



Housing Performance and Statistics

2019/2020 – Q2

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HOUSING PERFORMANCE DATA

2019/2020

1	Allocation Data	18/19	Q1	Q2	Q3	Q4	19/20	Notes
A	Total number of housing waiting list applicants	62	63	69				A rolling annual review is being carried out. The average is shown within the year column. There are 52 applicants on the one bedroom waiting list, 14 on the two bedroom list and 3 on the three bedroom list.
B	Total number of transfer waiting list applicants	16	15	13				Number on list at end of each quarter.
C	Number of housing waiting list allocations	22	6	7				Number of applicants from the housing waiting list that have been allocated a property.
D	Number of transfer list allocations	9	1	2				Property transfers adversely affect the voids list and incur re-let costs.
E	Number of approved Lodgers in RTC properties	7	1	0				Approved during the period.
F	Number of terminated tenancies	38	4	8				Tenants surrendering their tenancies. No possessions taken within this period.
G	Number of applicants withdrawn from the housing waiting list	9	3	2				Tenants voluntarily withdrawing their applications or removed from the list following a review.

HOUSING PERFORMANCE DATA

2019/2020

2	Maintenance Data	18/19	Q1	Q2	Q3	Q4	19/20	Notes
A	Number of responsive repair requests	1632	306	322				Reported repairs.
B	Percentage of responsive repairs completed on time	97%	99%	99%				Responsive repairs and void property re-let work takes priority over any other on-going planned projects.
C	Total number of void properties reallocated	33	9	9				Properties that have been brought to a re-let standard and allocated.
D	Percentage of voids completed on time	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 boiler safety certificates	102%	26%	25%				Boilers are serviced every 11 – 12 months to remain safe and compliant within the 12 month target period.
F	Percentage spend to date on maintenance budget	£775,736 112%	£180,536 25.5%	£165,377 23.8%				Current spend from the Housing Maintenance budget. The previous year includes funds used from the Housing Reserve Fund for planned work.
G	Total number of out of hours emergency repairs carried out	104	31	42				Only emergency calls and repairs that are the responsibility of the Landlord are reacted to with an action.

HOUSING PERFORMANCE DATA

2019/2020

3	Management Data	18/19	Q1	Q2	Q3	Q4	19/20	Notes
A	Percentage of gross rent arrears	£48,696 1.5%	£40,384 1.2%	£47,802 1.7%				The average figures are shown within the previous year column.
B	Percentage of property inspections carried out	214 39%	34 6%	32 6%				A target of 1/3 (33%) of the Housing stock to be inspected each year.
C	Percentage of rent paid over the counter	35%	35%	35%				The average % is shown within the year column.
D	Percentage of rent paid by direct debit	50%	50%	50%				The average % is shown within the year column.
E	Percentage of rent paid direct by the DHSC	15%	15%	15%				The average % is shown within the year column.
F	Housing newsletters issued	1	1	0				Issues to be distributed every March and September.

4	Capital Projects	Notes
A	Cronk Elfin External Refurbishment of 50 properties	Approval has been given by the Department of Infrastructure to progress this scheme to Design Development Stage (I1) and the design team have been instructed to proceed.
B	Close Woirrey Re-development	The design development stage is complete and the building regulations and planning approvals are in place, although a recent planning application to extend the current period of four years for another one year has been submitted. 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 for completion in October 2020.
C	External refurbishment of 7 properties situated on Upper Queens Pier Road	This project commenced on the 16 September 2019 and has a completion date of the 17 April 2020. The scheme is on programme and is within budget and is meeting the client's requirements in regard to design, quality and health and safety.
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 when Mayfield is complete in October 2020. Close Y Chibbyr Ghlass properties are currently having new gas boilers installed under a Capital funded scheme which is on-going with no issues to date and is due to be complete by June 2020.
E	Air Sourced Heat Pumps at Close Caarjys	Air sourced heat pumps, similar to the two already installed, are to be installed in the 16 properties that require an alternative heat source. The Department are in support of the Commission's proposals including investigating the option of utilising the Manx Utilities Authorities Heat Pump trial in order to achieve value for money through the economies of scale. Costing's are currently being sought and the option of carrying out the work in-house similar to the two already installed is being investigated.

5	Large Revenue Projects	Notes
A	Re-decoration of the Lezayre estate	This decoration work will continue throughout the Lezayre estate and will be spread over 2-3 years as budget allows. It is being funded through the Housing Maintenance Reserve Fund and Housing Maintenance Allowance. The decoration is being carried out in-house and an independent scaffold company is employed to supply, erect and dismantle the scaffold.
B	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 has commenced and is being carried out in-house and will be funded from the Housing Maintenance Allowance/Housing Maintenance Reserve Fund. This work is taking place at the same time that the gas boilers are being installed as the boilers are positioned within the kitchen layout. Completion of the kitchens and boiler installation is expected in early June 2020.

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. Current policies are being reviewed and there are no issues to date.

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.