



Hull

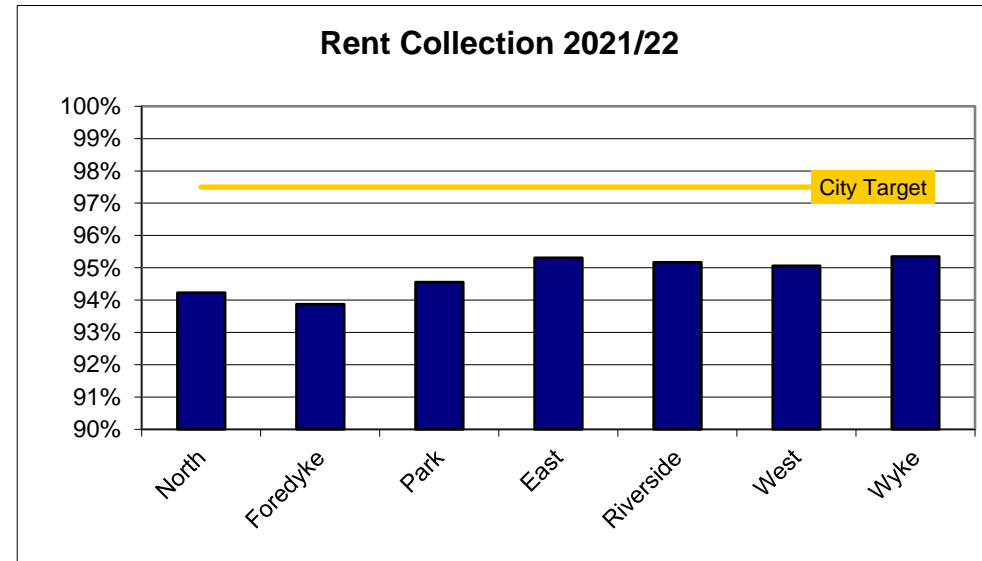
City Council

Housing Performance Report
Period Ending
November 2021

RENT COLLECTION

	2021/22 Year	Performance Last Year
North	94.23%	96.65%
Foredyke	93.87%	96.25%
Park	94.56%	97.03%
East	95.31%	97.69%
Riverside	95.18%	97.11%
West	95.06%	97.04%
Wyke	95.35%	97.66%
Citywide	94.79%	97.06%

Target
97.5%



COMMENTARY

Rent Collection (BV66a) definition: the numerator for the calculation is made up of the total rent collected (including arrears) from current tenants. The denominator is the total rent available. This is made up of the rent available to be collected on all occupied properties (including arrears).

Number of Universal Credit Cases (as at 6 Dec 2021)

North	Foredyke	Park	East	Riverside	West	Wyke	Citywide
1,499	1,091	1,324	1,333	1,362	778	707	8,094

Former Tenant Arrears Created 2021/22

	Tenancies Ended	No. in Arrears	% in Arrears	Arrears Created (£)	FTA Payments
North	226	126	55.8%	£64,222	£28,367
Foredyke	176	107	60.8%	£56,500	£32,203
Park	229	140	61.1%	£72,657	£28,311
East	308	193	62.7%	£78,090	£38,744
Riverside	279	165	59.1%	£94,663	£47,938
West	162	95	58.6%	£39,914	£21,627
Wyke	143	68	47.6%	£26,856	£19,168
Citywide	1,523	894	58.7%	£432,903	£216,357

Evictions For Rent Arrears

	2021/22	% evicted	Performance Last Year
North	1	0.04%	0.00%
Foredyke	0	0%	0.00%
Park	1	0.04%	0.00%
East	0	0%	0.00%
Riverside	3	0.12%	0.00%
West	0	0%	0.00%
Wyke	0	0%	0.00%
Citywide	5	0.03%	0.00%

AVERAGE RELET TIME (calendar days)

	2021/22 Year	No. of Lettings	Performance Last Year
North	68	130	49
Foredyke	76	133	54
Park	85	170	58
East	85	193	56
Riverside	78	152	52
West	86	125	70
Wyke	81	90	60
Citywide	80	993	56

Target
23 days

COMMENTARY

Relet Time (BV212) definition: the time in calendar days from the date when the tenancy is terminated up to and including the date when the new tenancy agreement starts. Major repair time is not included.

Rent Loss

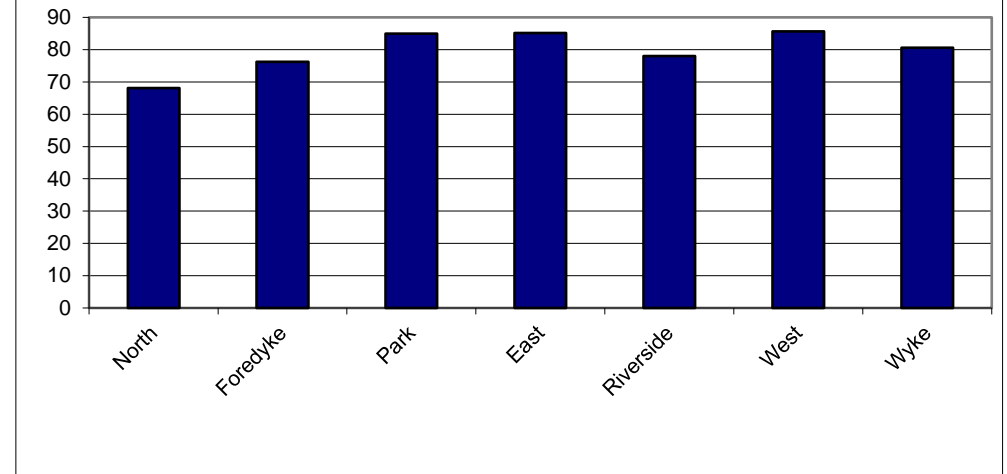
	2021/22 Year £	2021/22 Year %	Performance Last Year
North	£236,187	2.03%	1.64%
Foredyke	£265,149	3.19%	2.82%
Park	£251,406	2.52%	2.08%
East	£463,622	3.60%	2.74%
Riverside	£298,682	2.68%	2.02%
West	£222,790	3.04%	3.05%
Wyke	£174,591	2.79%	2.53%
Citywide	£1,912,427	2.83%	2.36%

Target
1.95%

COMMENTARY

Rent loss calculates the amount of rent lost through properties being empty as a percentage of the total rent roll. This includes empty garages but excludes empty dwellings which are not expected to be let as again (e.g. demolition properties).

Average Relet Time 2021/22



Average Time For Completed Void Repairs

	2021/22 Routine	2021/22 Routine+
North	46.1	55.7
Foredyke	56.0	76.0
Park	65.7	90.5
East	59.8	76.4
Riverside	52.3	73.5
West	47.9	74.9
Wyke	56.4	70.4
Citywide	55.4	74.3
Target	19 days	33 days

EMPTY COUNCIL PROPERTIES

Empty Properties Available To Let

	Nov 21		Mar 21	
	No.	% stock	No.	% stock
North	49	1.2%	37	0.9%
Foredyke	38	1.3%	46	1.6%
Park	67	1.9%	83	2.4%
East	109	2.4%	62	1.4%
Riverside	90	2.4%	54	1.4%
West	38	1.5%	46	1.8%
Wyke	31	1.4%	35	1.6%
Citywide	422	1.8%	363	1.5%

Target
0.8%

COMMENTARY

422 properties are currently awaiting/undergoing repairs or awaiting relet - this is higher than the 253 at the end of March 2020 and not achieving the 0.8% target. There are 75 voids managed by Housing Strategy and Renewal: 5 scheduled for demolition in regeneration areas; 0 regeneration properties to be brought back into use; 23 agreed for transfer/sale; and 35 others (these include temporary homeless properties, refugee service properties and properties undergoing option appraisal).

Total Empty Properties

Nov-21	Housing Management			Being Repaired For Relet				Housing Strategy and Renewal						Grand Total	
	Routine Voids	Sheltered Voids	Total	Routine Voids	Major Repairs	Long-term Major Repairs	Total	Temp Homeless	Shared Tenancy Scheme	Refugee Service	Option Appraisal	Agreed transfer/sale	Regen Voids		Total
North	17	0	17	25	2	5	32	1	0	0	1	0	0	2	51
Foredyke	14	0	14	20	1	3	24	4	1	0	0	0	0	5	43
Park	10	0	10	42	7	8	57	4	1	2	1	0	2	10	77
East	20	0	20	81	4	4	89	3	0	0	25	0	3	31	140
Riverside	25	0	25	59	1	5	65	7	3	4	7	0	0	21	111
West	19	0	19	14	1	4	19	2	0	0	0	0	0	2	40
Wyke	15	0	15	13	0	3	16	2	1	0	1	0	0	4	35
Citywide	120	0	120	254	16	32	302	23	6	6	35	0	5	75	497

REPAIRS COMPLETED RIGHT FIRST TIME

	2021/22 Year	Performance Last Year
NORTH		
Number of Responses	73	163
Did operatives attend as arranged?	98.6%	91.6%
Was repair completed to your satisfaction?	88.9%	83.3%
Did operatives solve the problem first time?	88.9%	76.8%
Repairs Completed Right First Time	87.5%	76.7%

FOREDYKE		
Number of Responses	95	133
Did operatives attend as arranged?	94.8%	96.4%
Was repair completed to your satisfaction?	89.1%	91.9%
Did operatives solve the problem first time?	85.9%	81.3%
Repairs Completed Right First Time	85.4%	83.5%

PARK		
Number of Responses	80	155
Did operatives attend as arranged?	97.5%	94.9%
Was repair completed to your satisfaction?	88.3%	94.9%
Did operatives solve the problem first time?	89.5%	92.9%
Repairs Completed Right First Time	89.2%	89.7%

EAST		
Number of Responses	152	292
Did operatives attend as arranged?	95.7%	95.1%
Was repair completed to your satisfaction?	94.4%	92.9%
Did operatives solve the problem first time?	89.4%	87.3%
Repairs Completed Right First Time	90.3%	90.3%

	2021/22 Year	Performance Last Year
RIVERSIDE		
Number of Responses	170	246
Did operatives attend as arranged?	92.8%	96.5%
Was repair completed to your satisfaction?	87.0%	92.6%
Did operatives solve the problem first time?	82.4%	85.3%
Repairs Completed Right First Time	82.5%	85.7%

WEST		
Number of Returns	122	204
Did operatives attend as arranged?	93.5%	97.1%
Was repair completed to your satisfaction?	93.4%	89.8%
Did operatives solve the problem first time?	88.3%	84.7%
Repairs Completed Right First Time	88.4%	85.3%

WYKE		
Number of Responses	70	153
Did operatives attend as arranged?	94.7%	97.4%
Was repair completed to your satisfaction?	90.4%	93.9%
Did operatives solve the problem first time?	85.1%	89.9%
Repairs Completed Right First Time	83.3%	88.8%

CITYWIDE		
Number of Returns	762	1,346
Did operatives attend as arranged?	94.9%	95.6%
Was repair completed to your satisfaction?	90.4%	91.4%
Did operatives solve the problem first time?	86.8%	85.5%
Repairs Completed Right First Time	86.6%	86.2%

Right First Time Target
85%

COMMENTARY

'Right First Time' is analysed from repair receipt returns: Numerator - the number of tenants who answer 'Yes' to ALL THREE of the following questions: 'Did the operatives attend as arranged?'; 'Was your repair completed to your satisfaction?'; and 'Did the operative who attended solve the problem you reported first time?' Denominator - the number of tenants who gave valid answers to ALL THREE questions.

762 responses from 50,903 repairs so far this year gives us a margin of error of +/-2.1% at the 95% confidence level.

GAS SERVICING

% Properties with Current Landlord Gas Safety Record

	Properties Requiring LGSR	Properties with current LGSR	% with Current LGSR	Total Overdue
North	3,838	3,837	99.97%	1
Foredyke	2,578	2,578	100%	0
Park	3,321	3,320	99.97%	1
East	3,847	3,845	99.95%	2
Riverside	2,693	2,691	99.93%	2
West	2,168	2,166	99.91%	2
Wyke	2,058	2,058	100%	0
Priority N'hood	45	45	100%	0
Citywide	20,548	20,540	99.96%	8

COMMENTARY

Gas Servicing: At the end of November 2021 99.96% (20,540) properties had a valid Landlords gas safety certificate.

The remaining 8 properties are presently at various stages of the managed control measures for dealing with problematic Gas access.

The coordinated partnership working between the Housing Investment Service and KWL ensures that properties with access issues are continually identified and actioned. It remains a priority to ensure that the Council's stated Gas Access Procedures are applied and that the Authority demonstrates that all REASONABLE STEPS have been taken to achieve access for Landlords Gas Safety Inspections.

NEIGHBOURHOOD NUISANCE - ASB

This performance information has been generated by the Neighbourhood Nuisance Team database, it is a summary of the Neighbourhood Nuisance team's activity and the information is cross tenure.

Table 1: Respond To Service Requests Within Published Timescale

	2020/21 Year	Total Requests
North	99.3%	278
Foredyke	99.6%	275
Park	100%	271
East	99.7%	334
Riverside	98.9%	360
West	100%	222
Wyke	100%	215
Citywide	99.7%	1,955

Target
90%

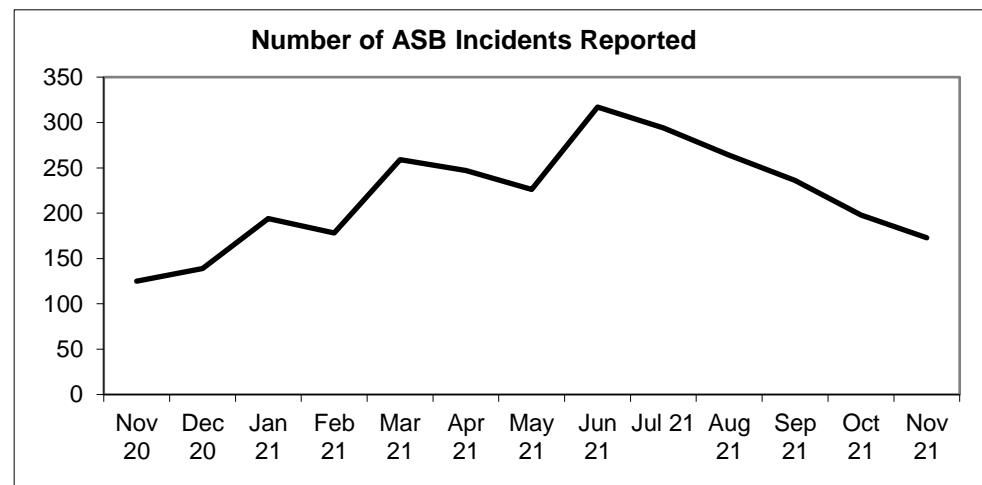


Table 2: ASB Incidents Reported - Year to date by area and type

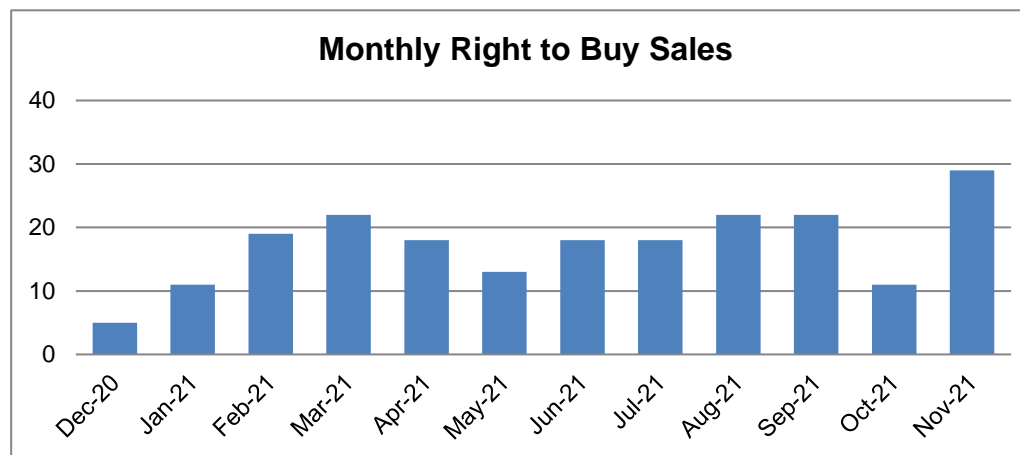
	North	Foredyke	Park	East	Riverside	West	Wyke	Total
Street Drinking/Drunken Behaviour	7	4	5	3	13	2	6	40
Intimidation/Harassment/ Verbal Abuse	63	61	59	87	71	57	56	454
Begging & Vagrancy	0	0	0	0	6	0	0	6
Criminal Behaviour	20	12	25	29	37	12	13	148
Drugs - Not Alcohol	18	29	30	30	37	26	20	190
Other	0	0	0	0	0	0	0	0
Throwing missiles	11	18	7	13	11	5	4	69
Neighbour Dispute	15	11	18	24	18	16	15	117
Noise	110	80	76	87	111	65	70	599
Nuisance From Pets / Animals	12	18	19	20	13	13	8	103
Nuisance from Property	22	25	18	30	28	22	13	158
Prostitution & Soliciting	2	0	2	1	1	0	2	8
Vehicle Related Nuisance	5	13	14	9	12	6	6	65
Domestic Violence & Abuse	285	271	273	333	358	224	213	1,957
Total	570	542	546	666	716	448	426	3,914
Total Last Year (2020/21)	452	433	543	526	693	436	406	3,489

COMMENTARY

Table 1 shows the total number of ASB incidents reported and the % responded to within the agreed targets for each month of the last quarter. The target for responding to incidents reported is 2 working days. This response will usually be a telephone call to the customer and if this is not successful a letter and information pack is automatically sent within the 2 day target.

RIGHT TO BUY SALES

	2021/22 Year
North	31
Foredyke	10
Park	23
East	24
Riverside	24
West	13
Wyke	26
Citywide	151



2021/22 Right to Buy Sales Detail

Property Type	Bedrooms	East	Foredyke	North	Park	Riverside	West	Wyke
Bungalow	1				1			
Bungalow	3							
Flat (10+ Storey)	1							
Flat (10+ Storey)	2					3		
Flat (2 Storey)	1	1		1		2	1	1
Flat (2 Storey)	2							2
Flat (2 Storey)	3							1
Flat (3-5 Storey)	1							
Flat (3-5 Storey)	2	2				3		
Flat (6-9 Storey)	1							
Flat (6-9 Storey)	2					1		
House	2	8	4	10	5	3	5	9
House	3	10	3	19	14	8	6	12
House	4	3	1	1	3	1	1	1
House	5		2					
Maisonette	1					1		
Maisonette	2					1		
Maisonette	3					1		