



**Housing Service Performance Report - 2021-22**

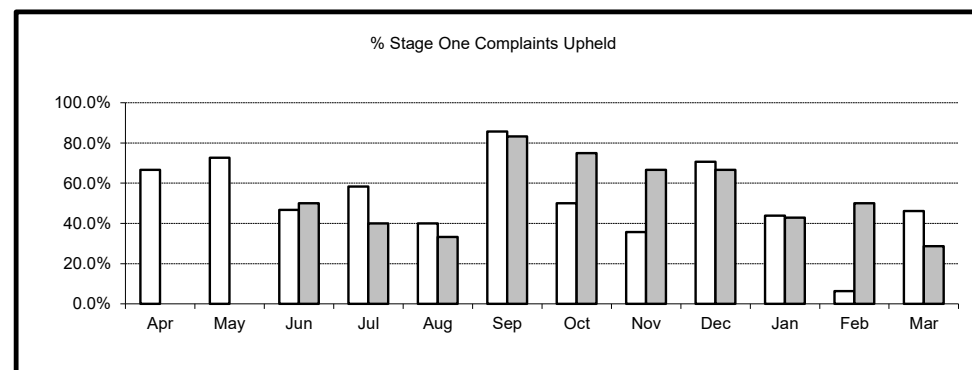
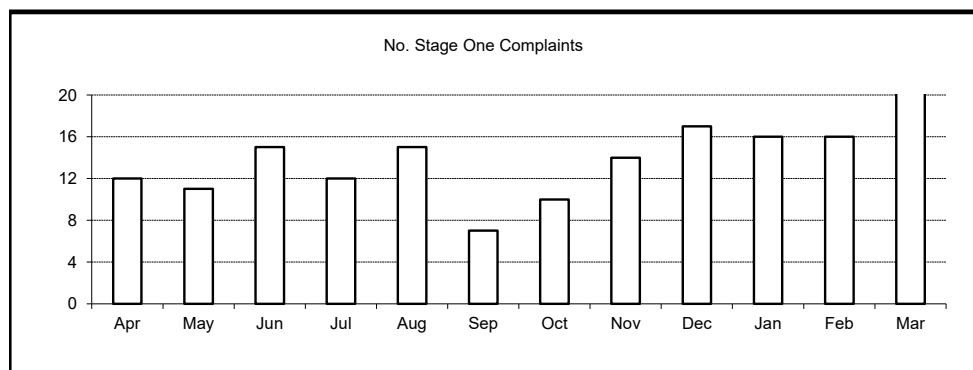
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# Customer Care

## Closed Complaints

**Responsible Manager**  
Operations Manager for Building Services/Operations Manager for Housing Services

	Year	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
% Stage One Complaints Responded to On Time	2020-21	N/A	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	2021-22	>100%	100.0%	100.0%	100.0%	100.0%	93.3%	100.0%	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.8%
No. Stage One Complaints Closed	2021-22	N/A	12	11	15	12	15	7	10	14	17	16	16	26	171
No. Stage One Complaints Completed On Time	2021-22	N/A	12	11	15	12	14	7	9	14	17	16	16	26	169
% Stage One Complaints Upheld	2020-21	N/A	0.0%	0.0%	50.0%	40.0%	33.3%	83.3%	75.0%	66.7%	66.7%	42.9%	50.0%	28.6%	53.0%
	2021-22	N/A	66.7%	72.7%	46.7%	58.3%	40.0%	85.7%	50.0%	35.7%	70.6%	43.8%	6.3%	46.2%	49.1%
No. Stage One Complaints Closed	2021-22	N/A	12	11	15	12	15	7	10	14	17	16	16	26	171
No. Stage One Complaints Upheld	2021-22	N/A	8	8	7	7	6	6	5	5	12	7	1	12	84
No. Stage Two Complaints Closed	2021-22	N/A	0	2	1	2	2	2	1	0	5	2	5	5	27
No. Ombudsman Complaints Closed	2021-22	N/A	0	0	0	0	0	0	0	0	0	0	0	0	0



**Comments - Operations Manager for Housing Services**

As part of our restructure, a new post of Complaints Officer was created and the successful applicant has now be working in the role for 6 months. In line with trends across the sector as seen in benchmarking data, the number of complaints has increased. During 2020/21, there were 83 and in the last year there were 171, with 26 being received within March. Some of this increase can be explained by the pandemic; in the early days, there were fewer complaints received. However, the role of the Housing Ombudsman has been strengthened by the Government to support changes being implemented through a forthcoming parliamentary bill. Landlords are now expected to actively encourage complaints and the media has been reinforcing this message following in-depth investigations by ITN into issues relating to damp and mould in social housing. We expect to see the number of complaints increasing as time goes by. Generally, responses are made within target times; there was a performance issue during August which is traditionally a busy month due to resourcing issues during the school holidays. There is still a sizeable number of complaints being upheld which demonstrates that MDH is able to use the complaints procedure to facilitate an honest appraisal of any faults.

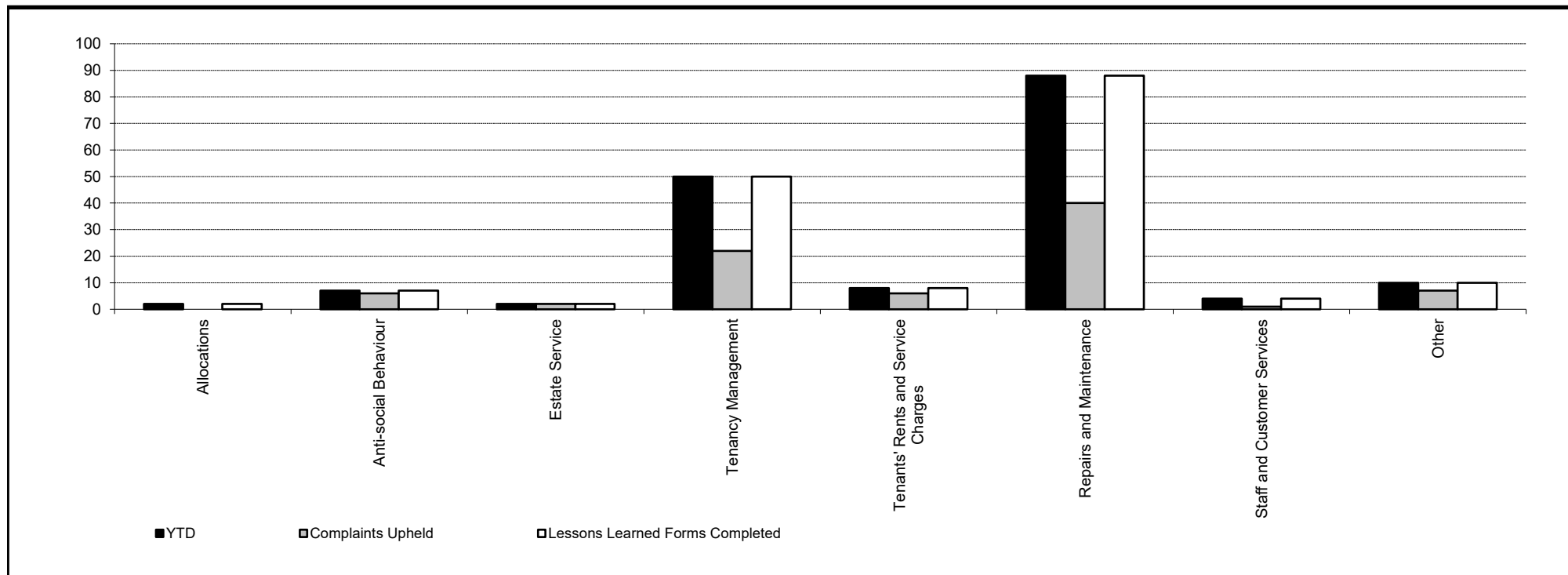
# Customer Care

## Closed Complaints

Responsible Manager

Operations Manager for Building Services/Operations Manager for Housing Services

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD	Complaints Upheld		Lessons Learned Forms Completed	
Allocations	0	0	0	0	0	0	0	1	0	0	0	1	2	0	0.0%	2	100.0%
Anti-social Behaviour	0	2	1	0	0	0	0	0	2	1	1	0	7	6	85.7%	7	100.0%
Estate Service	0	0	0	0	0	1	0	1	0	0	0	0	2	2	100.0%	2	100.0%
Tenancy Management	3	4	4	3	8	1	4	1	4	4	5	9	50	22	44.0%	50	100.0%
Tenants' Rents and Service Charges	1	1	0	1	0	0	0	0	2	0	1	2	8	6	75.0%	8	100.0%
Repairs and Maintenance	7	1	8	7	6	4	4	10	9	10	8	14	88	40	45.5%	88	100.0%
Staff and Customer Services	0	0	1	0	0	0	1	0	0	1	1	0	4	1	25.0%	4	100.0%
Other	1	3	1	1	1	1	1	1	0	0	0	0	10	7	70.0%	10	100.0%

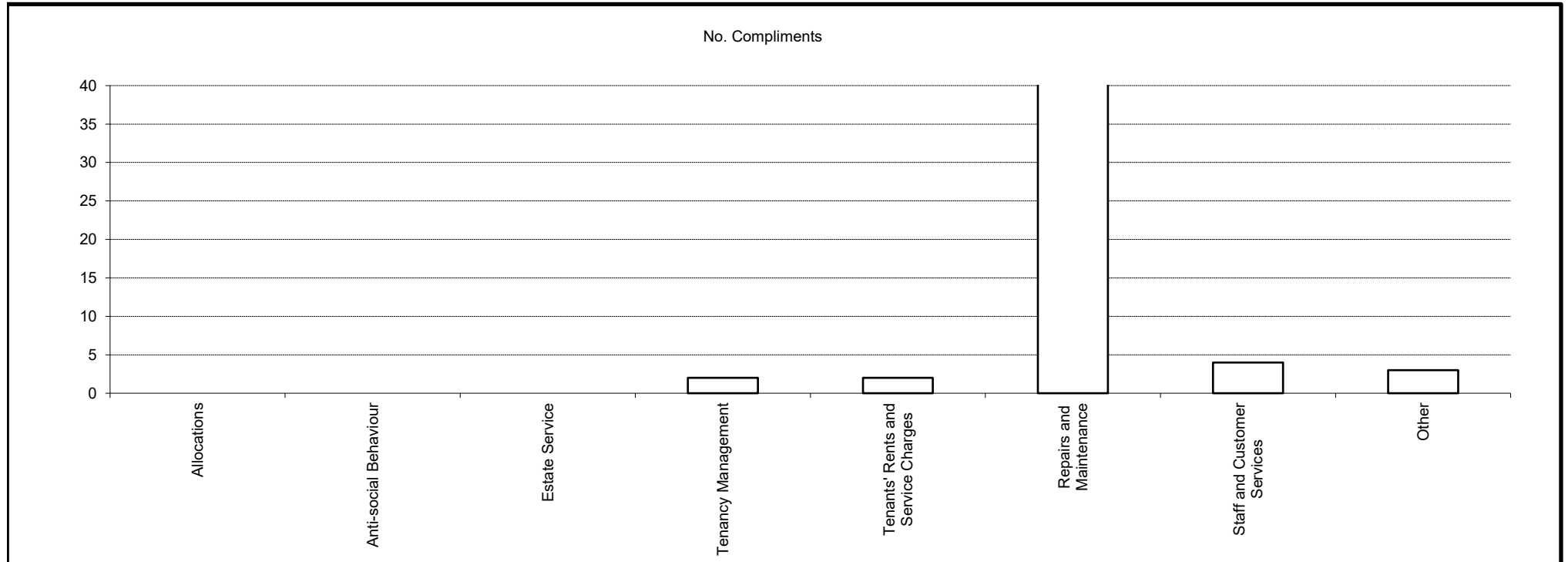


# Customer Care

## Compliments

Responsible Manager  
Operations Manager for Building Services/Operations Manager for Housing Services

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Allocations	0	0	0	0	0	0	0	0	0	0	0	0	0
Anti-social Behaviour	0	0	0	0	0	0	0	0	0	0	0	0	0
Estate Service	0	0	0	0	0	0	0	0	0	0	0	0	0
Tenancy Management	1	0	0	0	1	0	0	0	0	0	0	0	2
Tenants' Rents and Service Charges	0	0	1	0	0	0	0	0	0	0	0	1	2
Repairs and Maintenance	7	8	1	5	2	0	3	6	5	2	0	2	41
Staff and Customer Services	0	0	0	0	0	0	0	2	0	2	0	0	4
Other	0	1	1	0	0	0	0	0	1	0	0	0	3



# Customer Care

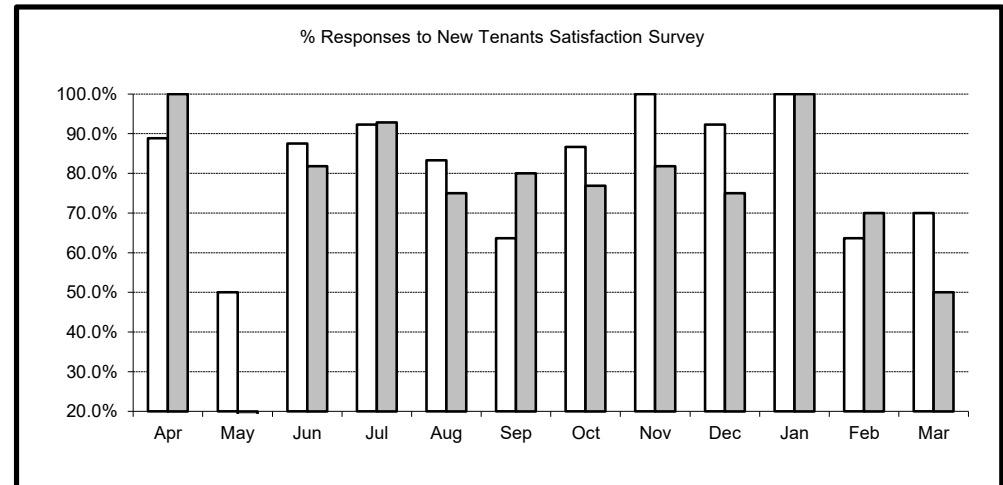
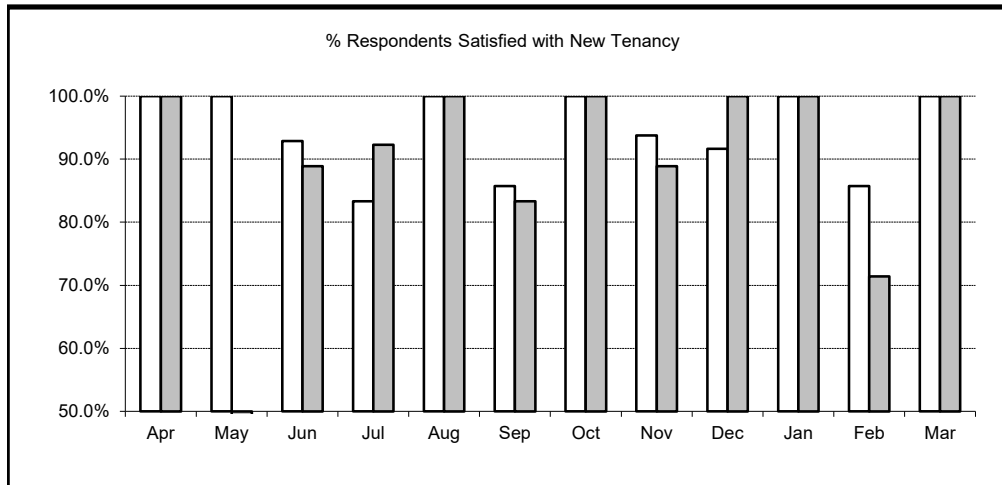
**Responsible Manager**  
Operations Manager for Housing Services

## New Tenant Satisfaction

\* this is reported one month later than other PIs

	Year	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
% Responses to New Tenant Satisfaction Survey*	2020-21	#N/A	100.0%	0.0%	81.8%	92.9%	75.0%	80.0%	76.9%	81.8%	75.0%	100.0%	70.0%	50.0%	<b>75.4%</b>
		>75%	88.9%	50.0%	87.5%	92.3%	83.3%	63.6%	86.7%	100.0%	92.3%	100.0%	63.6%	70.0%	<b>82.9%</b>
No. New Tenants Surveyed for Satisfaction	2021-22	N/A	9	8	16	13	12	11	15	16	13	6	11	10	<b>140</b>
No. Satisfaction Surveys Received		N/A	8	4	14	12	10	7	13	16	12	6	7	7	<b>116</b>

	Year	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
% Respondents Satisfied with New Tenancy*	2020-21	#N/A	100.0%	0.0%	88.9%	92.3%	100.0%	83.3%	100.0%	88.9%	100.0%	100.0%	71.4%	100.0%	<b>92.6%</b>
		>85%	100.0%	100.0%	92.9%	83.3%	100.0%	85.7%	100.0%	93.8%	91.7%	100.0%	85.7%	100.0%	<b>94.0%</b>
No. Satisfaction Surveys Received	2021-22	N/A	8	4	14	12	10	7	13	16	12	6	7	7	<b>116</b>
No. Satisfied with New Tenancy		N/A	8	4	13	10	10	6	13	15	11	6	6	7	<b>109</b>



Comments - Operations Manager for Housing Services

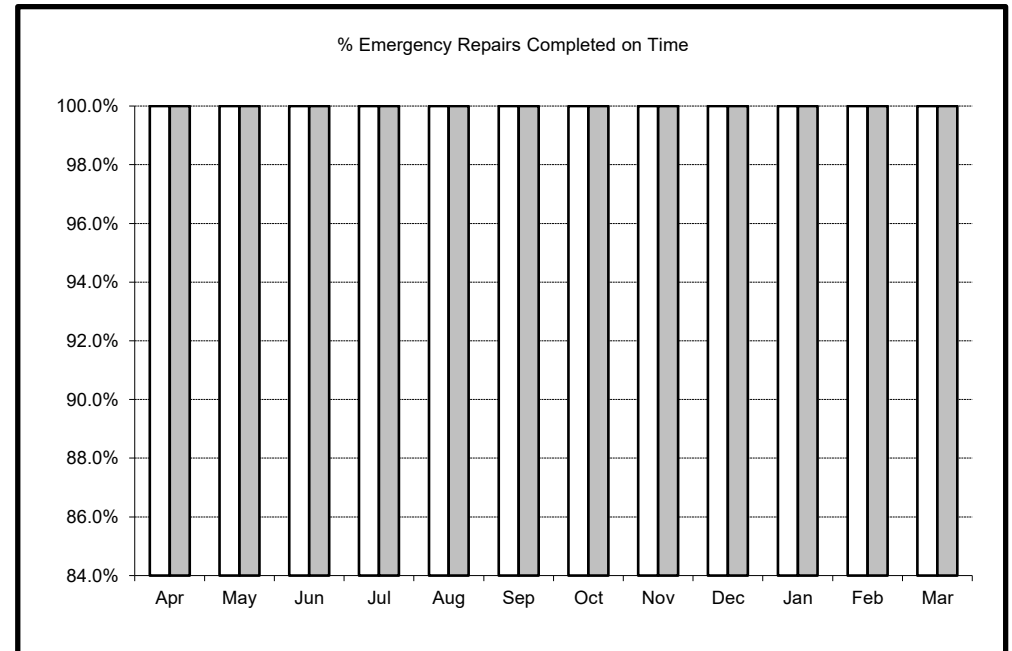
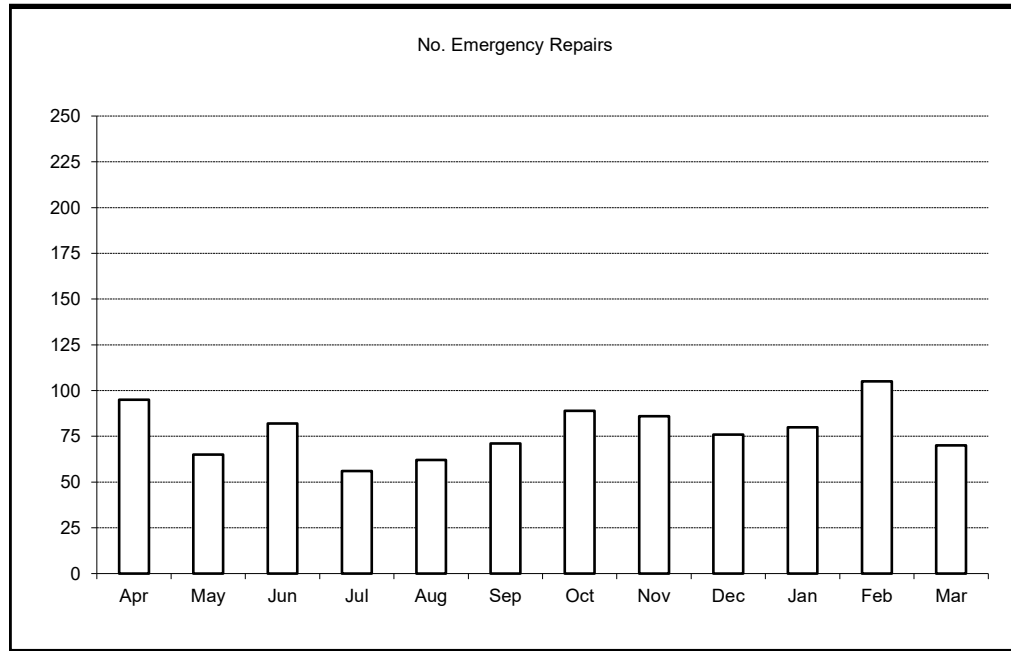
The Customer Engagement team is now working with the Income team to collect this data and this means that new tenants now receive more advice and support in the early days of their tenancies. It can take some time to reach out to new tenants who may have conflicting appointments but as time goes on Officers continue to try to contact them as this approach forms a key part of our procedures designed to encourage greater sustainability of tenancies. Satisfaction levels remain high.

# Housing Maintenance

## Emergency Repairs Completed on Time

Responsible Manager  
Operations Manager for Building Services

	Year	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
% Emergency Repairs Completed on Time	2020-21	#N/A	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	2021-22	>100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No. Emergency Repairs	2021-22	N/A	95	65	82	56	62	71	89	86	76	80	105	70	937
No. Emergency Repairs Completed on Time	2021-22	N/A	95	65	82	56	62	71	89	86	76	80	105	70	937



Comments - Operations Manager for Building Services

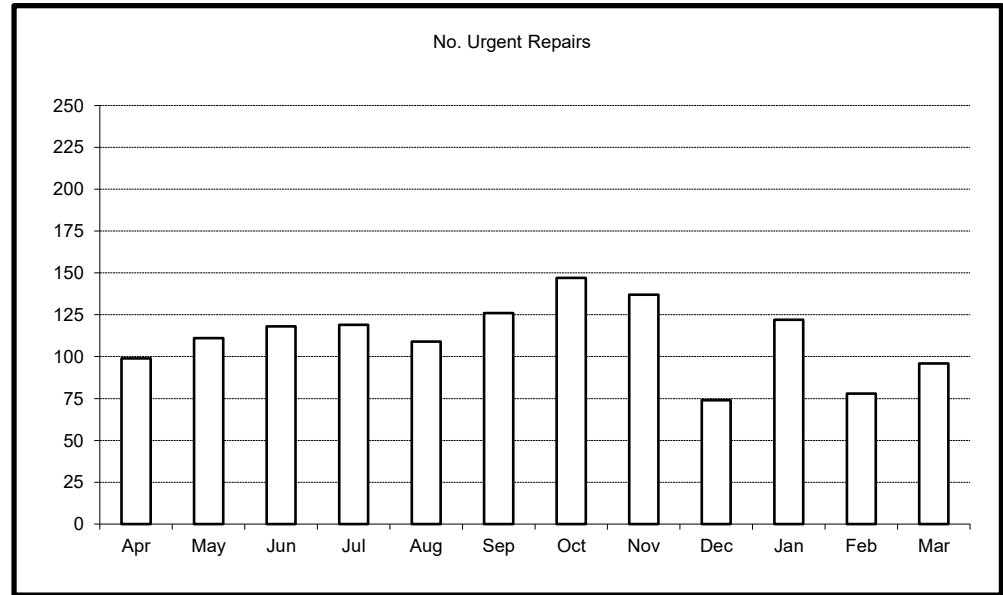
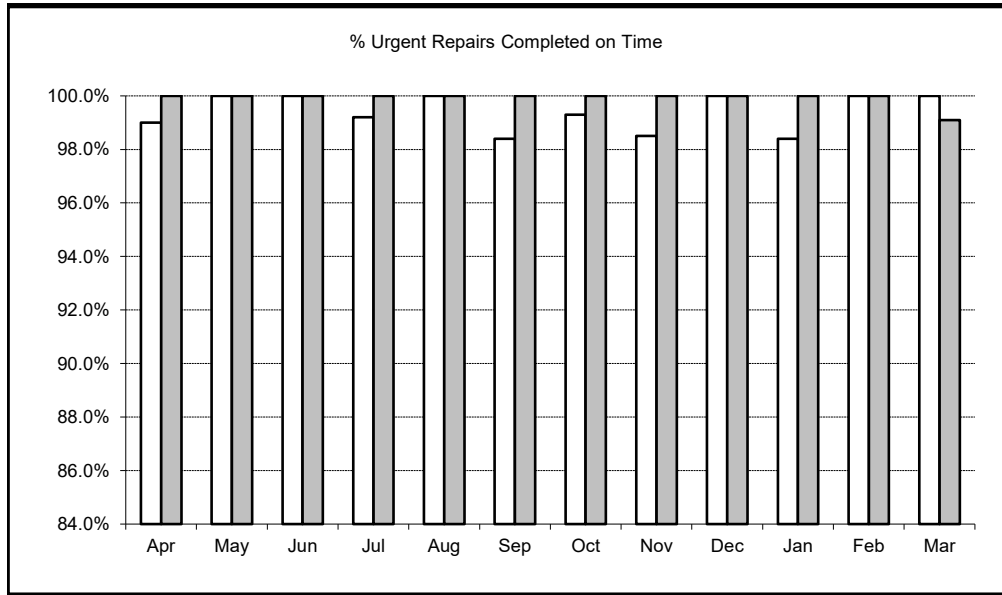
We're pleased to have been able to report attending to 100% of emergencies within target.

# Housing Maintenance

## Urgent Repairs Completed on Time

**Responsible Manager**  
Operations Manager for Building Services

	Year	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
% Urgent Repairs Completed on Time	2020-21	#N/A	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.1%	<b>99.9%</b>
	2021-22	>95%	99.0%	100.0%	100.0%	99.2%	100.0%	98.4%	99.3%	98.5%	100.0%	98.4%	100.0%	100.0%	<b>99.3%</b>
No. Urgent Repairs	2021-22	N/A	99	111	118	119	109	126	147	137	74	122	78	96	<b>1336</b>
No. Urgent Repairs Completed on Time	2021-22	N/A	98	111	118	118	109	124	146	135	74	120	78	96	<b>1327</b>



Comments - Operations Manager for Building Services

Although our target is to complete more than 95% of urgent repairs on time, we would always aim for as close to 100% as possible. 99.3% of urgent repairs were completed on time. In most cases, a failure to respond was due to clerical error as opposed to workloads, which gives us something tangible to improve upon in the new year.

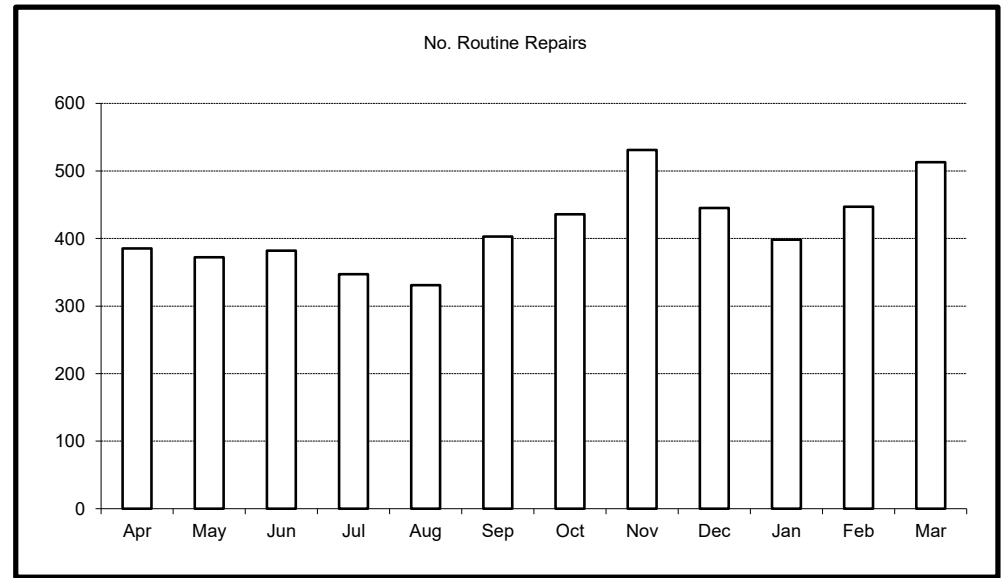
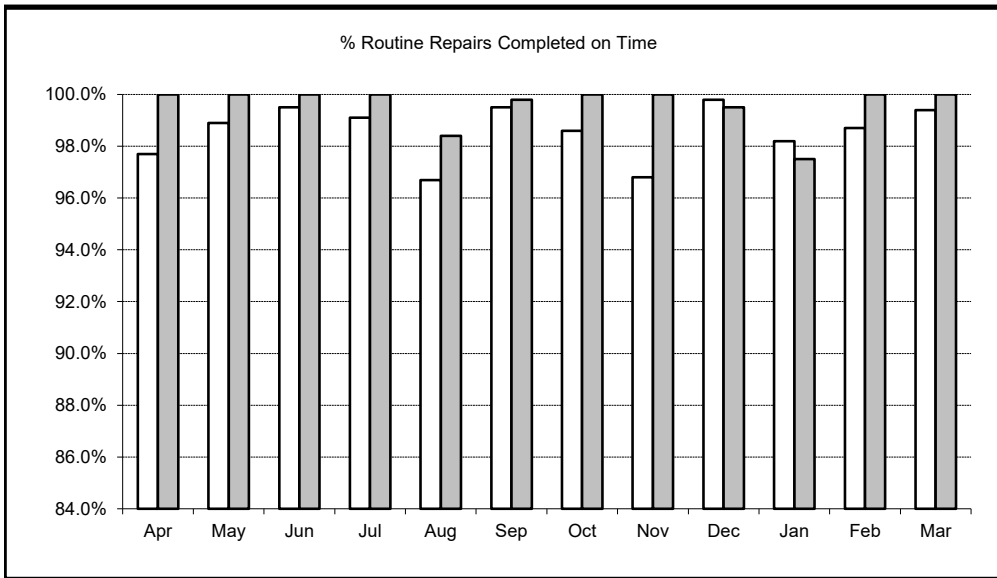


# Housing Maintenance

## Routine Repairs Completed on Time

**Responsible Manager**  
Operations Manager for Building Services

	Year	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
% Routine Repairs Completed on Time	2020-21	#N/A	100.0%	100.0%	100.0%	100.0%	98.4%	99.8%	100.0%	100.0%	99.5%	97.5%	100.0%	100.0%	99.6%
	2021-22	>95%	97.7%	98.9%	99.5%	99.1%	96.7%	99.5%	98.6%	96.8%	99.8%	98.2%	98.7%	99.4%	98.6%
No. Routine Repairs	2021-22	N/A	385	372	382	347	331	403	436	531	445	398	447	513	4990
No. Routine Repairs Completed on Time	2021-22	N/A	376	368	380	344	320	401	430	514	444	391	441	510	4919



Comments - Operations Manager for Building Services

We were able to meet our target of completing a more than 95% of routine repairs on time. 98.6% were completed on time, and a number of these failures were due to a backlog of external masonry works, whilst we focussed on the highest priority internal works.

# Housing Maintenance

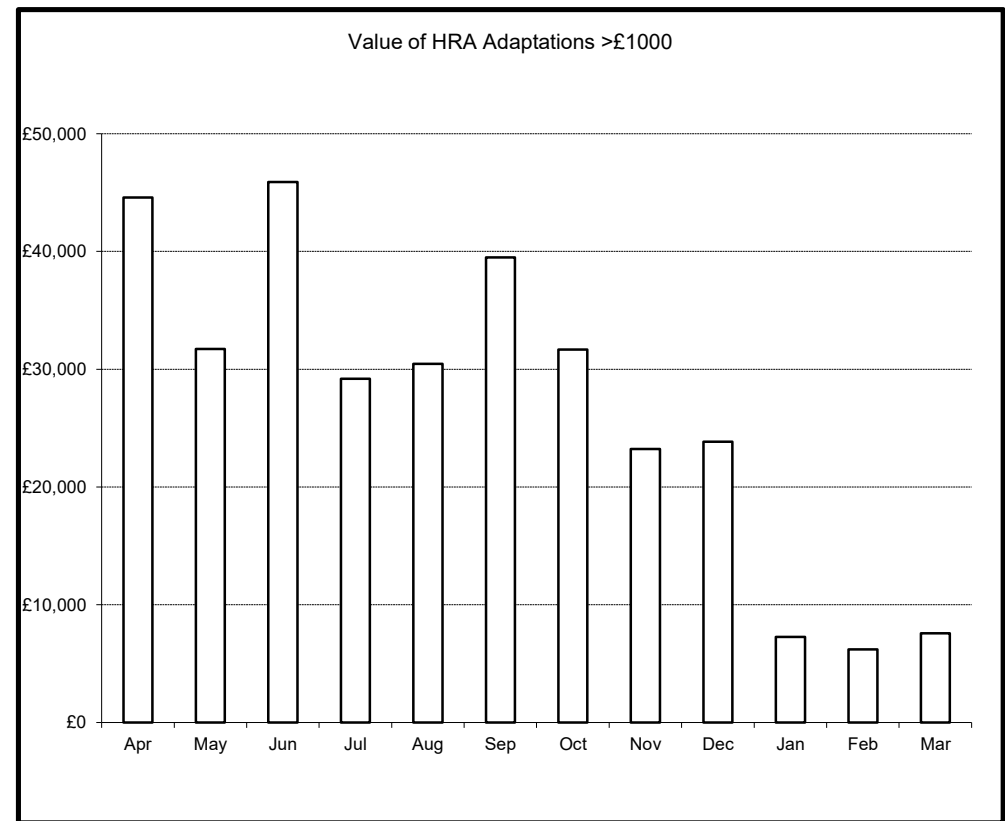
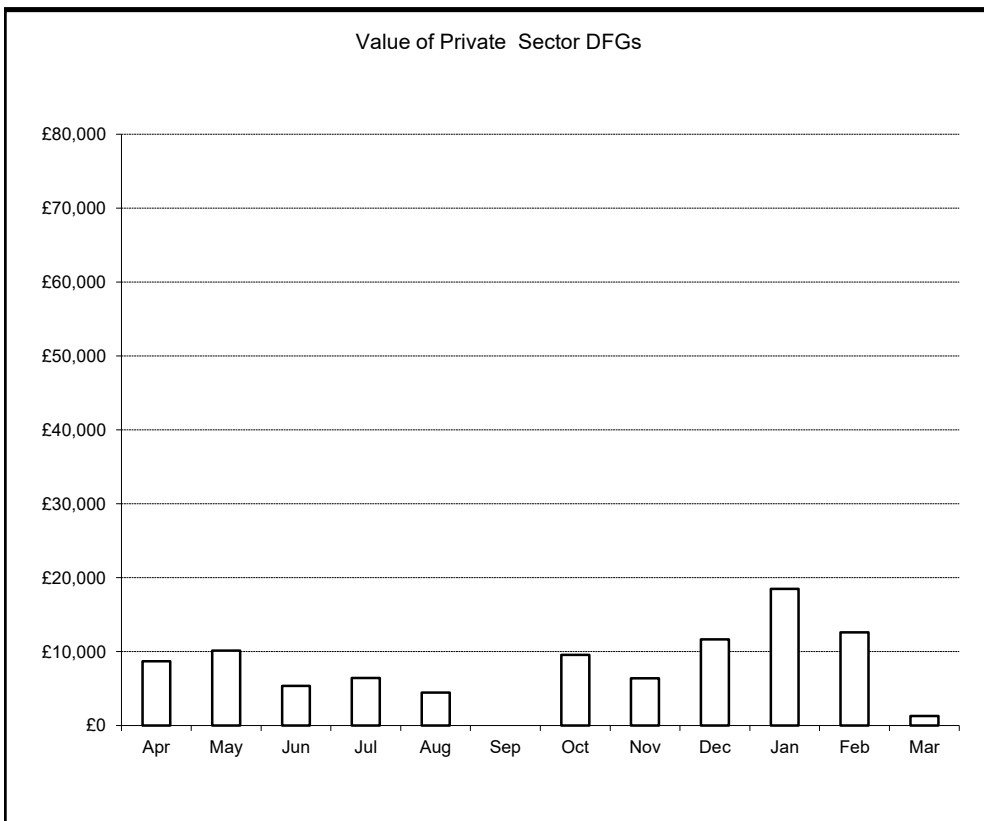
## Aids and Adaptations

Responsible Manager  
Operations Manager for Building Services

	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
No. HRA Aids and Adaptations <£1000	N/A	17	20	12	12	12	14	17	30	21	13	22	18	208
Value of HRA Aids and Adaptations <£1000	N/A	£1,921	£2,342	£1,387	£834	£1,538	£636	£10,283	£2,158	£1,955	£1,115	£1,787	£775	£26,730

No. HRA Adaptations >£1000	N/A	11	6	14	6	7	10	12	6	7	1	4	2	86
Value of HRA Adaptations >£1000	N/A	£44,575	£31,710	£45,892	£29,192	£30,449	£39,500	£31,665	£23,215	£23,836	£7,266	£6,208	£7,565	£321,073

No. Private Sector DFGs	N/A	1	2	2	1	1	0	2	2	3	2	3	1	20
Value of Private Sector DFGs	N/A	£8,709	£10,133	£5,366	£6,431	£4,470	£0	£9,556	£6,383	£11,657	£18,490	£12,602	£1,271	£95,068

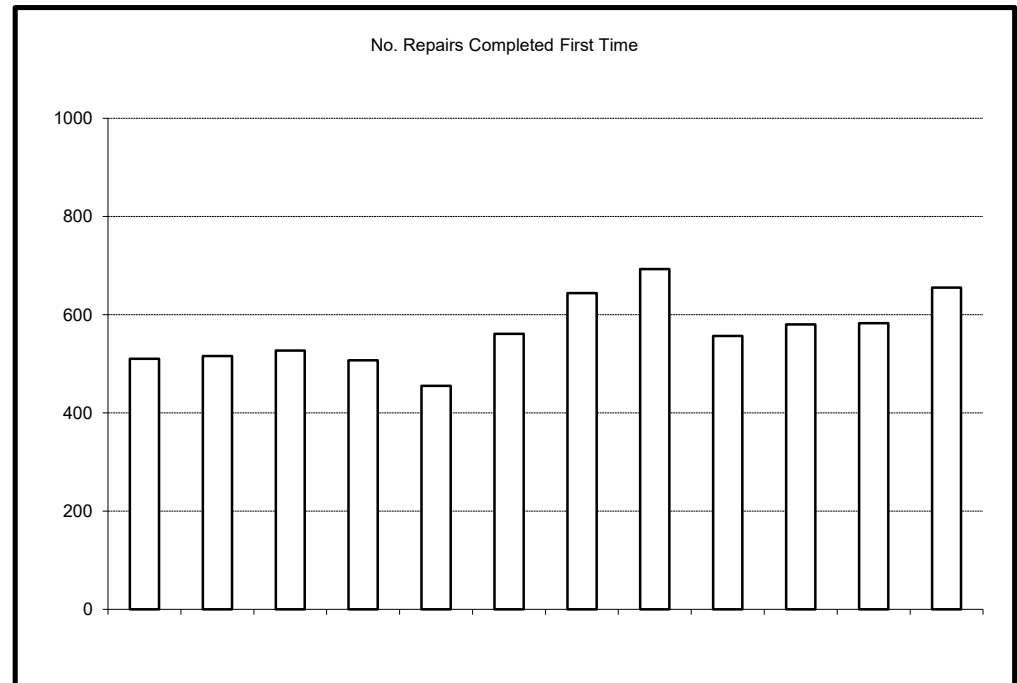
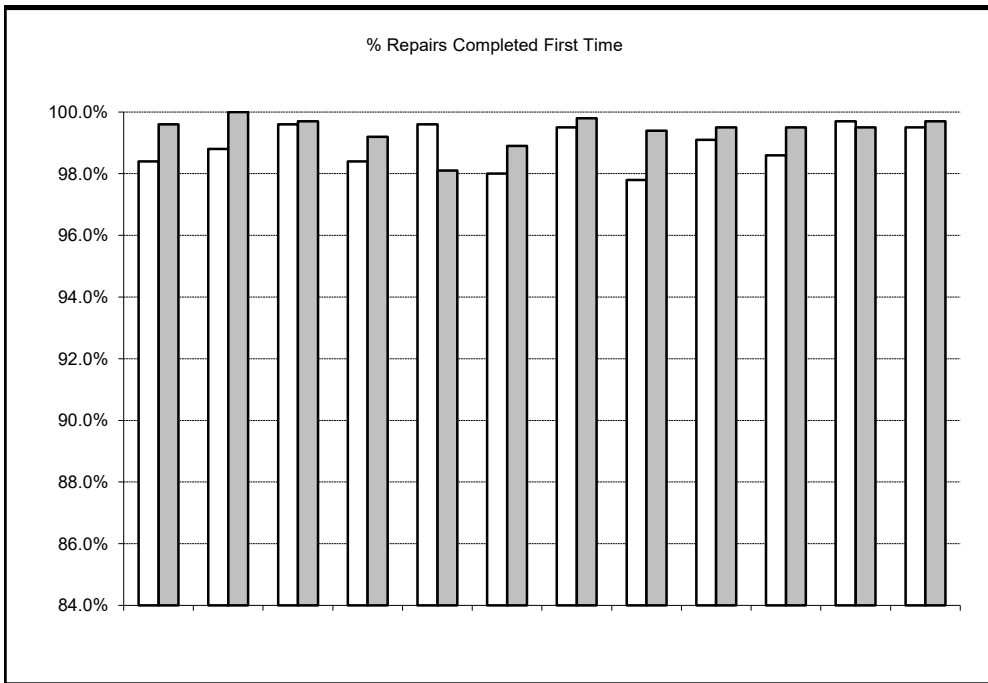


# Housing Maintenance

## Repair Completions

Responsible Manager  
Operations Manager for Building Services

	Year	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
% Repairs Completed at First Visit	2020-21	#N/A	99.6%	100.0%	99.7%	99.2%	98.1%	98.9%	99.8%	99.4%	99.5%	99.5%	99.5%	99.7%	99.4%
	2021-22	>95%	98.4%	98.8%	99.6%	98.4%	99.6%	98.0%	99.5%	97.8%	99.1%	98.6%	99.7%	99.5%	98.9%
No. Repairs Capable of First Time Completion	2021-22	N/A	510	516	527	507	455	561	644	693	557	580	583	655	6788
No. Repairs Completed First Time	2021-22	N/A	502	510	525	499	453	550	641	678	552	572	581	652	6715



Comments - Operations Manager for Building Services

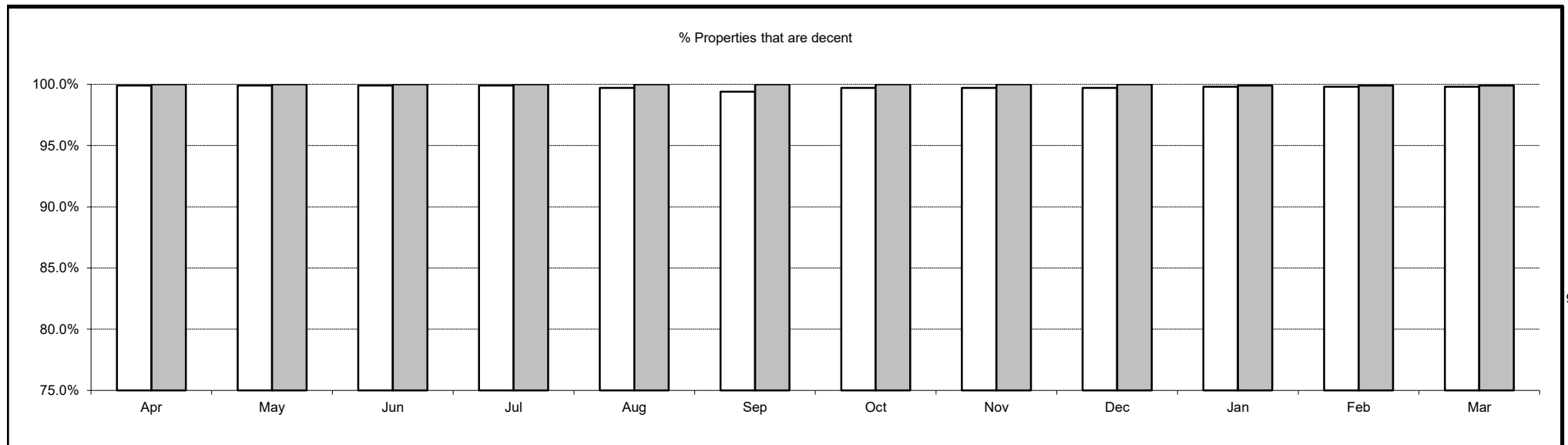
We were able to complete 98.9% of repairs as described at the first visit which meets our target of at least 95%. We are happy with this percentage as benchmarking suggests that too close to 100% indicates a poor value service.

# Housing Maintenance

## Decent Homes

Responsible Manager  
Operations Manager for Building Services

	Year	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
% Properties that are Decent	2020-21	#N/A	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	99.9%	99.9%	99.9%
	2021-22	>100%	99.9%	99.9%	99.9%	99.9%	99.7%	99.4%	99.7%	99.7%	99.7%	99.8%	99.8%	99.8%	99.8%
No. Properties	2021-22	N/A	2994	2993	2991	2989	2985	2977	2976	2974	2974	2973	2972	2969	2969
No. Decent Properties	2021-22	N/A	2919	2918	2912	2910	2908	2898	2905	2905	2905	2905	2897	2895	2895
No. Non-decent Properties With Access	2021-22	N/A	3	3	4	4	10	18	9	8	8	7	7	7	7
No. Non-decent Without Access	2021-22	N/A	72	72	75	75	67	61	62	61	61	61	68	67	67



Comments - Operations Manager for Building Services

We would always aim to have 100% of homes decent by the end of each financial year. Like last year, 99.8% of homes were decent. This represents 7 homes with access that in one or more ways fail to meet the Decent Homes Standard. We aim to bring these homes to standard in the coming months and work towards our 100% target in the new year. COVID-19 isolation periods and material shortages have understandably impacted on some of our modernisation contracts.

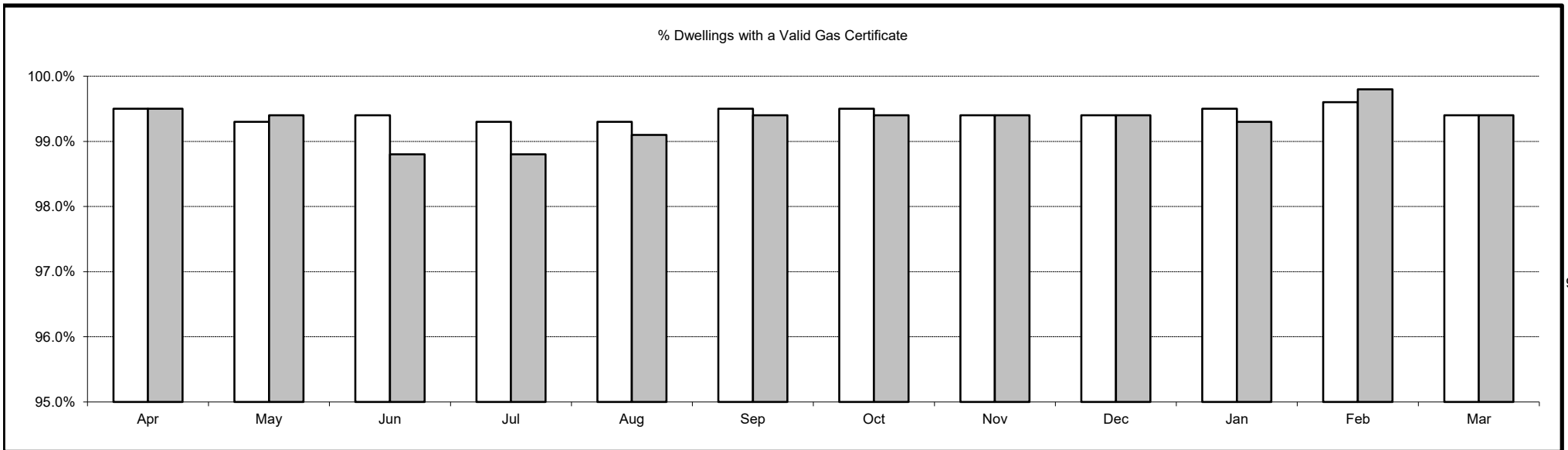
# Housing Maintenance

## Gas Servicing

### Responsible Manager

Operations Manager for Building Services

	Year	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
% Dwellings with a Valid Gas Certificate	2020-21	>100%	99.5%	99.4%	98.8%	98.8%	99.1%	99.4%	99.4%	99.4%	99.4%	99.3%	99.8%	99.4%	99.4%
	2021-22	>100%	99.5%	99.3%	99.4%	99.3%	99.3%	99.5%	99.5%	99.4%	99.4%	99.5%	99.6%	99.4%	99.4%
No. Dwellings Requiring a Valid Gas Certificate	2021-22	N/A	2240	2241	2239	2243	2233	2230	2231	2232	2239	2230	2233	2237	2237
No. Dwellings With a Valid Gas Certificate	2021-22	N/A	2230	2227	2226	2228	2219	2219	2221	2219	2226	2220	2225	2224	2224



### Comments - Operations Manager for Building Services

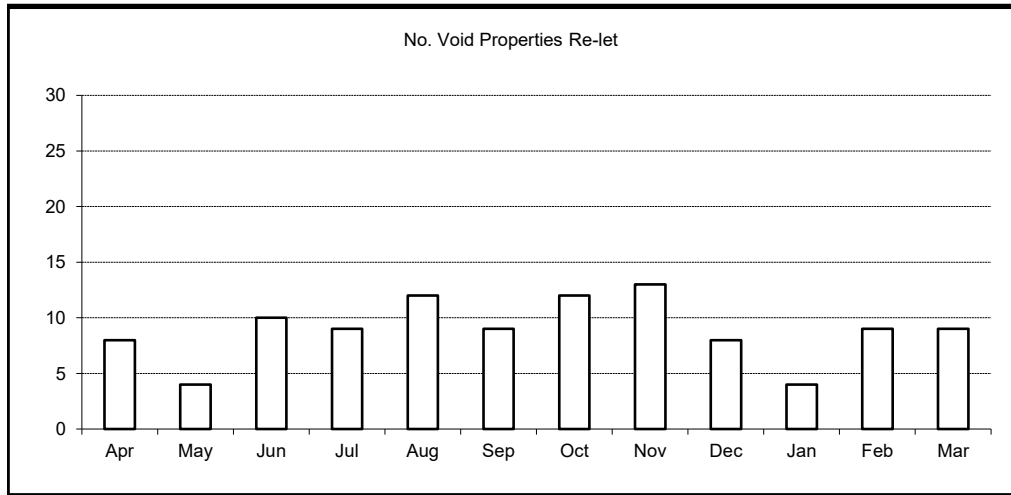
Like last year, on average, 99.4% of homes requiring a gas certificate at any one time had one. The remaining 0.6% have been routinely picked up through a robust process overseen by our Housing Energy Officer, with legal action taken where necessary.

# Providing Quality Housing

## Re-let Times for Standard Voids

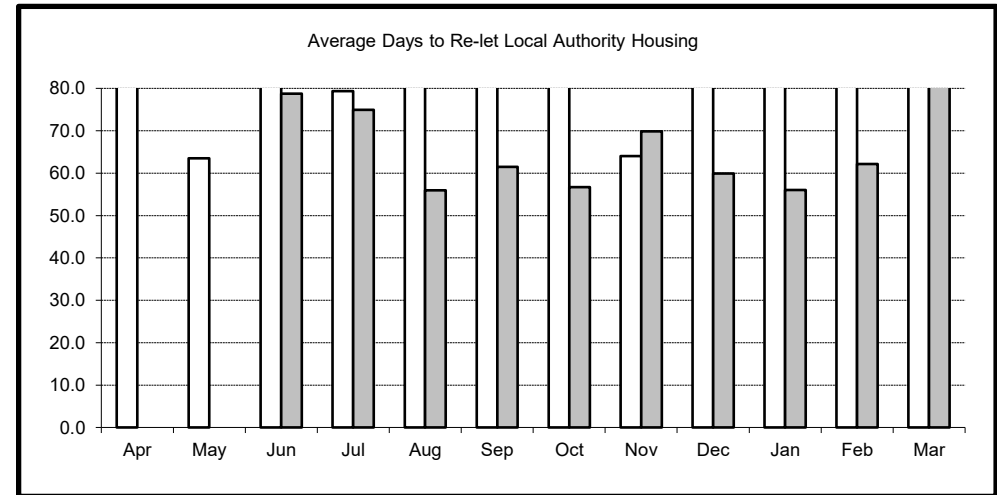
**Responsible Manager**  
Operations Manager for Housing Services  
Operations Manager for Building Services

	Year	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Average Days to Re-let Local Authority Housing	2020-21	#N/A	0	0	79	75	56	61	57	70	60	56	62	93	68
	2021-22	<28	107.1	63.5	91.8	79.3	92.1	107.3	83.4	64.0	100.9	193.5	183.7	121.3	102.6
Time with Housing Services		<14	38.0	13.0	37.8	19.1	17.2	26.1	28.0	25.8	15.1	40.5	73.7	50.2	31.9
Time with Building Services		<14	69.1	50.5	54.0	60.2	74.9	81.2	55.4	38.2	85.8	153.0	110.0	71.1	70.6
No. Void Properties Re-let	2021-22	N/A	8	4	10	9	12	9	12	13	8	4	9	9	107



### Comments - Operations Manager for Housing Services

The Voids and Allocations team has been beset by resourcing issues during the last 3 months. Work is ongoing to resolve these and in the meantime, other Officers are supporting the team as much as possible. Work during the pandemic was problematic due to the need to minimise the spread of infections but we were able to implement e-lettings and virtual viewings and these new initiatives have enabled our processes to become more streamlined.



### Comments - Operations Manager for Building Services

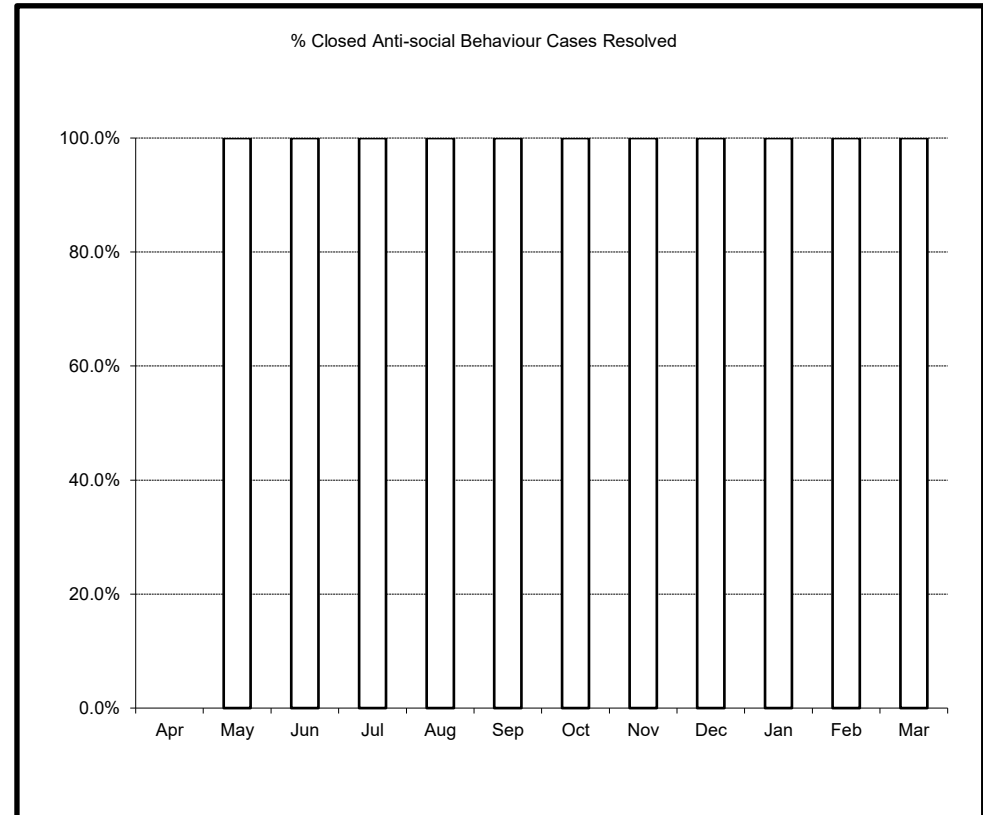
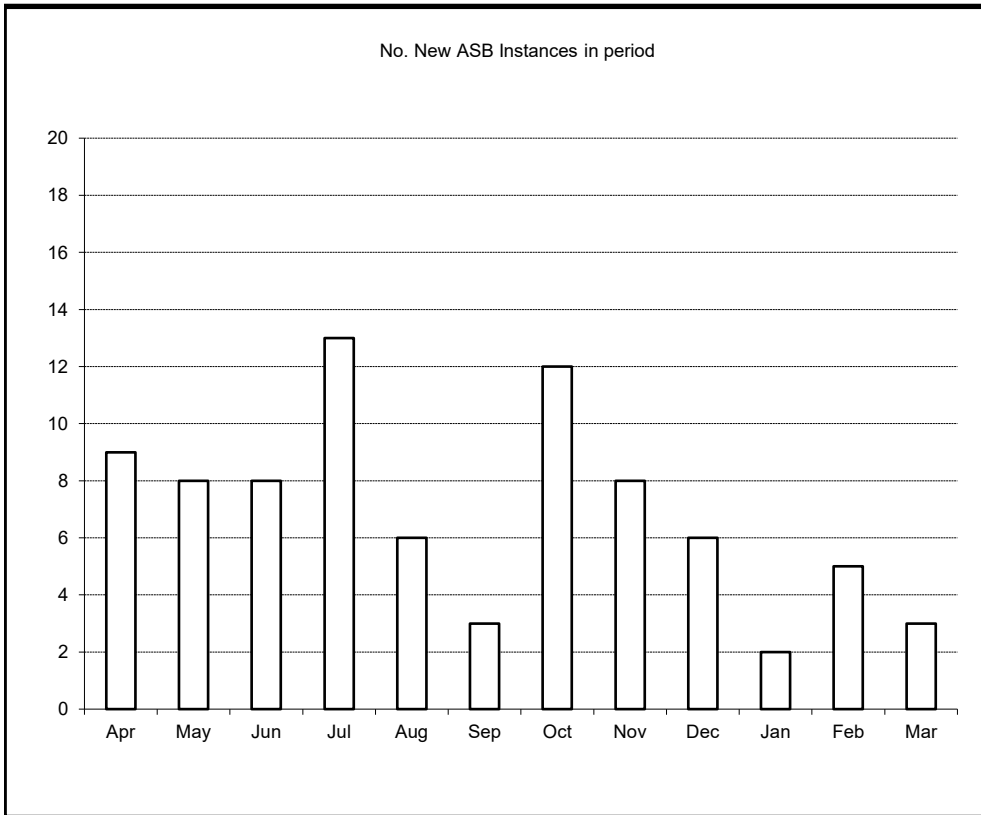
The average amount of days each void spent with Building Services was again very high this year. A number of factors impacted upon this: COVID-19 isolation, 1 person per void rules, material shortages and most significantly, the rising incidence of properties being returned in exceptionally poor conditions. We will be looking to work much closer with tenants and our colleagues in the Neighbourhood Teams to identify such issues at an earlier stage.

# Anti-social Behaviour

## Anti-social Behaviour Incidents

Responsible Manager  
Operations Manager for Housing Services

	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
No. New ASB Instances in period	N/A	9	8	8	13	6	3	12	8	6	2	5	3	<b>83</b>
No. Live ASB Incidents	N/A	61	65	70	75	59	57	58	62	62	56	44	45	<b>45</b>
No. Closed Incident	N/A	0	4	3	8	22	5	11	4	6	8	17	2	<b>90</b>
% Closed Anti-social Behaviour Incidents Resolved	N/A	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	<b>100.0%</b>
No. Closed Resolved ASB Incidents	N/A	0	4	3	8	22	5	11	4	6	8	17	2	<b>90</b>



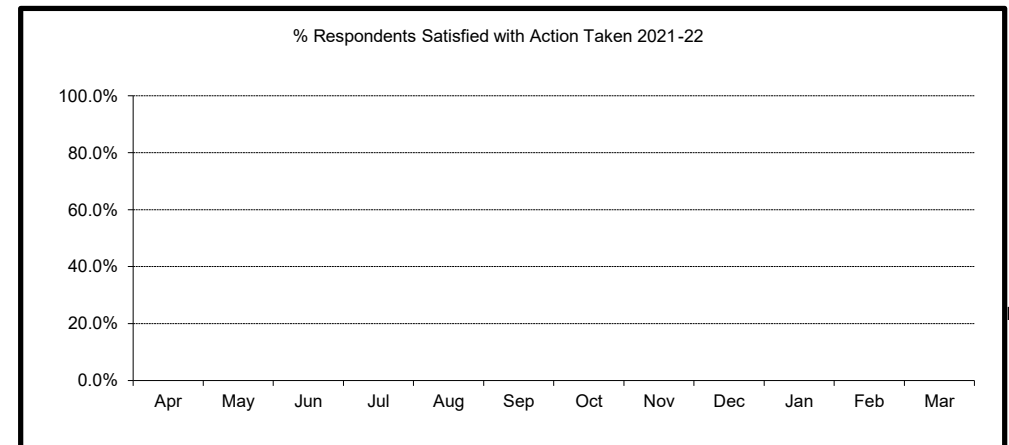
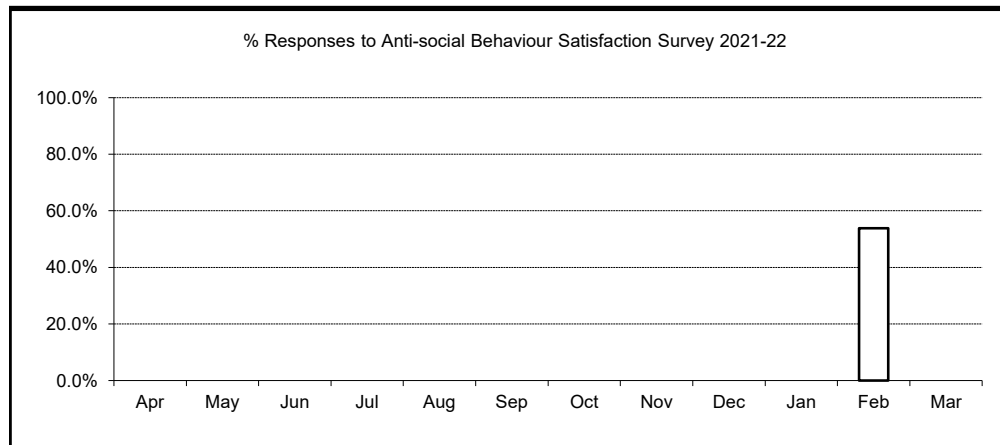
# Anti-social Behaviour

## Anti-social Behaviour Satisfaction

esponsible Manager  
Operations Manager for Housing Services

	Year	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
% Responses to Anti-social Behaviour Satisfaction Survey	2020-21	#N/A	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	2021-22	>50%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	53.8%	0.0%	14.8%
No. Anti-social Behaviour Surveys Sent Out	2021-22	N/A	0	0	3	1	11	1	5	1	4	8	13	0	47
No. Anti-social Behaviour Surveys Returned	2021-22	N/A	0	0	0	0	0	0	0	0	0	0	7	0	7

% Respondents Satisfied with Action Taken	2020-21	>75%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	2021-22	N/A	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No. Anti-social Behaviour Survey's Returned	2021-22	N/A	0	0	0	0	0	0	0	0	0	0	7	0	7
No. Respondents Satisfied with Way the Complaint was Dealt With	2021-22	N/A	0	0	0	0	0	0	0	0	0	0	0	0	0



Comments - Operations Manager for Housing Services

Performance in this area is disappointing but our Customer Engagement team is now trying to contact those who reported anti-social behaviour and recently held a focus group to discuss a review of relevant policy and procedures. They invited those who had previously reported issues. The team will continue to ensure that any feedback is used to inform service development and to further refine our approach to the collection of this data.

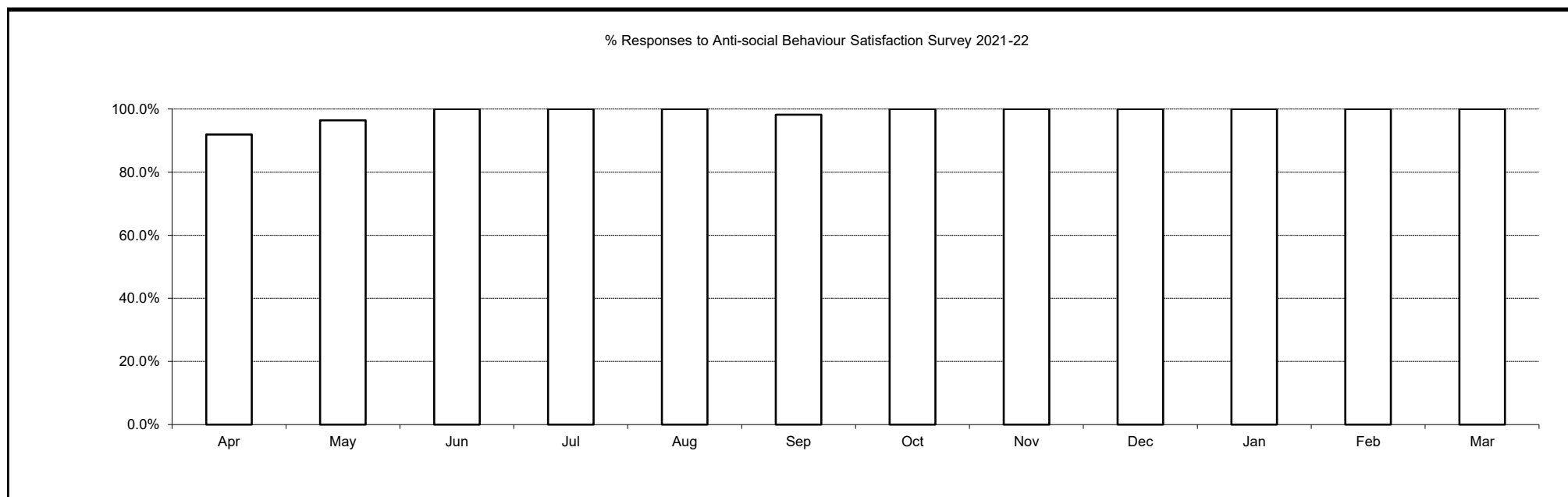


# Estate Inspections

## Communal Inspections

Responsible Manager  
Operations Manager for Housing Services

	Year	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
% Communal Inspections Completed	2020-21	>100%	0.0%	0.0%	0.0%	67.9%	88.5%	44.6%	81.4%	75.0%	64.9%	60.2%	0.0%	76.7%	46.8%
	2021-22	>100%	91.9%	96.4%	100.0%	100.0%	100.0%	98.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.8%
Communal Inspections Due		N/A	111	111	111	111	111	111	111	111	111	111	111	111	1332
Communal Inspections Completed		N/A	102	107	111	111	111	109	97	111	111	111	111	111	1317



Comments - Operations Manager for Housing Services

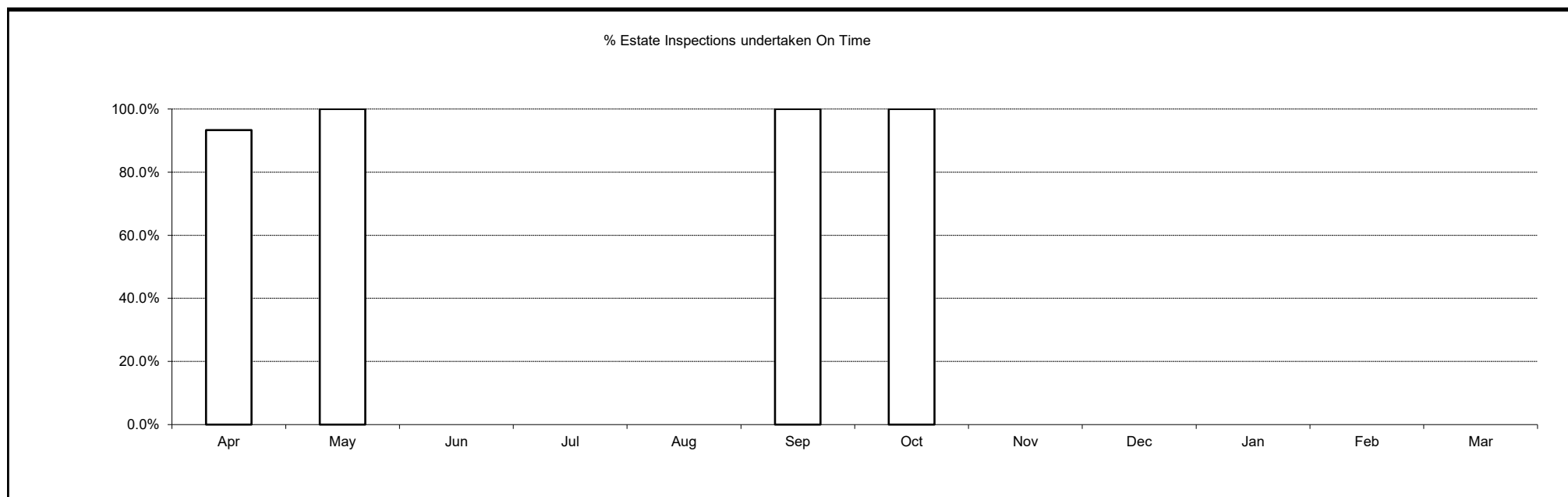
Performance in this area of work can be impacted by resourcing issues and adverse weather conditions. However, they play a key part of our strategy to mitigate fire risk in blocks of flats. The number of inspections of communal areas in blocks of flats completed during the last year significantly increased as we came out of the pandemic with only a few being missed.

# Estate Inspections

## Neighbourhood Walkabouts

Responsible Manager  
Operations Manager for Housing Services

	Year	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
% Estate Inspections undertaken On Time	2020-21	>100%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	64.7%	100.0%	0.0%	0.0%	0.0%	0.0%	26.8%
	2021-22	>100%	93.3%	100.0%	0.0%	0.0%	0.0%	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	97.5%
Estate Inspections Due		N/A	15	5	0	0	0	6	14	0	0	0	0	0	40
Estate Inspections on Time		N/A	14	5	0	0	0	6	14	0	0	0	0	0	39



Comments - Operations Manager for Housing Services

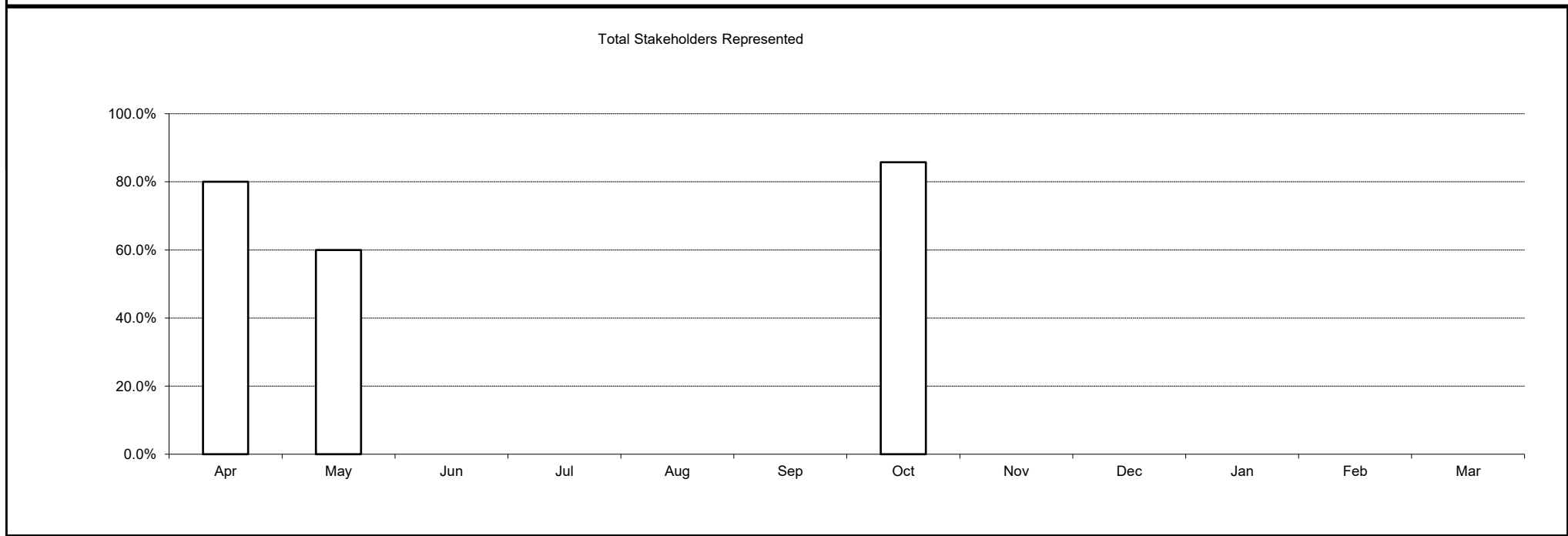
Neighbourhood Walkabouts enable our Neighbourhood teams to get out on estates and connect with residents and other stakeholders including the Police. Performance last year in relation to these was good with only one being missed in April 2021. We have reviewed our approach to these inspections and going forward they will be more visible and supported by more staff. Initial feedback relating to this has been very positive.

# Estate Inspections

## Stakeholder Representation

**Responsible Manager**  
Operations Manager for Housing Services

	Year	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Total Stakeholders Represented	2020-21	>60%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	2021-22	>60%	80.0%	60.0%	0.0%	0.0%	0.0%	0.0%	85.7%	0.0%	0.0%	0.0%	0.0%	0.0%	225.7%
Estate Inspections Due		N/A	15	5	0	0	0	6	14	0	0	0	0	0	40
Estate Inspections With Representatives		N/A	12	3	0	0	0	0	12	0	0	0	0	0	27



Officers invited Members to attend Neighbourhood Walkabouts last year but in an effort to minimise the spread of Covid 19, did not publicise these widely. This approach is changing for 2022/23 and we expect to see a lot more stakeholder representation going forward with other agencies also attending where there is capacity, too.

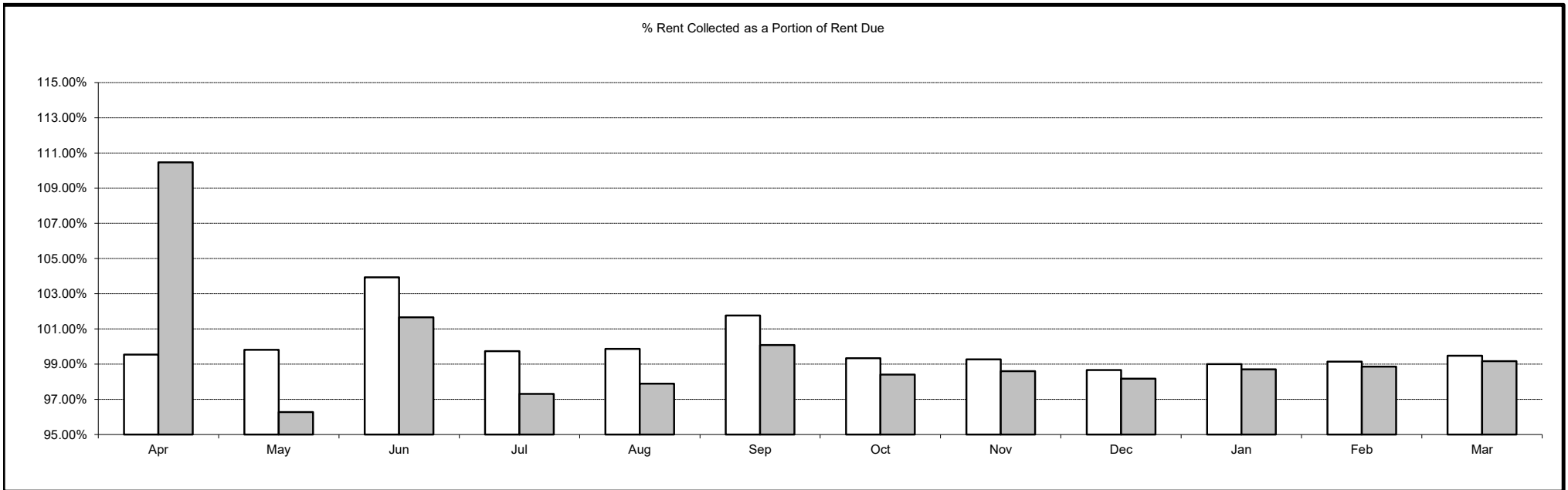
# Income Collection

Dwelling Rent Collected as a % of Dwelling Rent Owed

## Responsible Manager

Operations Manager for Housing Services

	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
% Rent Collected	#N/A	110.47%	96.27%	101.66%	97.31%	97.89%	100.08%	98.41%	98.60%	98.17%	98.70%	98.86%	99.17%
	>95%	99.54%	99.82%	103.93%	99.73%	99.86%	101.77%	99.34%	99.27%	98.67%	99.00%	99.14%	99.48%
Rent Due to Date	N/A	£955,497	£1,906,353	£3,090,580	£4,037,668	£4,984,470	£6,161,949	£7,102,934	£8,044,633	£9,219,664	£10,157,820	£11,095,678	£12,204,780
Total Rent Collected	N/A	£951,144	£1,903,010	£3,212,169	£4,026,962	£4,977,674	£6,270,779	£7,056,117	£7,985,714	£9,096,871	£10,056,720	£11,000,375	£12,141,293



### Comments - Operations Manager for Housing Services

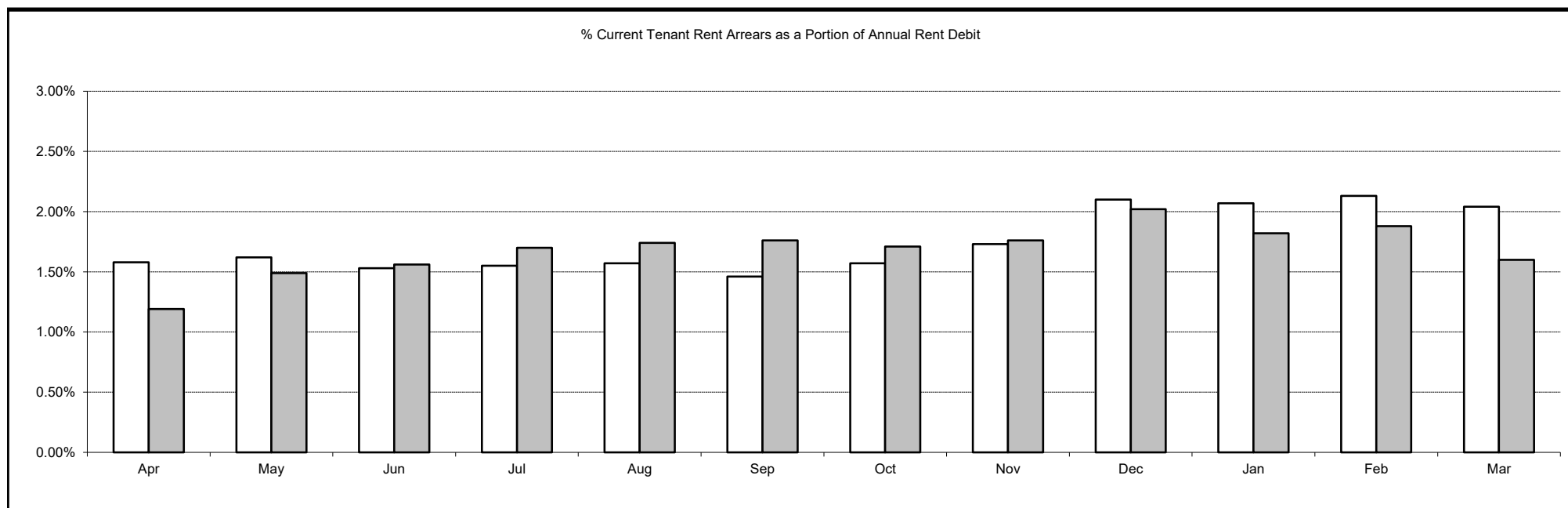
Last year was a challenging one in which to collect rent. The difficulties associated with the pandemic combined with cost of living increases and ongoing changes to welfare benefits, meant that there was a real risk that rent debt could increase by a large extent. In response, we have increased the team and taken steps to ensure that our Officers reach out to those experiencing financial distress in an effort to help them to sustain their tenancies. Performance against this indicator was well within target.

# Income Collection

Current Dwelling Rent Arrears % of Annual Rent Debit

Responsible Manager  
Operations Manager for Housing Services

	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
% Current Arrears	#N/A	1.19%	1.49%	1.56%	1.70%	1.74%	1.76%	1.71%	1.76%	2.02%	1.82%	1.88%	1.60%
	<5%	1.58%	1.62%	1.53%	1.55%	1.57%	1.46%	1.57%	1.73%	2.10%	2.07%	2.13%	2.04%
Annual Rent Debit	N/A	£12,421,466	£12,391,292	£12,362,322	£12,350,514	£12,342,498	£12,323,899	£12,311,752	£12,303,557	£12,292,885	£12,283,876	£12,276,070	£12,204,780
Current Rent Arrears	N/A	£196,486	£200,519	£189,359	£191,856	£193,861	£179,420	£193,275	£213,214	£258,612	£253,680	£261,244	£249,561



Comments - Operations Manager for Housing Services

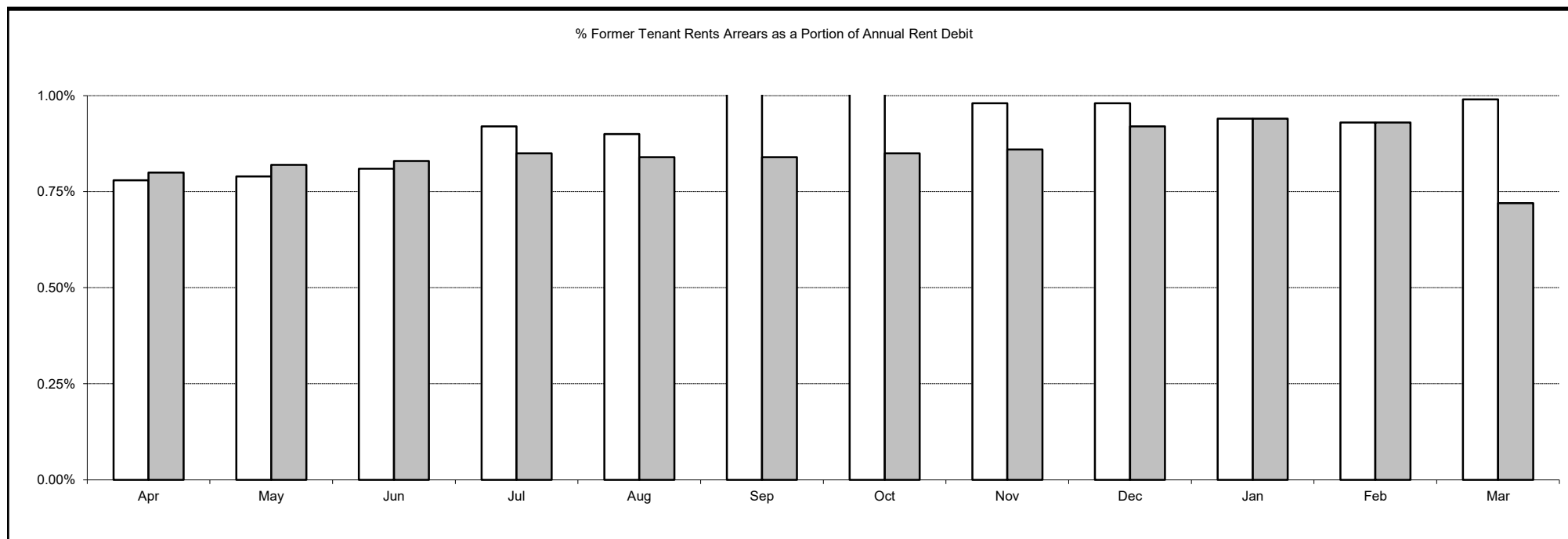
Rent debt increased during the year. However, performance against this indicator remains within target. The ongoing migration of those in receipt of legacy benefits onto Universal Credit combined with economic and other factors has contributed to an increase in the level of debt. The monthly benchmarking data we receive suggests that we are still performing well when compared to others in the sector.

# Income Collection

Former Dwelling Rent Arrears % of Annual Rent Debit

Responsible Manager  
Operations Manager for Housing Services

	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
% Former Arrears	#N/A	0.80%	0.82%	0.83%	0.85%	0.84%	0.84%	0.85%	0.86%	0.92%	0.94%	0.93%	0.72%
	<2.5%	0.78%	0.79%	0.81%	0.92%	0.90%	1.02%	1.11%	0.98%	0.98%	0.94%	0.93%	0.99%
Annual Rent Debit	N/A	£12,421,466	£12,391,292	£12,362,322	£12,350,514	£12,342,498	£12,323,899	£12,311,752	£12,303,557	£12,292,885	£12,283,876	£12,276,070	£12,204,780
Former Rent Arrears	N/A	£97,204	£98,435	£100,026	£113,034	£111,258	£125,799	£136,436	£120,740	£120,894	£115,635	£114,507	£120,309



Comments - Operations Manager for Housing Services

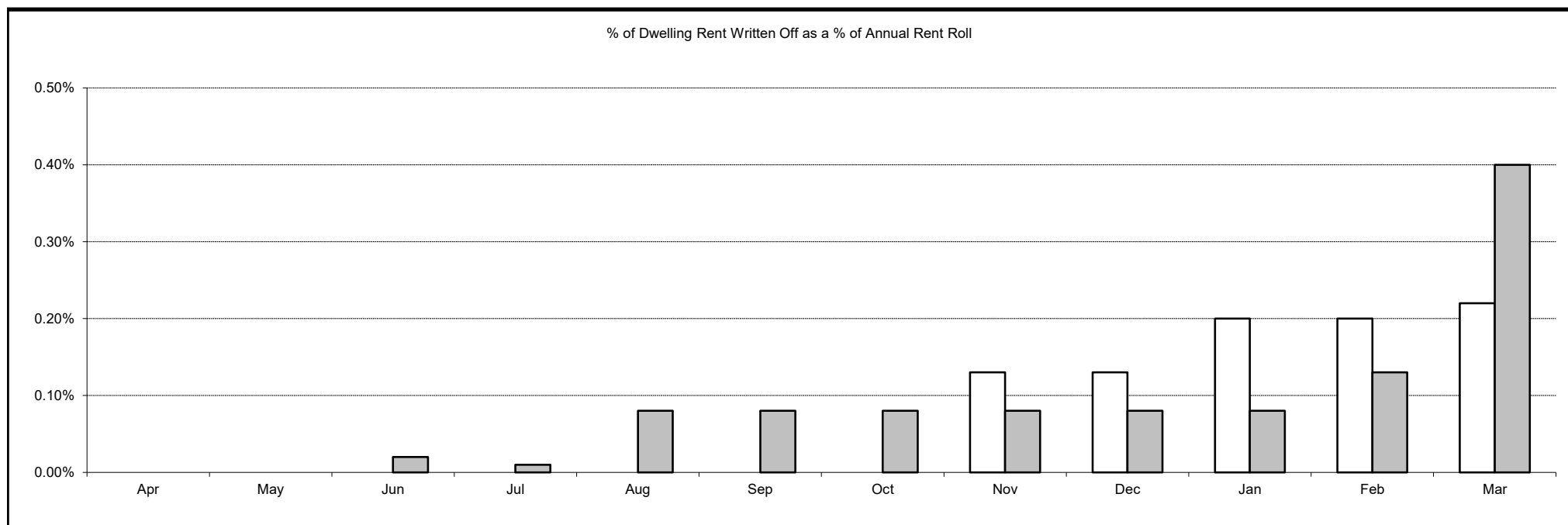
Until recently, the focus has been on helping those tenants experiencing financial distress to sustain their tenancies. Now that there are four Neighbourhood Officers in the team, each is now reviewing their former tenant arrears on a regular basis and we expect to see improved performance during 2022/23. It should be noted that performance remained within target during the year.

# Income Collection

Dwelling Rent Written Off as a % of Annual Rent Roll

Responsible Manager  
Operations Manager for Housing Services

	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
% Written Off	#N/A	0.00%	0.00%	0.02%	0.01%	0.08%	0.08%	0.08%	0.08%	0.08%	0.08%	0.13%	0.40%
	<1%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.13%	0.13%	0.20%	0.20%	0.22%
Annual Rent Roll	N/A	£12,652,227	£12,648,869	£12,643,737	£12,640,267	£12,636,440	£12,628,192	£12,619,923	£12,612,682	£12,603,676	£12,600,925	£12,597,183	£12,531,916
Rent Written Off	N/A	£0	£0	-£389	-£399	-£399	-£399	-£399	-£399	£16,760	£16,760	£25,198	£27,925



Comments - Operations Manager for Housing Services

Officers refer cases of former tenant arrears for write off when all attempts at recovery have failed and/ or it would be uneconomic to pursue the debt further. There is a budget set aside for write offs. Last year, write offs agreed were well within budget.

# Right to Buy

## Right to Buy

### Responsible Manager

Operations Manager for Housing Services

	Year	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
No. Applications	2020-21	N/A	1	1	6	5	4	4	1	4	1	2	6	3	38
	2021-22	N/A	3	3	6	2	1	4	4	2	1	1	1	2	30
No. Right To Buys Granted		N/A	2	3	5	3	2	2	3	5	1	0	1	2	29
No. Right To Buys Denied		N/A	0	0	0	0	0	0	0	0	1	0	0	0	1

% Right To Buys Processed on Time	2020-21	>100%	100.0%	100.0%	0.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.6%
	2021-22	>100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	100.0%	100.0%
No. Right To Buys Processed		N/A	2	3	5	3	2	2	3	5	2	0	1	2	30
No. Right To Buys Late		N/A	0	0	0	0	0	0	0	0	0	0	0	0	0

% Landlord Offers Processed on Time	2020-21	>100%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	25.0%	8.3%	75.0%	0.0%	0.0%	100.0%	36.7%
	2021-22	N/A	100.0%	80.0%	66.7%	85.7%	100.0%	100.0%	0.0%	66.7%	100.0%	100.0%	0.0%	100.0%	85.3%
No. Landlord Offers		N/A	2	5	3	7	2	2	0	6	5	1	0	1	34
No. Landlord Offers Late		N/A	0	1	1	1	0	0	0	2	0	0	0	0	5

No. Sales	2020-21	N/A	0	1	2	0	1	2	1	0	1	0	1	1	10
	2021-22	N/A	1	1	2	4	5	6	4	2	1	1	0	2	29

### Comments - Operations Manager for Housing Services

Property sales have increased markedly with 29 last year as compared to 10 the previous year. The team is well aware of the statutory targets but working conditions during the pandemic were challenging due to the need to reduce the risk of infection. Inspection visits and surveying are now taking place as appropriate.