

Welcome



Housing Division
Scrutiny Panel
2 August 2022

Areas for Discussion



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

Landlord profile



- **Total number of properties**

2020/21	2021/22
○ 7707	7750

- **Rent Due in the year**

○ £27,569,922	£28,188,534
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- **% of average weekly rent increase**

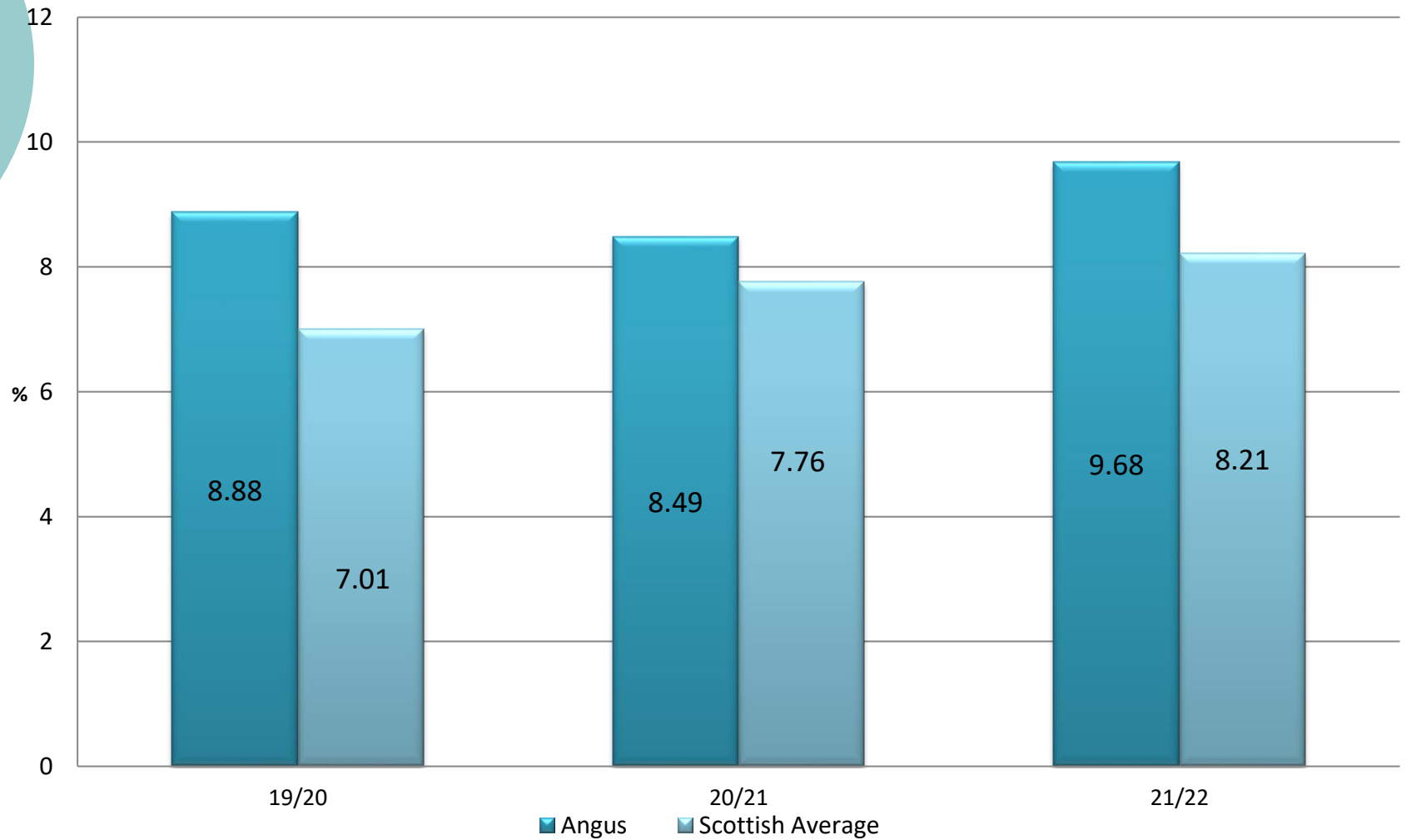
○ 3.1%	2%
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Income Management

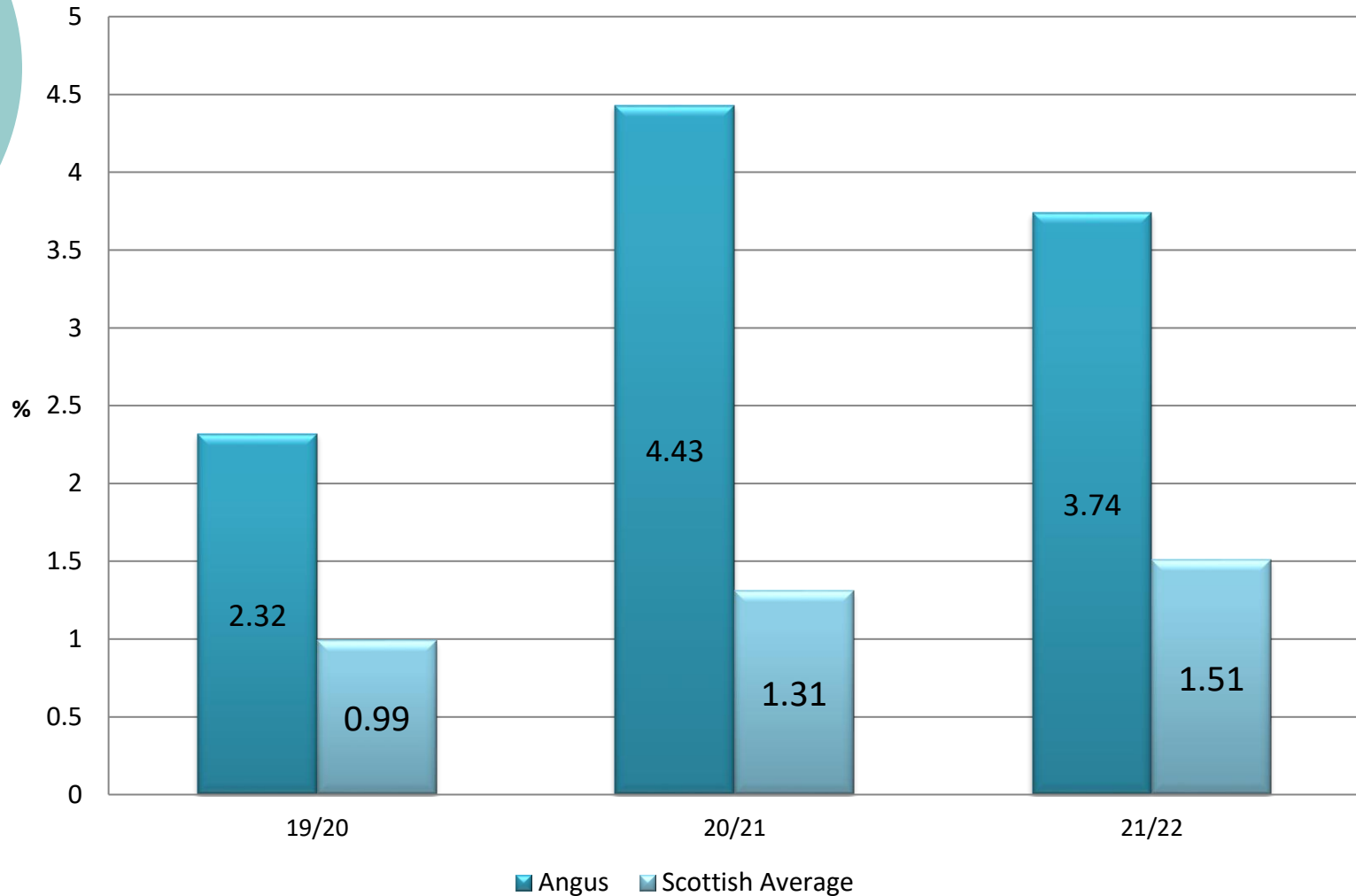


- All Arrears as % of Gross Rent
- % Rent Lost due to Empty Properties
- % Rent Collected in the Year
- Average time to re-let all properties
- % of Tenants satisfied that Rent represents Value for Money

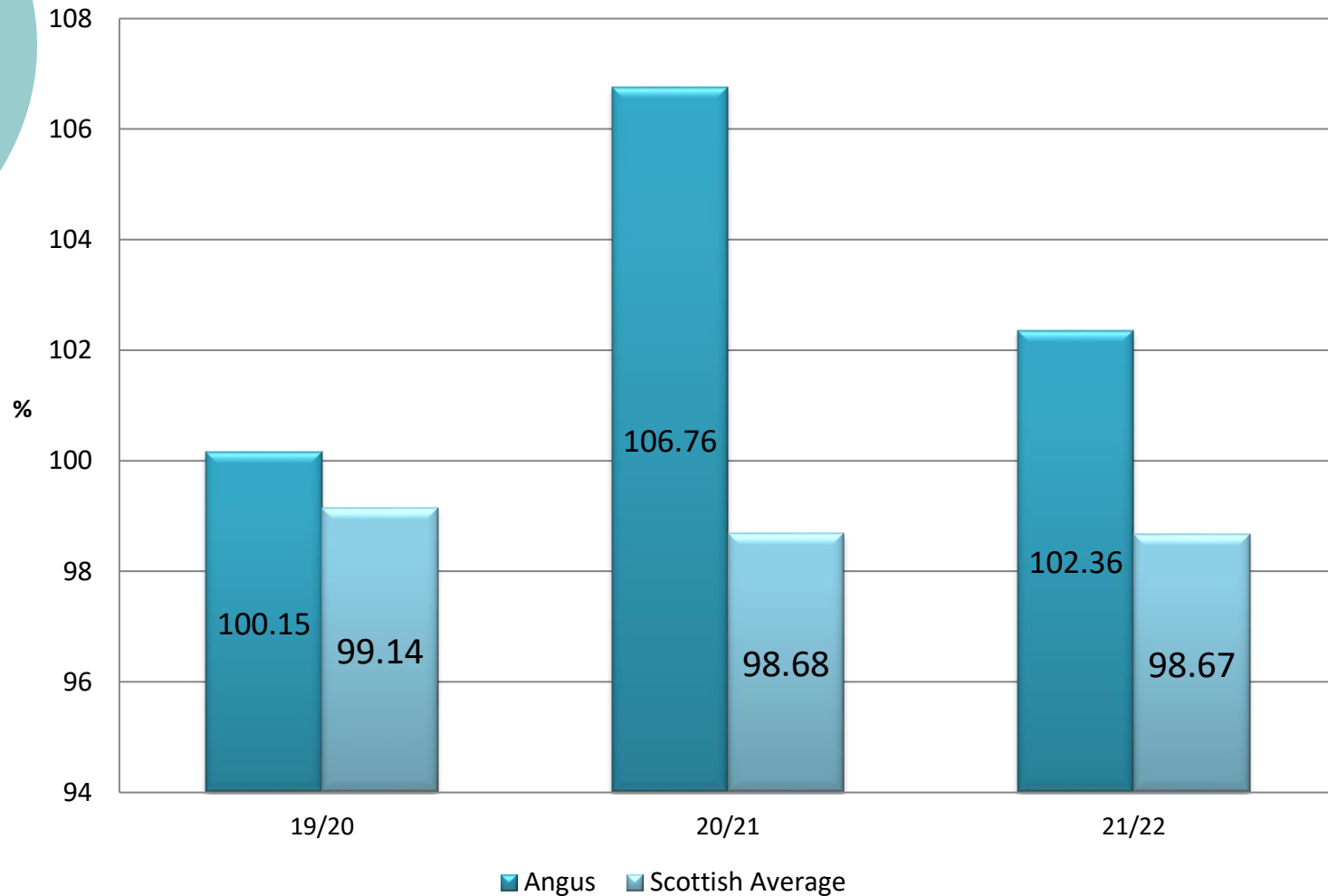
% All Arrears over Gross Rent



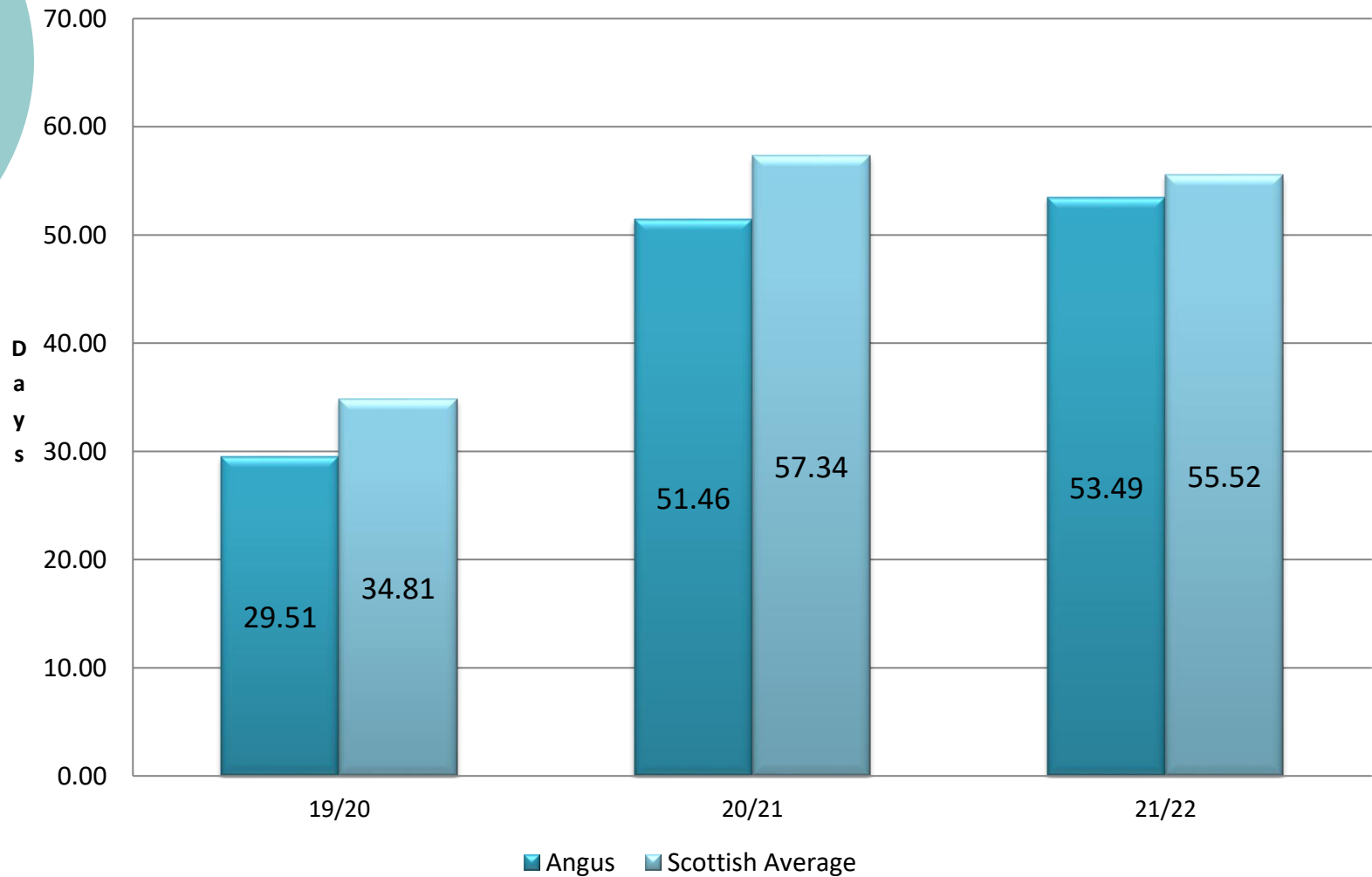
% of Rent Lost due to Empty Properties



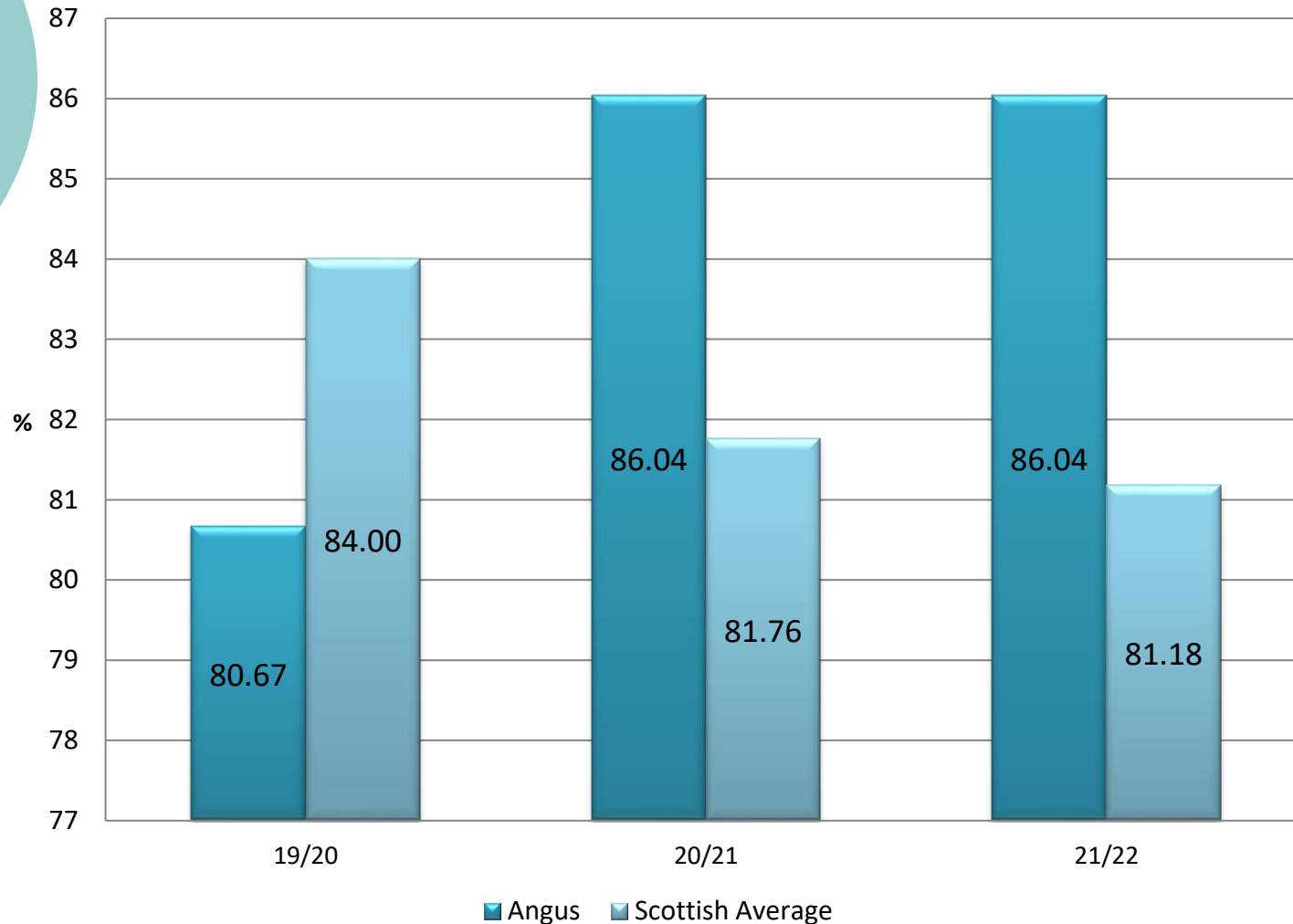
% Rent Collected in the Year



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



% of Tenants satisfied that our Rent represents Value for Money

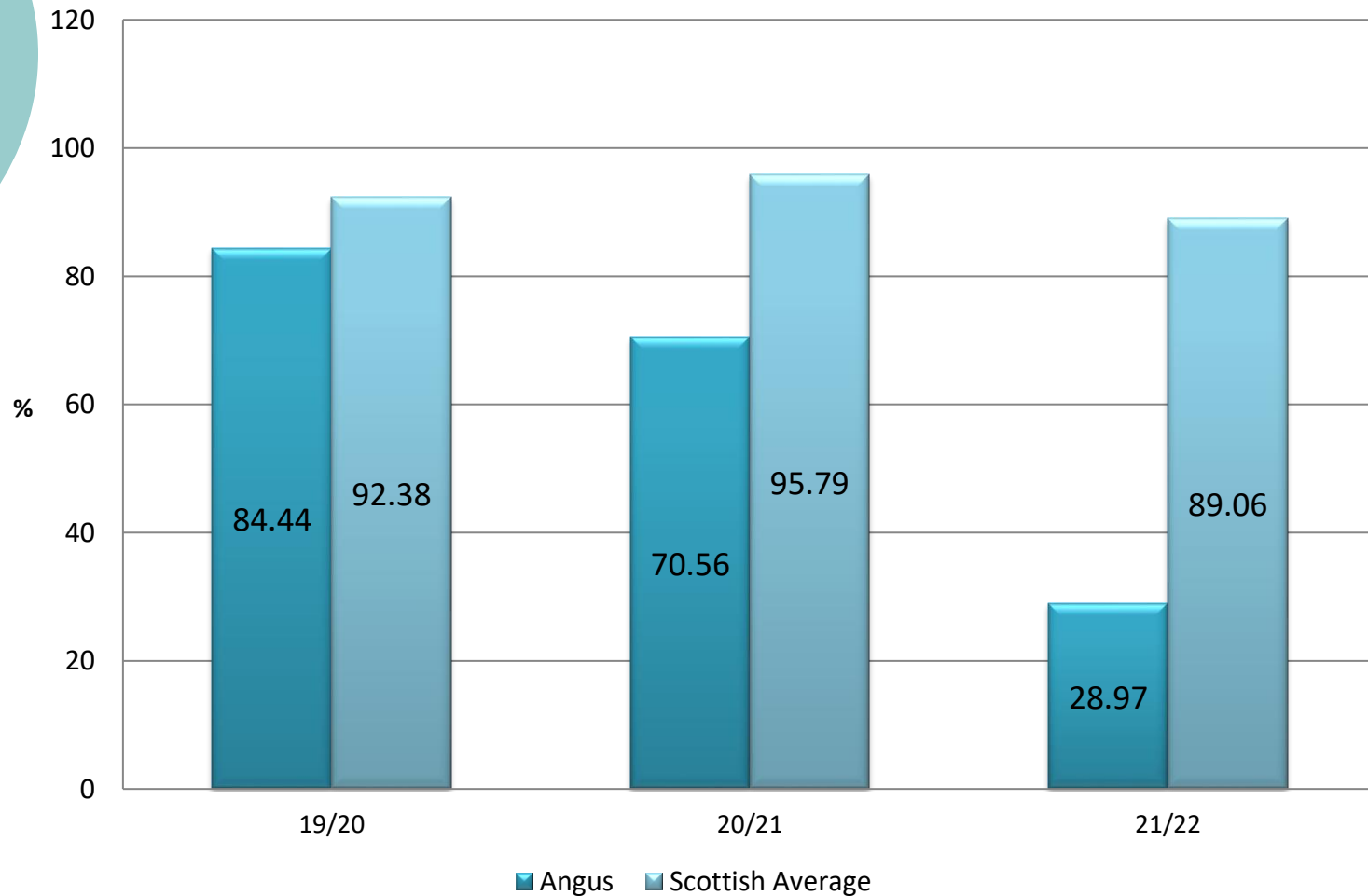


Maintaining & Improving Homes

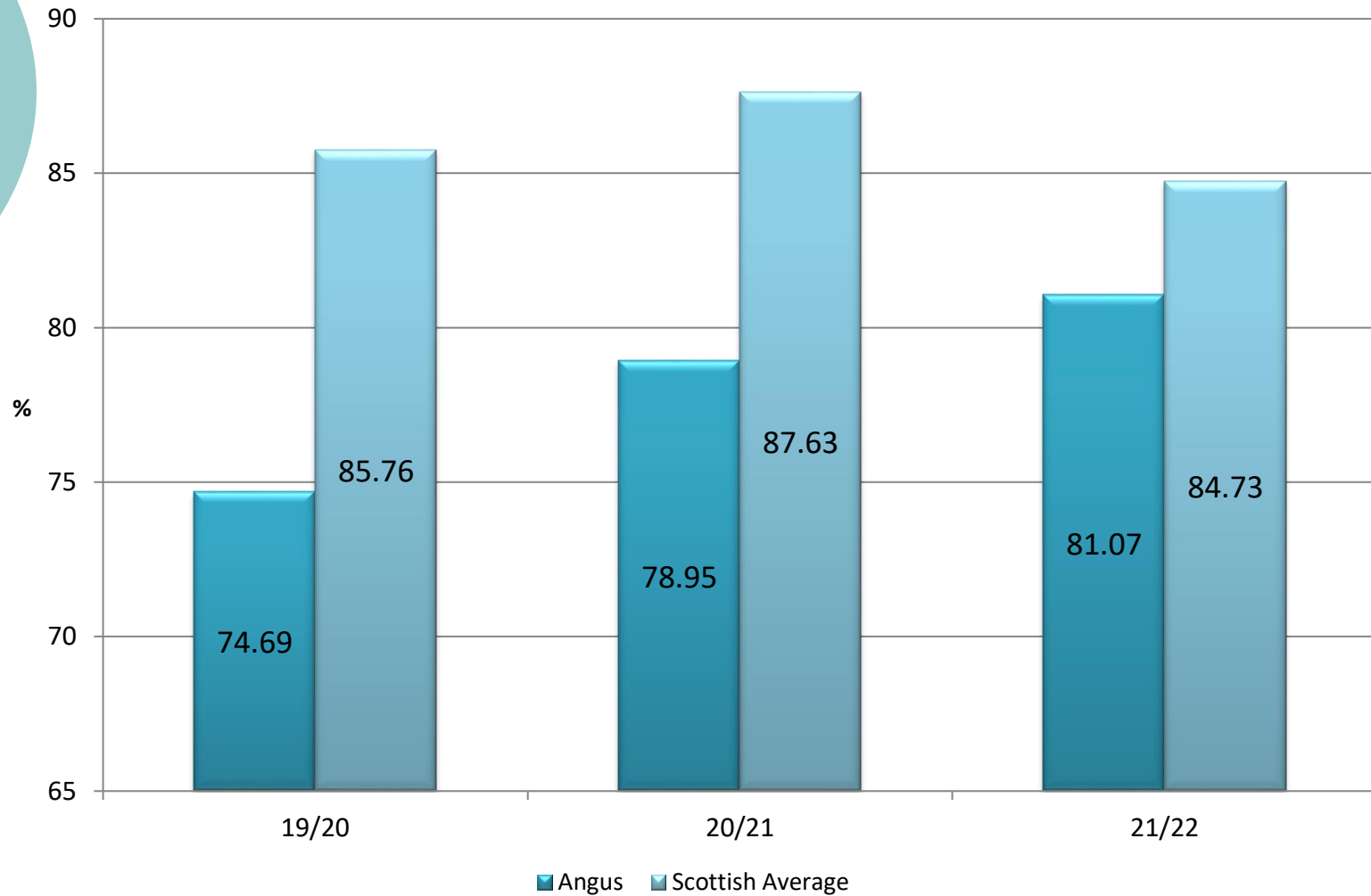


- % of Repairs completed First Time
- Total % of Stock meeting EESSH
- % Satisfaction with the Repair Service

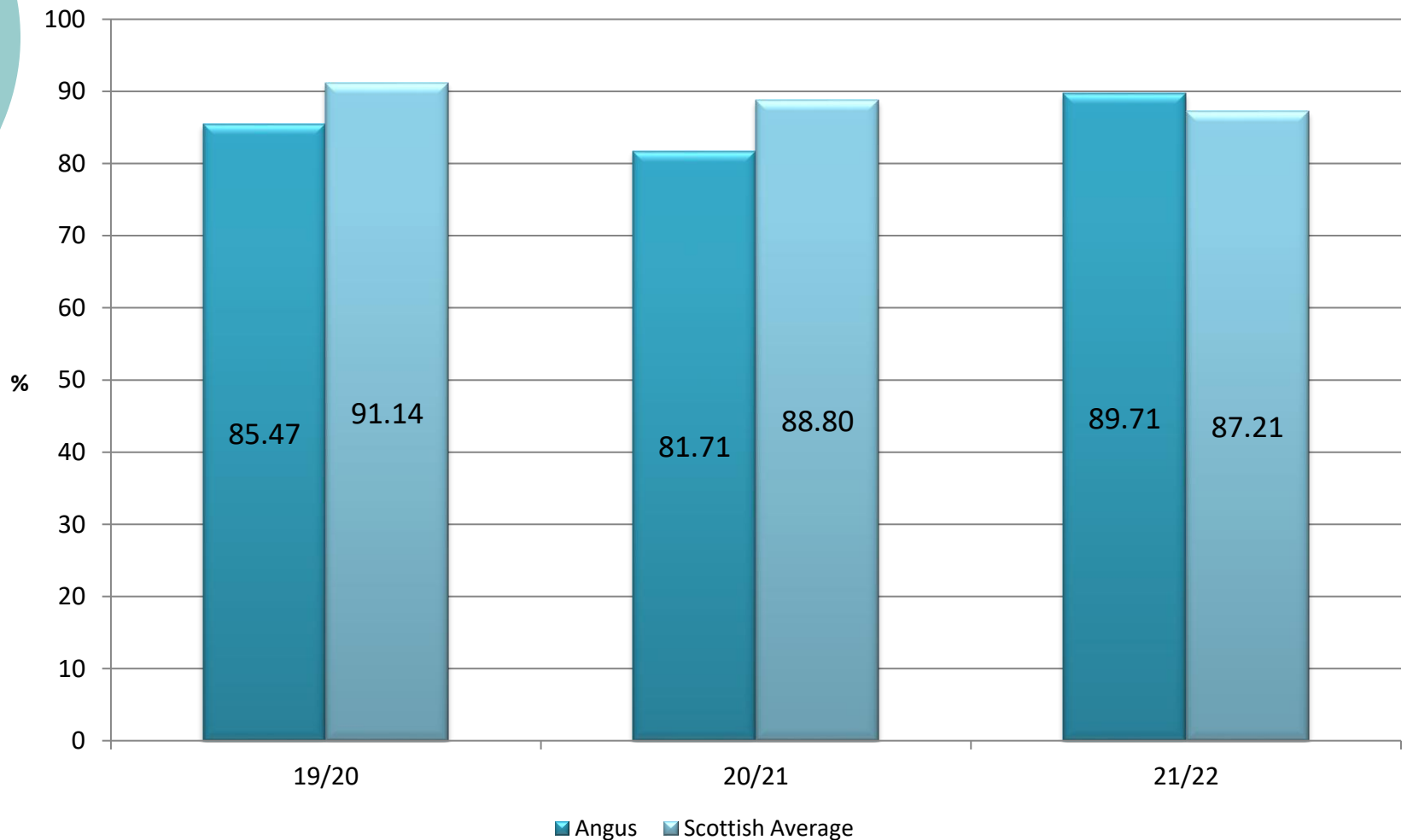
% of Repairs completed First Time



Total % of Stock meeting EESSH



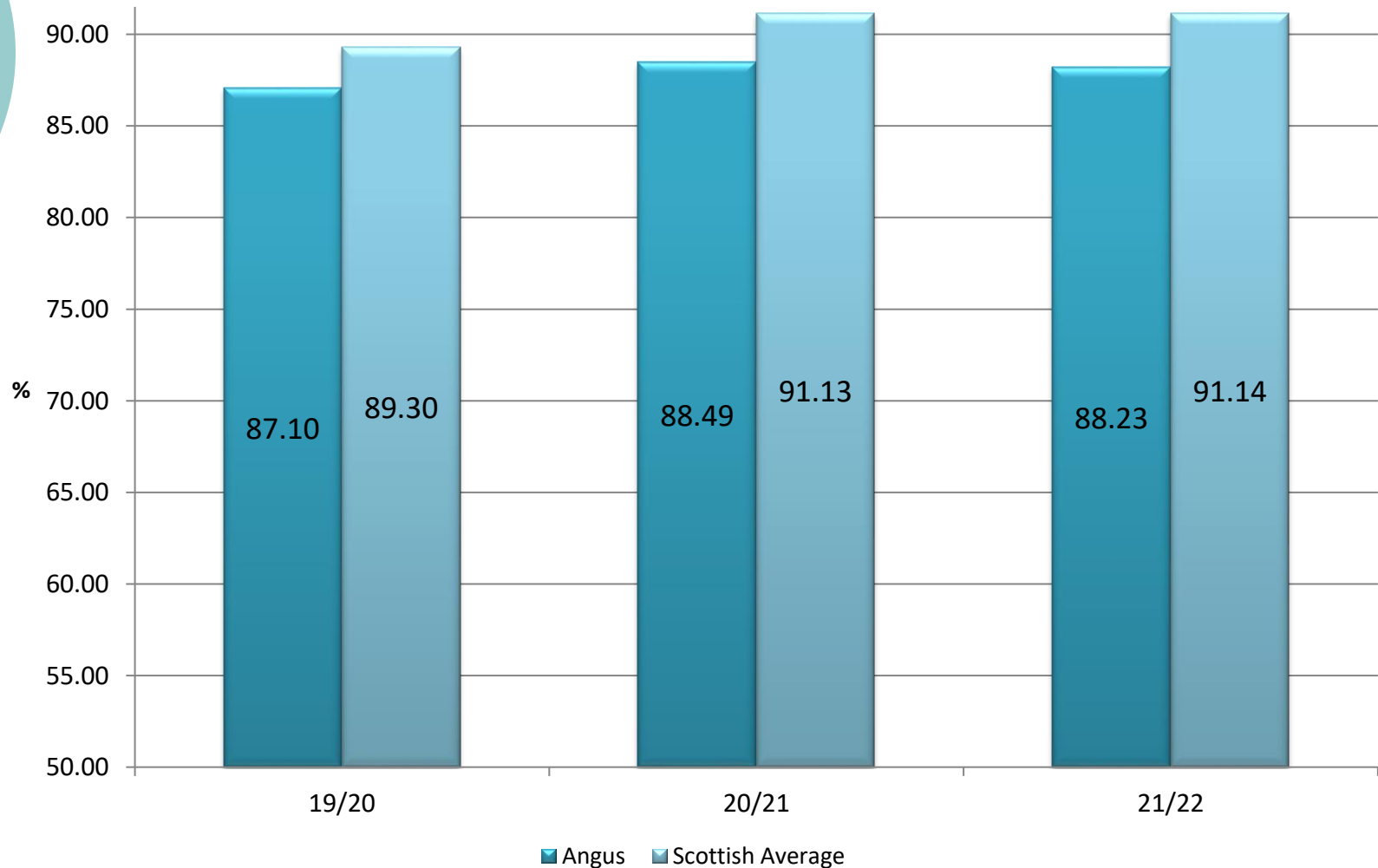
% Satisfaction with the Repair Service



Housing Options

- % of Tenant Sustainment
- Homeless Presentations

% of tenancies sustained more than 1 year



Homeless Presentations



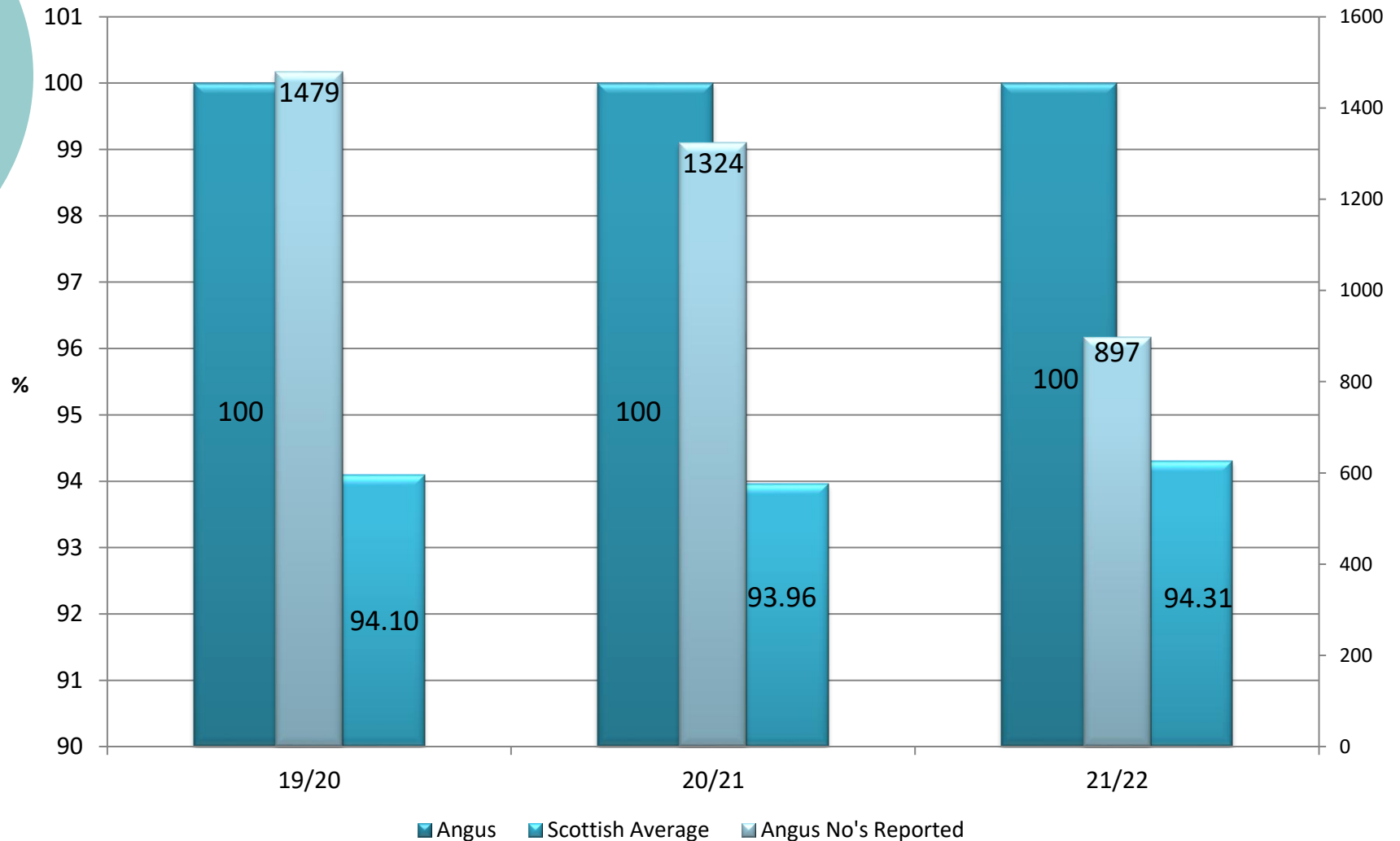
Total Number of Presentations	Angus	Arbroath, Carnoustie & Monifieth	Montrose & Brechin	Forfar & Kirriemuir
2019/20	661	326	146	175
2020/21	494	240	105	148
2021/22	514	261	103	150

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

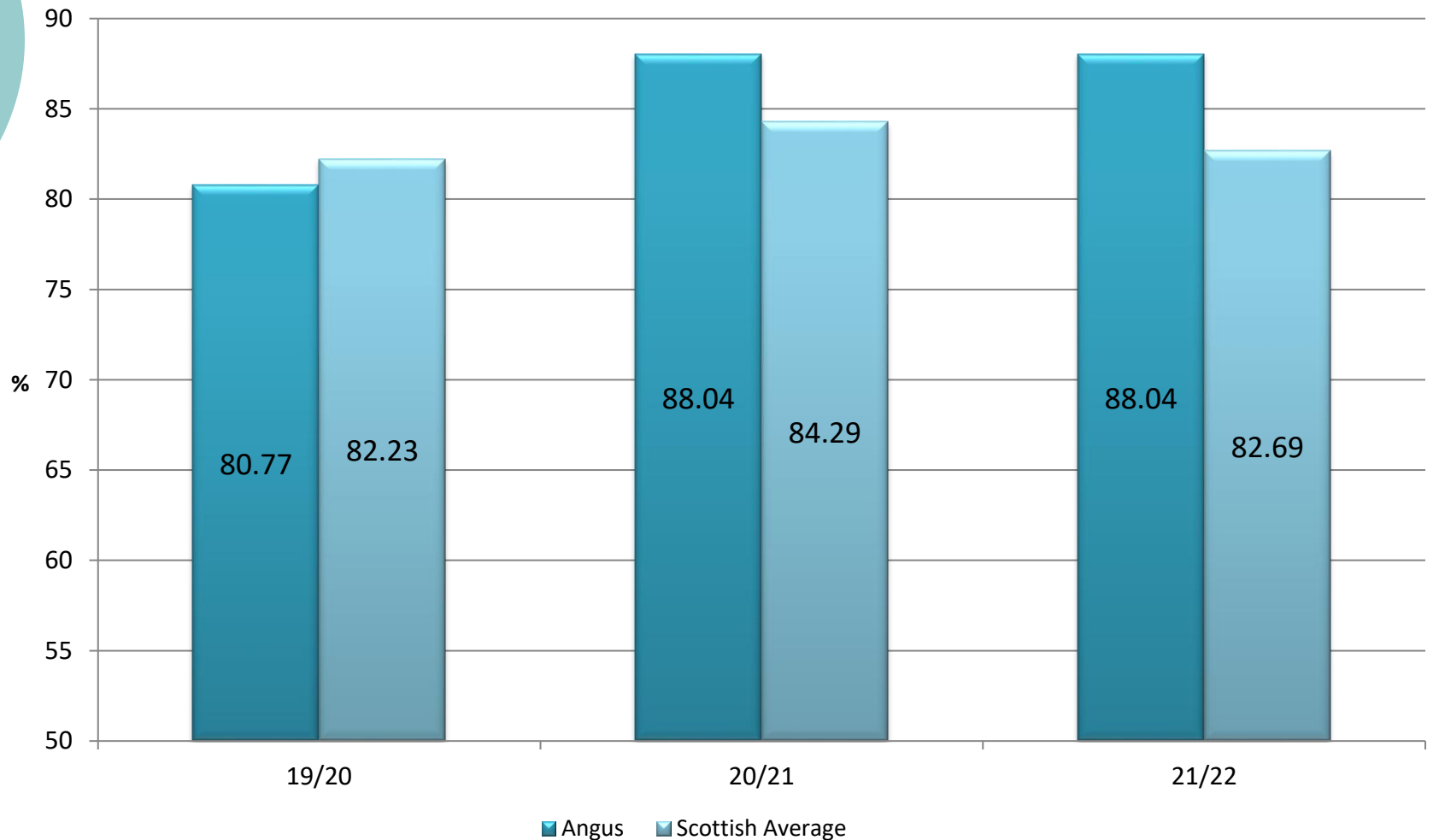


Tenant Participation

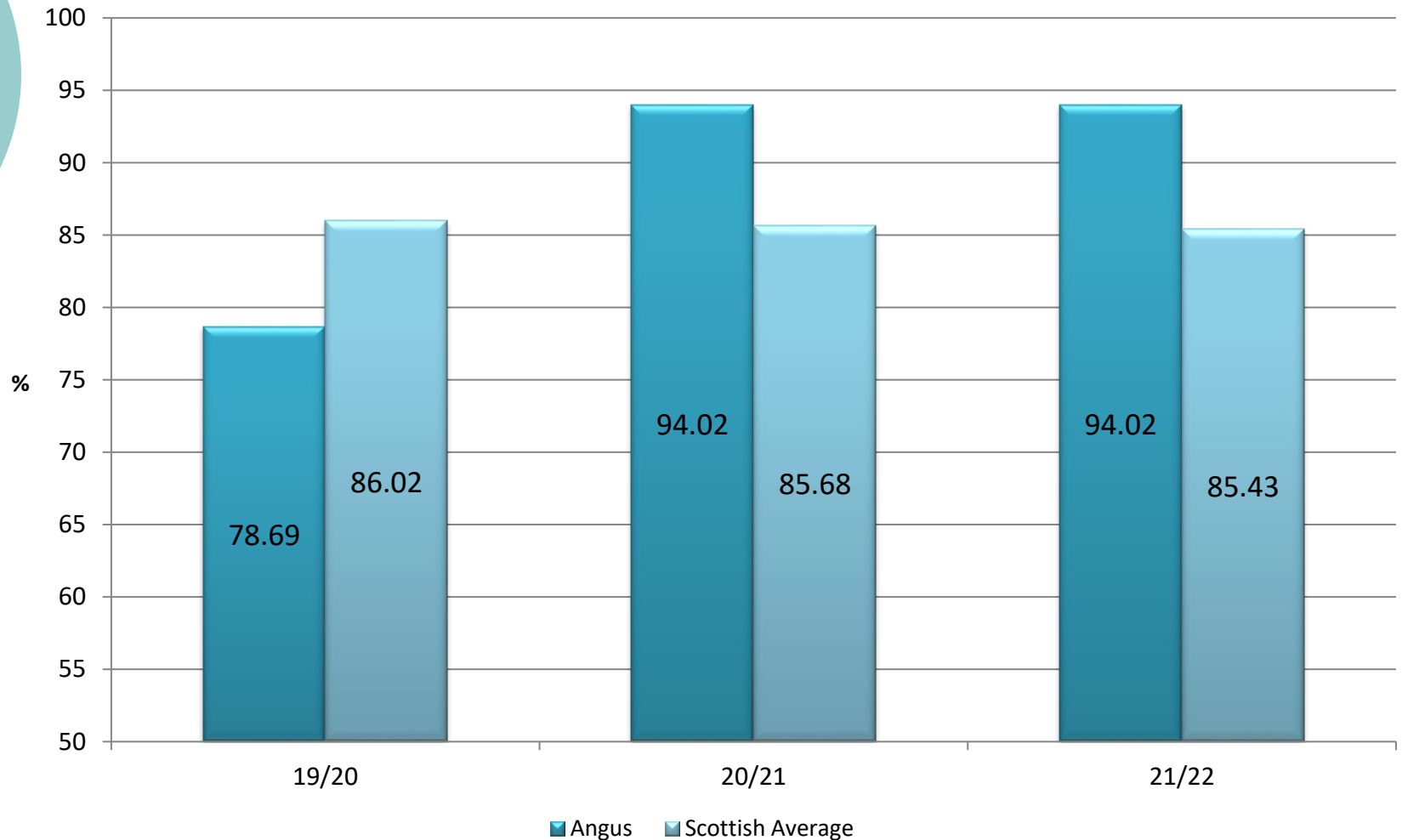


- % Overall Satisfaction with Service
- % Satisfaction with being kept informed
- % Satisfaction with Participation

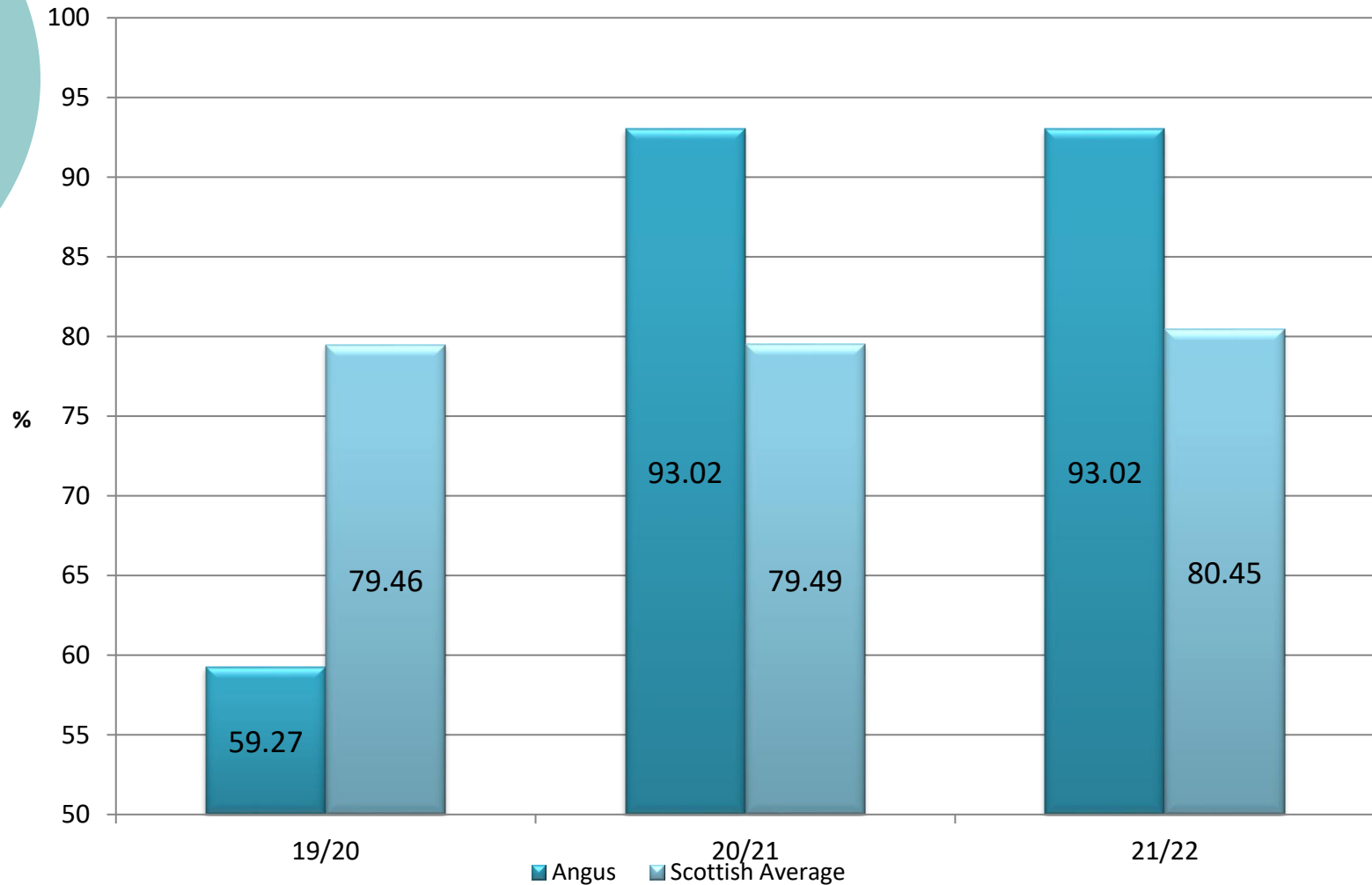
% Overall Satisfaction with Service



% Satisfaction with being kept Informed



% Satisfaction with Participation



Key Points – Where to Next ?

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