



Housing Performance and Statistics

2018/2019 – Q3

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HOUSING PERFORMANCE DATA

2018/2019

1	Allocation Data	17/18	Q1	Q2	Q3	Q4	18/19	Notes
A	Total number of housing waiting list applicants	74	64	60	60			A rolling annual review is being carried out. The average is shown within the year columns.
B	Total number of transfer waiting list applicants	33	17	16	16			Number on list at end of each quarter. The transfer list, as expected, has reduced following the implementation of the new transfer policy.
C	Number of housing waiting list allocations	20	5	7	7			Number of applicants from the housing waiting list that have been allocated a property.
D	Number of transfer list allocations	13	2	4	1			Property transfers adversely affect the voids list and incur re-let costs.
E	Number of approved Lodgers in RTC properties	3	1	1	3			Approved during the period.
F	Number of terminated tenancies	24	9	10	9			Tenants surrendering their tenancies. No possessions taken within this period.
G	Number of applicants withdrawn from the housing waiting list	9	3	5	1			Tenants voluntarily withdrawing their applications or removed from the list following a review.

HOUSING PERFORMANCE DATA

2018/2019

2	Maintenance Data	17/18	Q1	Q2	Q3	Q4	18/19	Notes
A	Total number of responsive repair requests	1222	399	356	431			Reported repairs.
B	Percentage of responsive repairs completed on time	100%	98%	96%	97%			Responsive repairs and void property re-let work takes priority over any other on-going planned projects.
C	Total number of void properties reallocated	29	7	11	8			Properties that have been brought to a re-let standard and allocated.
D	Percentage of voids completed on time	100%	100%	100%	100%			Target - 5 weeks standard, 12 weeks major (i.e. requires new kitchen, bathroom, damp remedial work)
E	Percentage of properties with valid CH safety certs.	98%	25%	24%	27%			All boilers to be serviced within a 12 month period.
F	Percentage spend to date on maintenance budget	£686,966 108%	£150,385 23%	£203,229 54%	£185,525 82%			Works have been carried using the Housing Reserves Fund for the decoration of the Lezayre Estate and is included in the overall spending shown within the maintenance budget.
G	Total number of out of hours emergency repairs carried out	99	17	29	26			Only emergency calls and repairs that are the responsibility of the Landlord are reacted to with an action.

HOUSING PERFORMANCE DATA

2018/2019

3	Management Data	17/18	Q1	Q2	Q3	Q4	18/19	Notes
A	Percentage of gross rent arrears	(£41,699k) 1.6%	£49,479 1.6%	£49,279 1.5%	£57,456.75 1.8%			The average figures are shown within the year columns.
B	Percentage of property inspections carried out	174 33%	77 14%	50 23%	51 32%			A target of 1/3 of the Housing stock to be inspected each year.
C	Percentage of rent paid over the counter	35%	35%	35%	35%			The average % is shown within the year columns.
D	Percentage of rent paid by direct debit	50%	50%	50%	50%			The average % is shown within the year columns.
E	Percentage of rent paid direct by the DHSC	15%	15%	15%	15%			The average % is shown within the year columns.
F	Housing newsletters issued	2	0	1	0			Issues to be distributed every March and September.

4	Capital Projects	Notes
A	Cronk Elfin External Refurbishment of 50 properties	The refurbishment Pilot Scheme on two properties is complete and a business case has been submitted to the Department of Infrastructure and approved. The project design is being formalised and a meeting to progress this project with the design team has been arranged.
B	Close Woirrey Re-development	The design development stage is complete and the building regulations and planning approvals are in place. The Mayfield sheltered housing complex is required to be constructed before the commencement of Close Woirrey. Construction has commenced on the Mayfield project and is due to be complete in April 2020.
C	External refurbishment of 7 properties situated on Upper Queens Pier Road	The Project Brief has been prepared in liaison with the Department of Infrastructure for the external refurbishment of the odd numbered properties 47 – 59. The tender return date was 1 March 2019 and the tender documents are being reviewed and an I3 (Tender Action) report is being drafted in preparation for the applicable approvals.
D	New Heating Boilers at Close Y Chibbyr Ghlass	The properties at Close y Chibbyr Ghlass have a communal oil fired central heating system which is sited within the Close Woirrey building. Close Woirrey is planned to be redeveloped in approximately 13 months' time. Estimates and options are being investigated for the new heating supply for Close Y Chibbyr Ghlass as the new Close Woirrey will have individual gas boilers i.e. oil, gas or air sourced heat pumps and a report is currently being drafted.

5	Large Revenue Projects	Notes
A	Re-decoration of the Lezayre estate	This decoration work has commenced and will continue throughout the Lezayre estate as budget allows. Quotes have been obtained for the scaffold and the decoration is being carried out in-house. The work is being funded through the Housing Maintenance Reserve Fund and Housing Maintenance Allowance.
B	Air Sourced Heat Pumps	The trial of two Air Sourced Heat Pumps is on-going at Close Caarjys. The installation of the heat pumps is being funded from the Housing Maintenance Allowance. The cost and effectiveness of the heating supply is being monitored and a report will be provided in May 2019 following a year in use. To date the cost and overall customer satisfaction remains positive.
C	External Refurbishment of bungalows 1-3 Bircham Avenue	The works on this terrace of three small bungalows including replacement roof covering, replacement fascias, soffit and rain water goods, render repairs and external decoration is complete. The project has been funded from the Housing Maintenance Reserve Fund.
D	New Kitchens at Close Y Chibbyr Ghlass	A quote has been obtained for the provision of kitchens units, worktop etc. at the Departments Kitchen Framework Agreement rates. The installation work will be carried out in-house and will be funded from the Housing Maintenance Allowance/Housing Maintenance Reserve Fund. This work will take place once the heating supply has been established as the boiler position may impact on the kitchen layout.

6	Strategic Plan	Notes
A	To work with the DOI in introducing a combined housing waiting list for the North of the Island.	The waiting list is in place and working well with applicants within Ramsey and in the Northern Region outside of Ramsey taking advantage of the broader scope of available properties.
B	To work with the DOI in taking on the management of a limited number of Government properties (pilot scheme).	Awaiting DOI to progress.
C	Maintain high level of rent collection.	See notes below.
D	Review and develop Housing policies.	In progress. A Housing Allocation Policy and a revised Pet Policy have recently been adopted by the Commission.

Housing & Property Managers notes:

The Housing Section, in line with the Department of Infrastructure's policies, monitors its performance in key areas to ensure its services are delivered to an acceptable standard for our housing tenants and waiting list applicants and to meet any legal requirements.

Rent arrears are continually monitored and a strict rent retrieval procedure is being followed.

The current Policies are not causing any issues for tenants or staff and are being reviewed annually.

Property inspections are continuing to be successful and proving to be a good line of communication and engagement with our tenants.