

HOUSING MANAGEMENT PERFORMANCE INFORMATION

Report of the Director of Derby Homes

SUMMARY OF REPORT

- 1.1 This report summarises performance against key service areas.

RECOMMENDATIONS

- 2.1 That the Local Housing Board note the content of the report.

MATTER FOR CONSIDERATION

3.1 Rent Arrears

The arrears for the South area were £632,284.09 as at 6 June 2003. This performance is reflecting an improvement on the previous year but is still £67,703 above target. All offices with the exception of Osmaston and Old Sinfen are currently above target and have been instructed to monitor the situation closely.

Voids

- 3.2 As at 2 June 2003 there were 89 Active Voids which represents 0.60% of the total stock. Within the South area of the City levels of active voids remain at an acceptable level – particular note should be made of the excellent performance in relation to management of void properties at Stockbrook Street Office.
- 3.3 The total number of empty properties as at 2 June 2003 was 249, 160 of these being passive voids, further investigations will be made into the current management of passive void properties to minimise rent loss in this area. Empty properties currently represent 1.7% of the total stock.
- 3.4 Performance in all areas of void property management is showing a continued trend of improvement from year end.

Average Relet Time

- 3.5 The average relet time is the average time between a property becoming empty and it being relet to a new tenant.
- 3.6 The monthly average relet times for April and June 2003 are 51.53 days and 41.88 days respectively. An average of 37 days is required to achieve top quartile.

The impact of Homefinder (Choice Based Lettings) is continuing to have a detrimental impact on this Key Performance Indicator in that properties only become included in the calculation when they are let. Therefore, a property that has been

low demand and empty for a long time can and will have an adverse effect on the figures when relet. Adjusted monthly relet times are 29 days and 36.5 days respectively and again this reflects good performance on void management.

One should view performance on relet times alongside the figures for rent loss, an improvement in the numbers of properties being let will have a positive effect in reducing rent loss.

CONSULTATION IMPLICATIONS

4. None.

FINANCIAL AND BUSINESS PLAN IMPLICATIONS

5. A full list of year end performance data will be filed with the City Council and presented to the Board and Committees of the Board at the earliest possible opportunity.

LEGAL AND CONFIDENTIALITY IMPLICATIONS

6. None.

PERSONNEL IMPLICATIONS

7. None.

ENVIRONMENTAL IMPLICATIONS

8. None.

EQUALITIES IMPLICATIONS

9. None.

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