

HOUSING MANAGEMENT PERFORMANCE INFORMATION

Report of the Director of Derby Homes

SUMMARY OF REPORT

1. This report summarises performance against key service areas.

RECOMMENDATION

2. That the Local Housing Board notes the content of the report.

MATTER FOR CONSIDERATION

3.1 Rent Arrears

As at 25 July 2003 the Rent Arrears for the South Area were £744,480.80. This amount is £53,257 above target but continues to reflect an improvement on the position at this point in 2002/03. There are ongoing issues that are affecting performance on rent arrears. These include an increase in the numbers of housing benefit claims awaiting processing and ongoing problems with the posting of Supporting People Benefits.

3.2 Voids

The papers attached to the report relate to the position on empty properties as at 7 July 2003. Details of performance at the end of July 2003 will be tabled at the meeting. Overall the performance on management of active voids continues to be good and within target. Attention has been turned to a review of passive voids with a view to reducing the overall number held un-occupied and returning properties back into use.

3.3 Average Relet Time

The average relet time is the average time between a property becoming empty and it being relet to a new tenant.

The monthly average relet times for July 2003 is 23.44 days, this performance exceeds the target figure of 37 days and represents top quartile performance.

The impact of Derby Homefinder is now having a positive effect on our ability to let empty properties more quickly. As at the end of July there were only 7 properties within the category of active void that had been unoccupied for more than 3 months. This indicator is not now being so badly affected by the letting of long- term empty properties.

The ability to let properties more quickly and efficiently obviously reduces the

amount of rent loss incurred as a result of empty properties.

3.4 Anti-Social Behaviour

A report up to and including the end of June 2003 is attached which shows the ongoing workload in relation to anti-social behaviour complaints.

The main workload area continues to be about complaints relating to noise.

CONSULTATION IMPLICATIONS

4. None.

FINANCIAL AND BUSINESS PLAN IMPLICATIONS

5. Officers of Derby Homes and Derby City Council monitor a full listing of monthly/quarterly/year end performance indicators on a monthly basis.

Full reports are submitted to the Board of Derby Homes, Committees of Derby Homes and Cabinet of Derby City Council.

LEGAL AND CONFIDENTIALITY IMPLICATIONS

6. None

PERSONNEL IMPLICATIONS

7. None

ENVIRONMENTAL IMPLICATIONS

8. None

EQUALITIES IMPLICATIONS

9. None

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