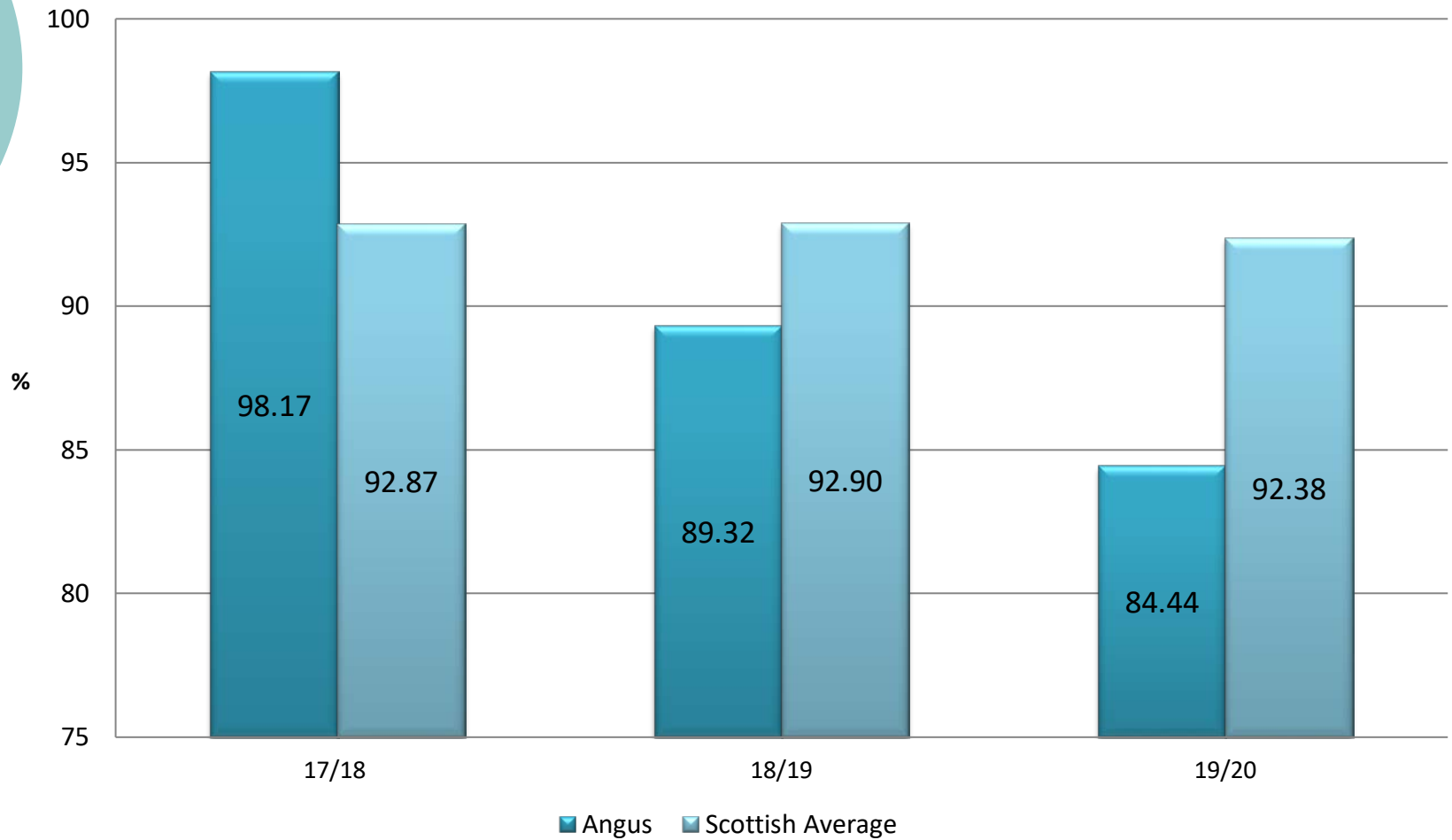


Maintaining & Improving Homes

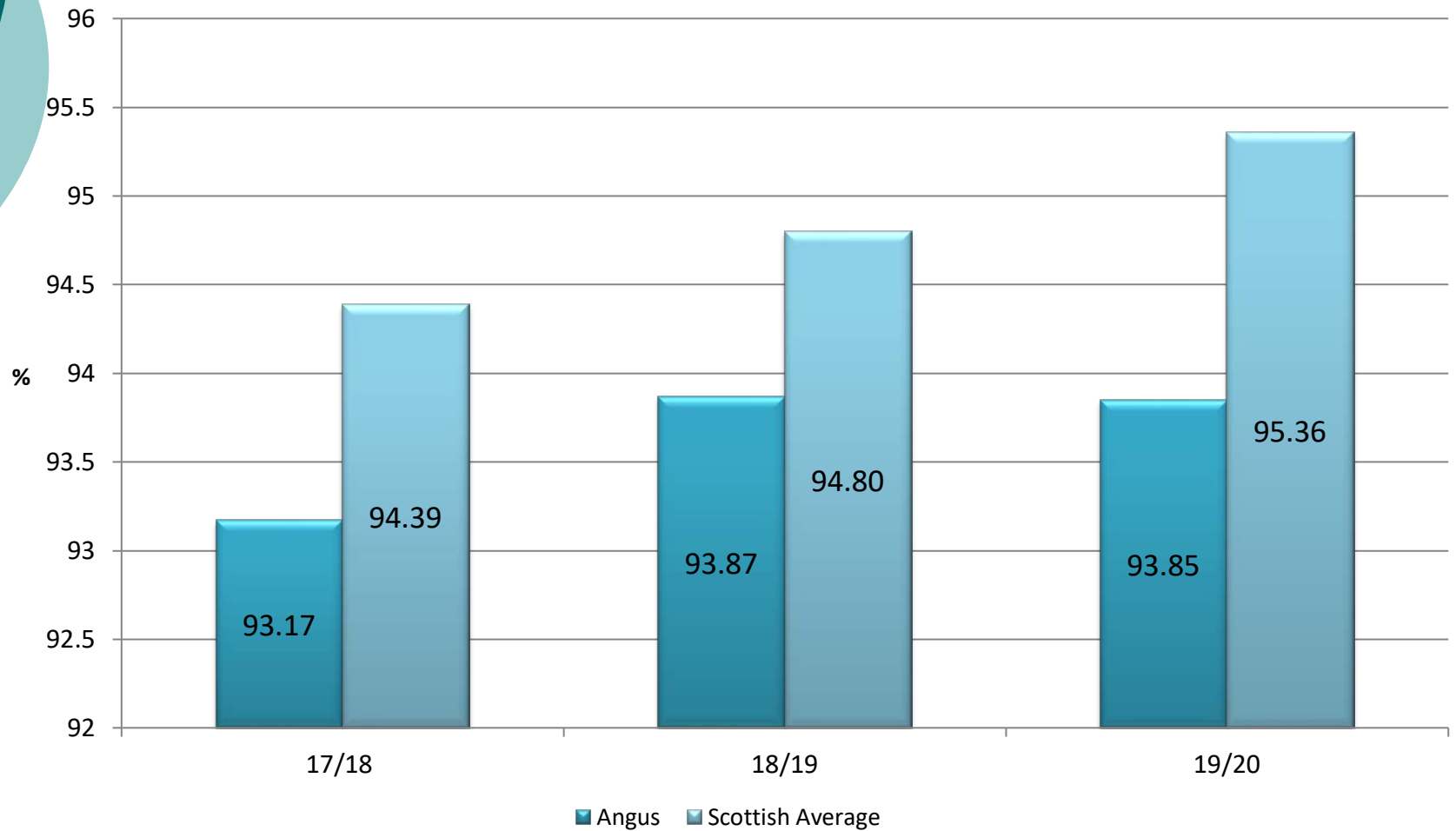


- % of Repairs completed First Time
- Total % of Stock meeting SHQS
- % Satisfaction with the Repair Service

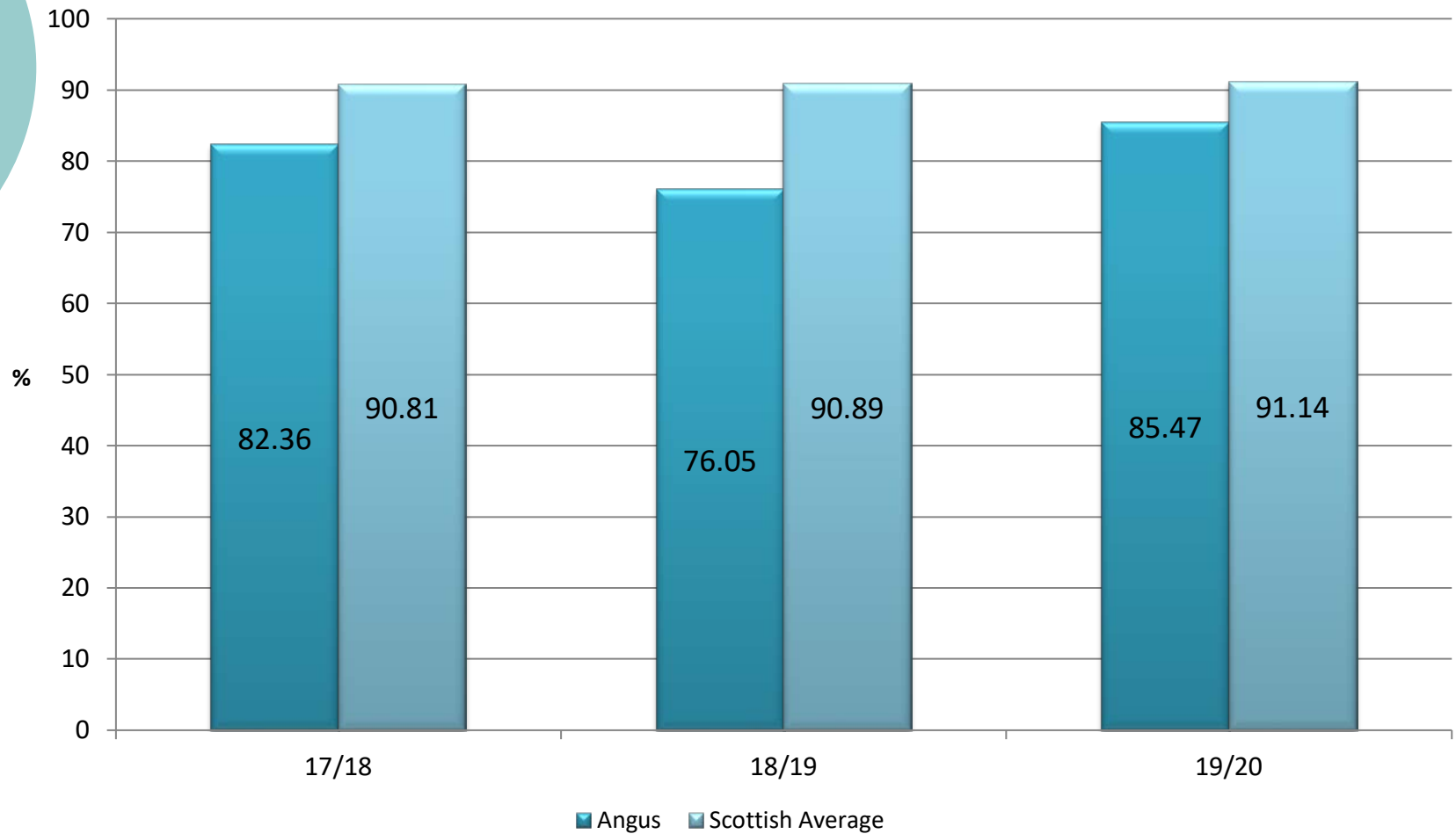
% of Repairs completed First Time



Total % of Stock meeting SHQS



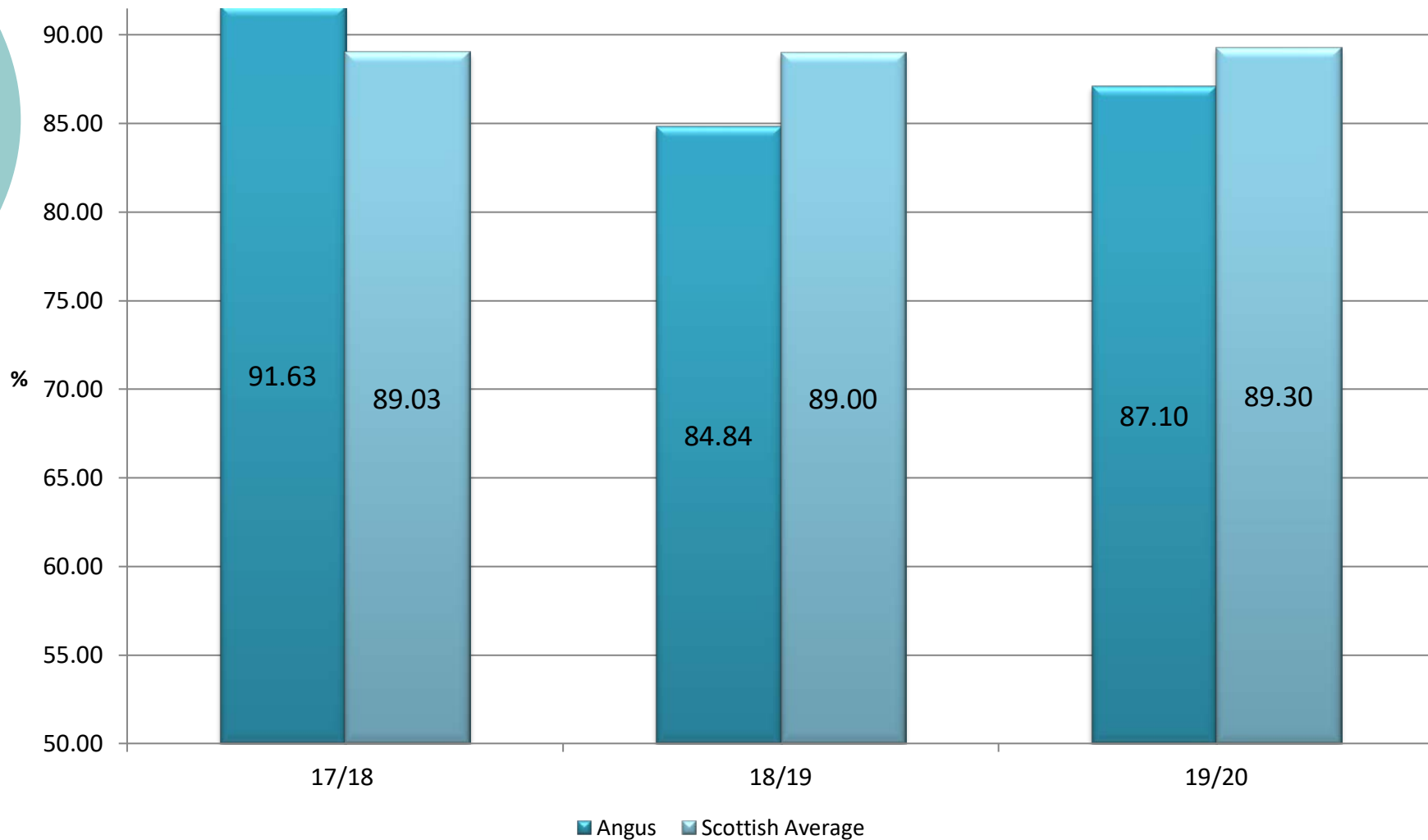
% Satisfaction with the Repair Service



Housing Options

- % of Tenant Sustainment
- Homeless Presentations

% of tenancies sustained more than 1 year



Presentations



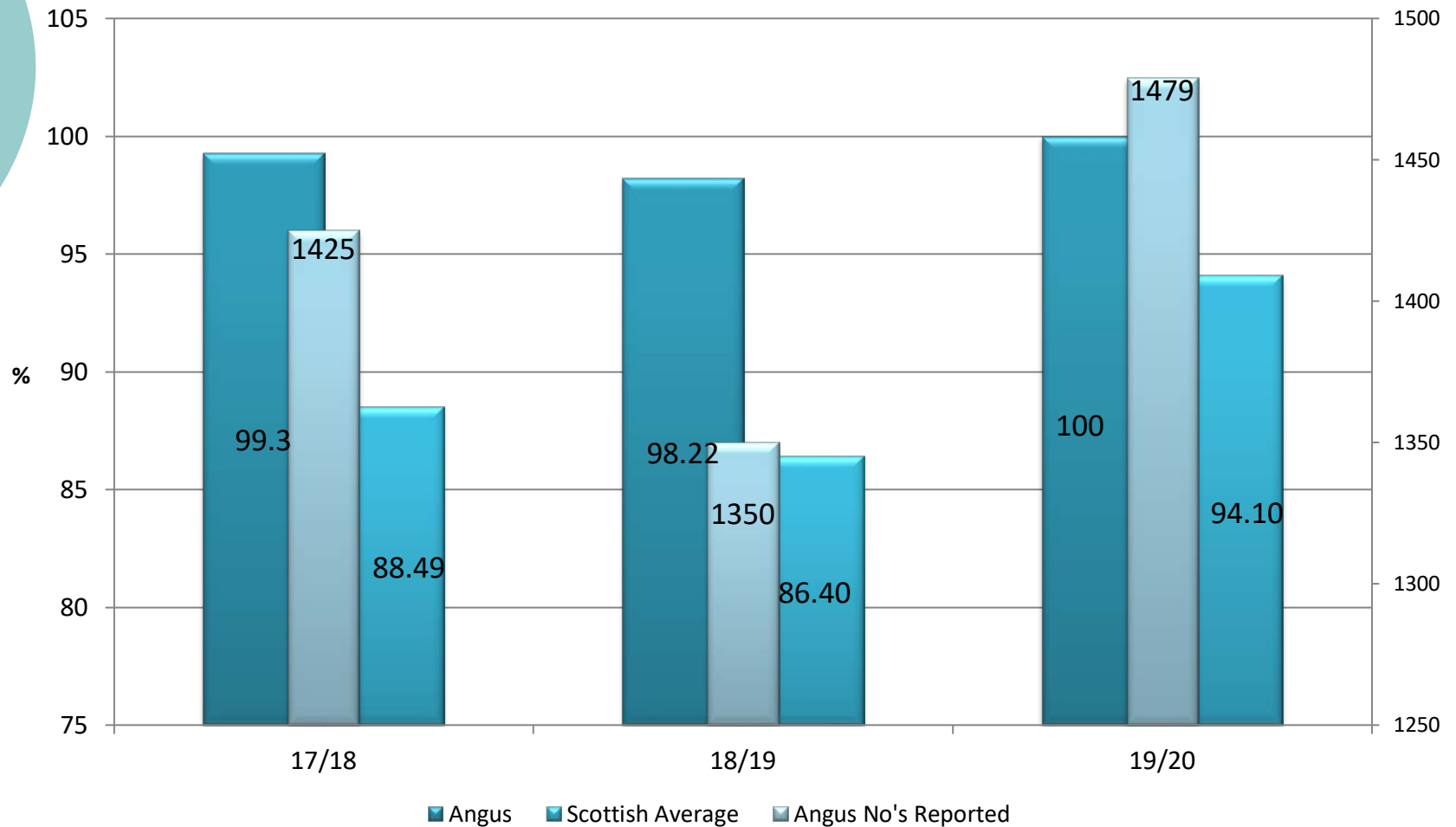
Total Number of Presentations	Angus	Arbroath, Carnoustie & Monifieth	Montrose & Brechin	Forfar & Kirriemuir
2017/18	747	371	187	188
2018/19	707	348	131	227
2019/20	661	326	146	175

Homes & Communities



- % of Anti-social Behaviour (ASB) cases reported in the last year which were resolved

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

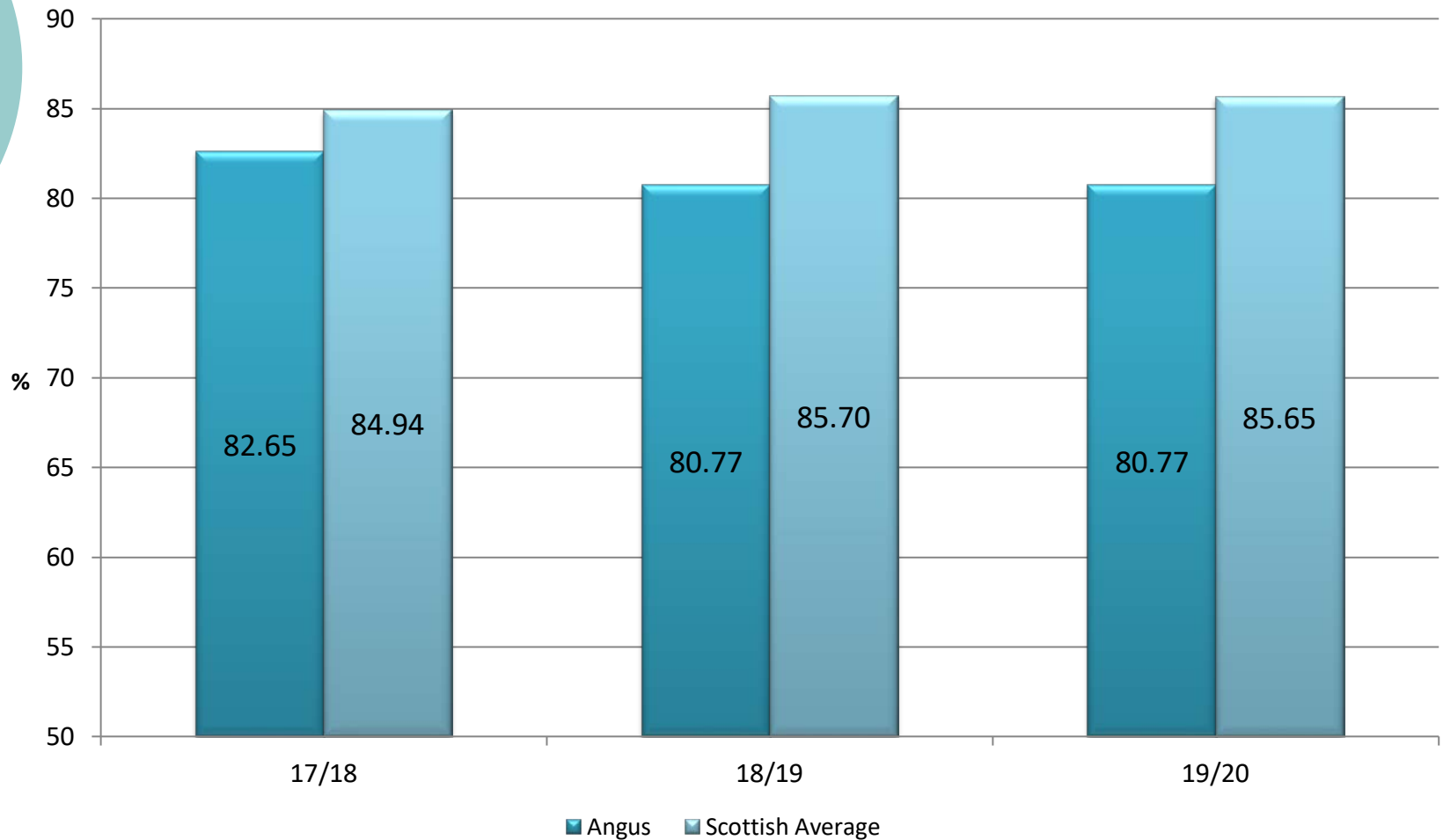


Tenant Participation

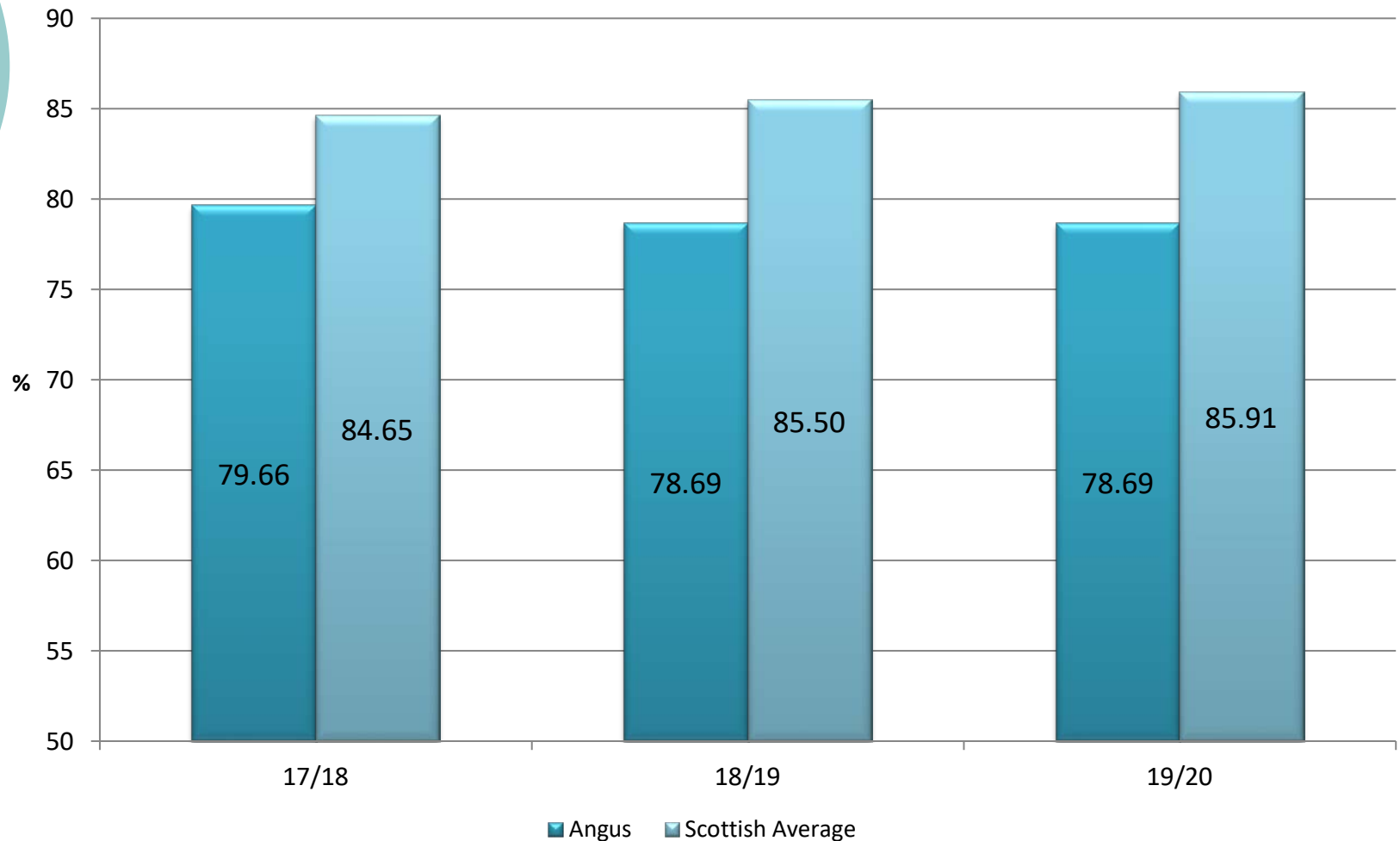


- % Overall Satisfaction with Service
- % Satisfaction with being kept informed
- % Satisfaction with Participation

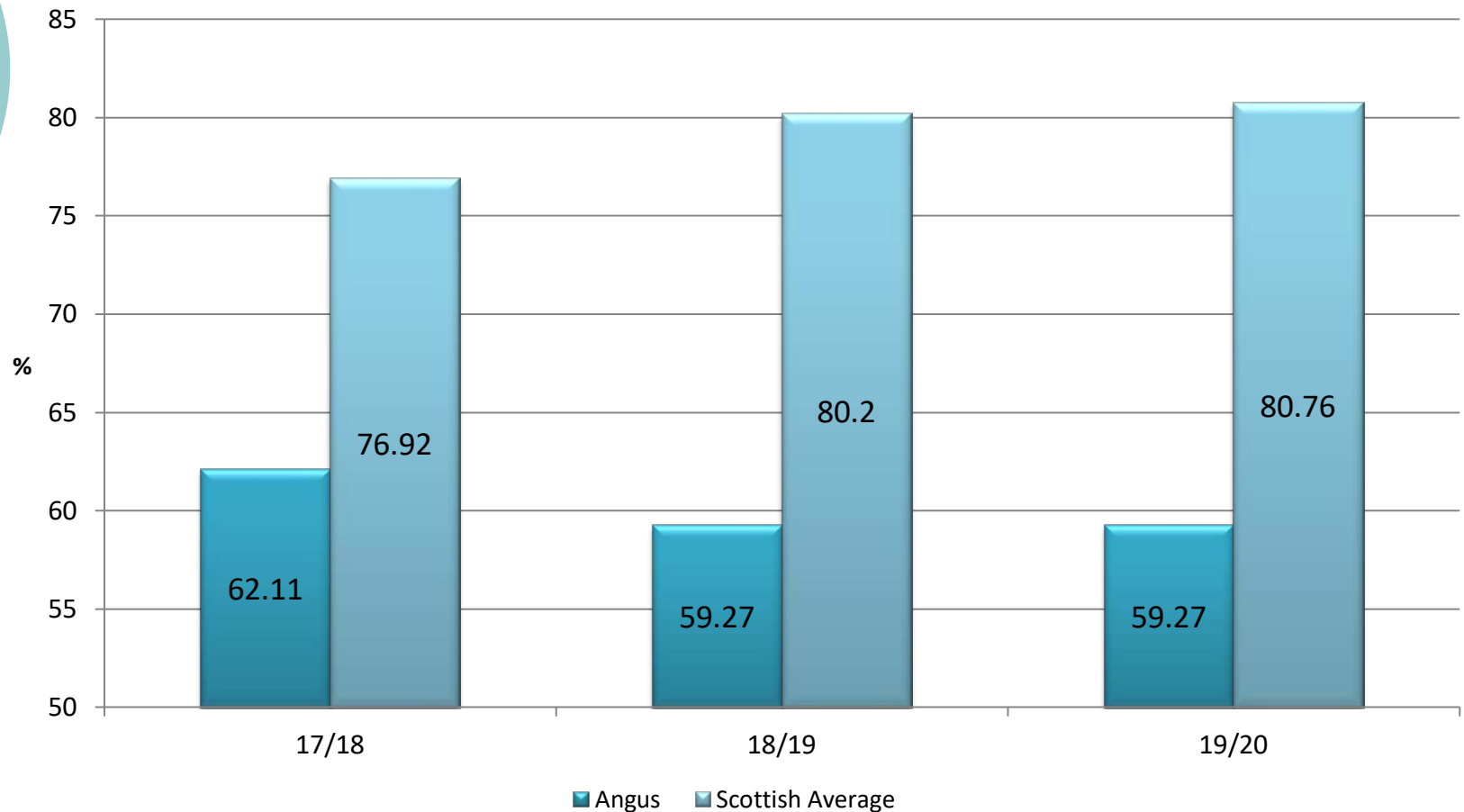
% Overall Satisfaction with Service



% Satisfaction with being kept Informed



% Satisfaction with Participation



Key Points – Where to Next ?

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