



Board of Trustees 12th April 2021

Cumulative Performance Monitoring Report

Quarter Three 2020-2021

Report by Managing Director, Leazes Homes

For discussion

1. Background information

- 1.1 Your Homes Newcastle (YHN) supplies performance information to Leazes Homes Board on a quarterly basis, as set out in the agreement for YHN to provide housing management services to Leazes Homes' tenants.

- 1.2 This performance monitoring report covers cumulative performance during quarter three from October to December 2020. It details how YHN is performing against Leazes Homes' key performance indicators (KPIs) and reports Leazes Homes' own organisational targets.

The performance monitoring report includes the following:

- A Performance Summary highlighting any specific issues that have impacted on YHN's performance during quarter three;
- Appendix One – YHN Contract Targets with five tiles to report against agreed performance targets;
- Appendix Two - YHN Contract Measures with seven tiles of indicators reported for information;
- Appendix Three – Additional information on Supported Void Rent Loss;

- Appendix Four - Leazes Homes' Organisational Targets.

2.

Performance Summary

2.1 Performance

There are five agreed targets, from the five targets that are set, two are green (time to complete repairs and gas safety), two are amber (rent arrears and void rent loss) and one is red (relets).

2.2 Void Rent Loss

Combined void rent loss was 3.60% at the end of Quarter Three (1% over target), with a void rent loss of 1.05% for general needs properties and 5.25% for supported properties. This represents a slight increase (0.4%) from the end of Quarter Two, when combined void rent loss was 3.20%, with a void rent loss of 0.92% for general needs properties and 4.73% for supported properties. Additional detail on Void Rent Loss is included in Appendix Three.

2.3 Average re-let period (supported housing/extra care)

Within supported housing there were eight allocations within Quarter Three, in an average of 84 days (compared to 104 days in Q2), which is 54 days above the 30 day target. Re-let times ranged from 28 to 161 days. There was one allocation in a supported scheme with an average re-let time of 91 days. There were seven allocations to Extra Care schemes with an average re-let time of 83 days.

2.4 Average re-let period (general needs)

Within general needs, there were nine allocations within Quarter Three, in an average of 61 days. All of these properties were standard voids and were allocated in an average 32 days more than the 29 day target. Re-let times ranged from 35 to 105 days.

2.5

Below is a list of the agreed Hard to Let (HTL) properties:

- Lemington Court
- 89 Allendale Road
- 291 Benson Road
- 29 Dunmorlie Street
- 11 Dunmorlie Street
- 20 Hillsleigh Road
- 30 Hillsleigh Road
- 32 Hillsleigh Road
- 38 Hillsleigh Road.

During Q3, 4 Lemington Court was void for a total of 35 days and 38 Hillsleigh Court was void for 91 days (let in Q4).

By their very nature properties purchased via the Empty Homes grant, are difficult to let. The criteria for their purchase was that they had to have been empty for six months or more, consequently they are invariably in parts of the city that have low demand, and had no value to investors or developers.

3. Business Implications

- 3.1 Mission and strategic objectives: This report specifically deals with performance measures against all our strategic objectives.
- 3.2 Value for money/efficiencies: Monitoring performance against targets for average re-let time, the amount of rent collected, and void rent loss will ensure a continued focus on those areas that can have a high financial impact.
- 3.3 Resources (financial, property, technological or human): Close monitoring of re-let periods, arrears levels and void rent loss will ensure that any poor performance is highlighted and addressed.
- 3.4 Impact on services/performance: This is integral to each part of the report.
- 3.5 Outcomes for tenants: Monitoring YHN's performance in delivering services for Leazes Homes and acting to improve will help to ensure increased satisfaction and better use of resources for customer priorities.
- 3.6 Risk (reputation, relationship): A failure to monitor performance could place Leazes Homes at risk of failing in any of its strategic objectives. This, in turn, risks Leazes Homes' reputation, its income stream and its ability to develop and deliver much needed affordable housing.
- 3.7 Environmental: None.
- 3.8 Legal: YHN recognises its responsibilities to deliver a high-quality service as part of the housing management services contract. The contract allows Leazes Homes to terminate it if there is a genuine belief that there is a risk of reputational damage because of the contract continuing or if there is a substantial breach by YHN of its obligations under the contract.
- 3.9 Equality and diversity: Monitoring performance using similar performance targets will help ensure that Leazes Homes' tenants have access to the same level of service currently available to YHN tenants.
- 3.10 Stakeholder involvement/consultation: The indicators highlighted within this report have been developed by Leazes Homes' Managing Director working with YHN, alongside discussion with Board.

4. Recommendations

- 4.1 Leazes Homes Board is asked to:

- Review and comment on the Quarter Three performance.

5. Implementation

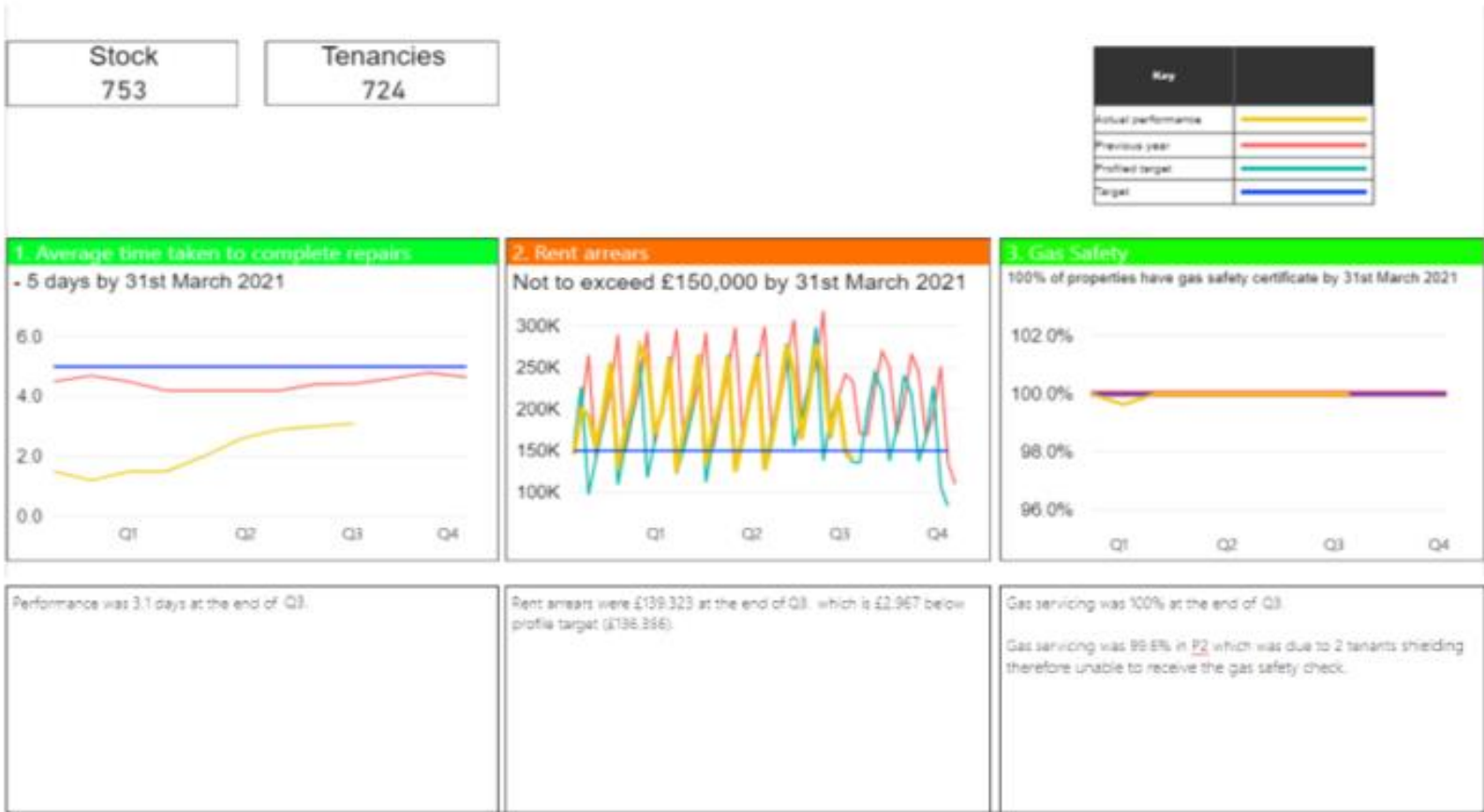
5.1 Background papers:

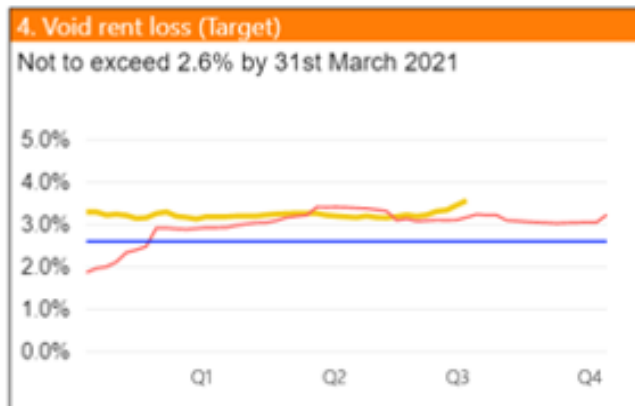
None

Contact Officer:

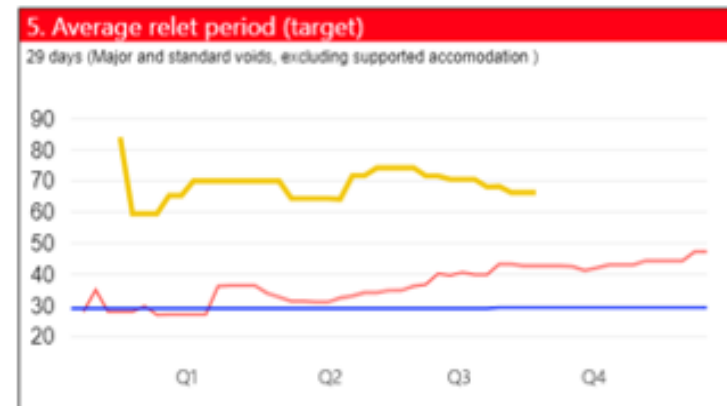
If you have any questions about this report that you would like clarifying before the meeting, you can contact Peter Walters, Leazes Homes' Managing Director, by telephone on 0191 278 8718 or email peter.walters@leazeshomes.org.uk

Appendix One - YHN Contract Targets





Void rent loss was £155,557 (3.6%) at the end of Q3, 1% over target.



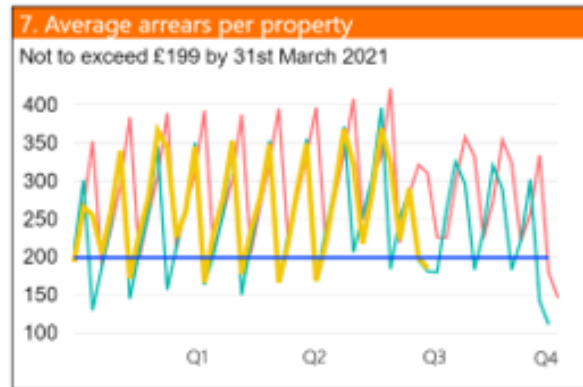
Relet times for voids excluding supported was 66 days at the end of Q3, this relates to 17 properties relet since the start of the financial year.

Appendix Two - YHN Contract Measures

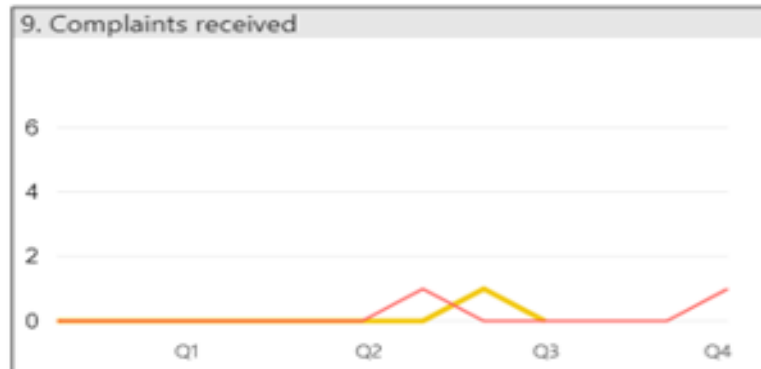
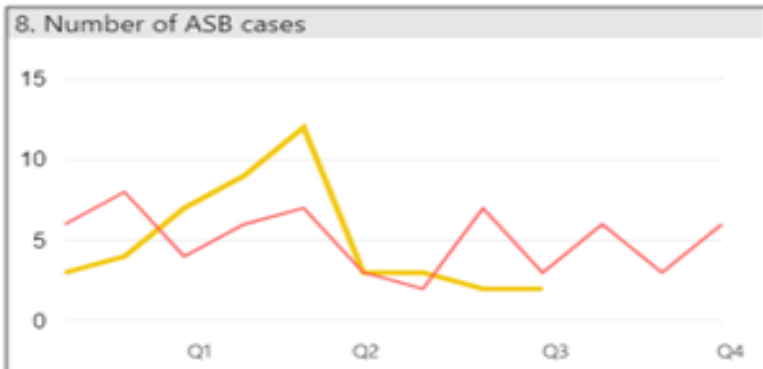
These indicators provide additional information on contractual performance.



Relet times for all voids was 81 days at the end of Q3, this relates to 50 properties relet since the start of the financial year.



Average arrears for current tenants were £185 at the end of Q3, which is £4.02 above profile target.

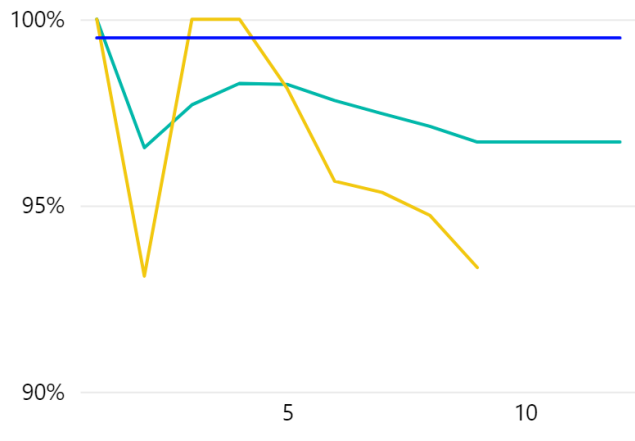


There have been 45 cases of ASB closed in the financial year up to the end of Q3.

Case type	1	2	3	4	5	6	7	8	9	Total
Alcohol Related								1		1
Cause for concern				1						1
Covid-19		1								1
Criminal Behaviour / Crime					1					1
Domestic abuse		2	1	3						6
Drugs / Substance Misuse / Drug Dealing						1		1		2
Garden nuisance		1								1
Utter / Rubbish / Fly-Tipping				1	2					3
Misuse of Communal Area or Loitering							1			1
Noise	1	5	3	6	1		2	1		19
Pets and Animal Nuisance					1	2				3
Safeguarding adults	1	1								2
Unclean/Untidy Properties							1			1
Vandalism and damage to property to exterior	1									1
Verbal / Harassment / Intimidation / Threatening					1	1				2
Total	3	4	7	9	12	3	3	2	2	45

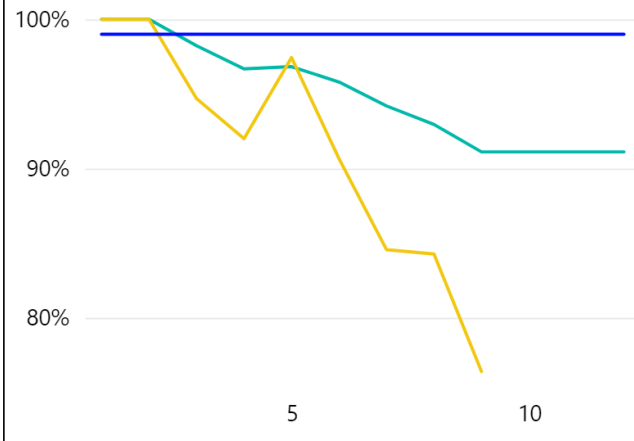
1 formal complaint has been received in Q3.

10a. 99.5% of emergency repairs within a 4 hour timescale



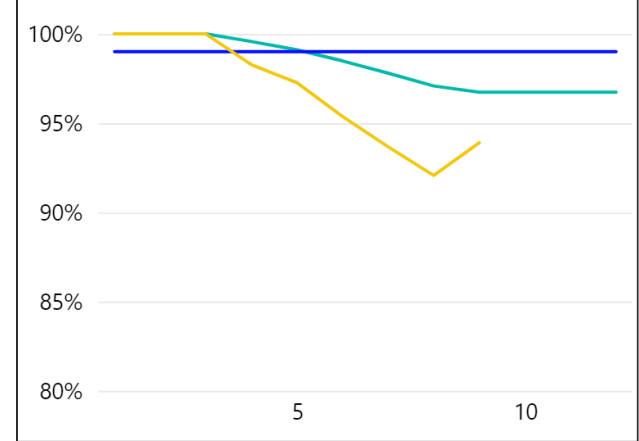
93.3% of emergency repairs were completed on time in P9. The average emergency repairs to date are 96.7%.

10b. 99% of urgent repairs within a 1, 7 day timescale



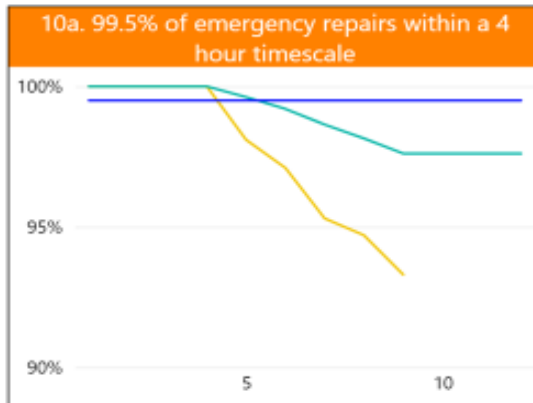
76.4% of urgent repairs were completed on time in P9. The average urgent repairs to date are 91.1%.

10c. 99% of routine repairs within the timescale

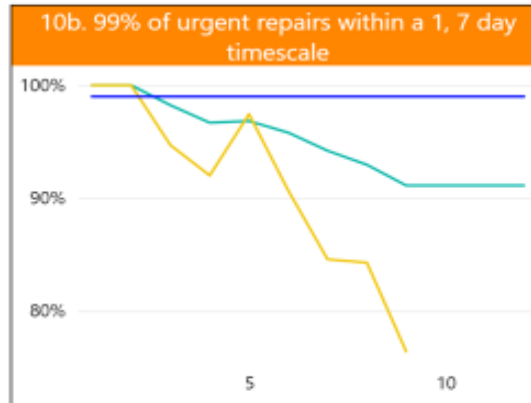


93.9% of routine repairs were completed on time in P9. The average routine repairs to date are 96.7%.

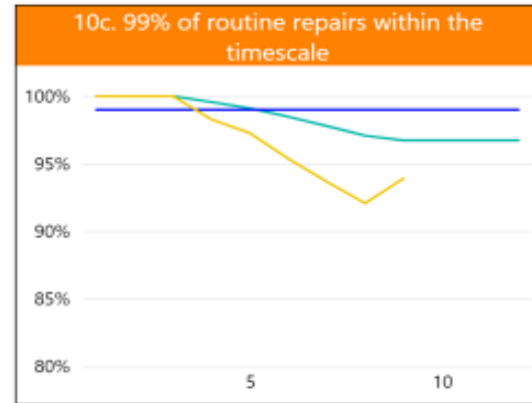
Repairs excluding appointment changes



93.3% of emergency repairs were completed on time in P9. The average emergency repairs to date are 97.6% excluding appointment changes by tenants up to P9.

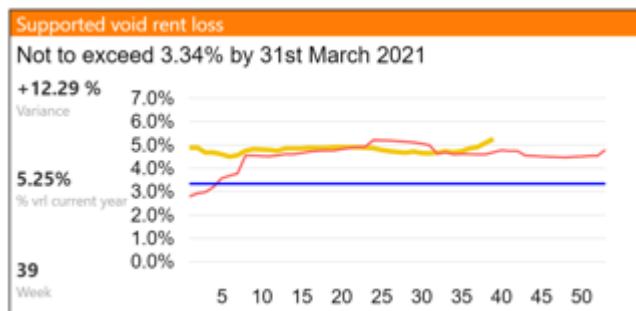


76.4% of urgent repairs were completed on time in P9. The average urgent repairs to date are 91.1%.
There have been no appointment changes for this repair type.



93.9% of routine repairs were completed on time in P9. The average routine repairs to date are 96.7%.
There have been no appointment changes for this repair type.

Appendix Three – Additional Information on Supported Voids



Type of Scheme	Scheme	Number of Allocations	P7	P8	P9	Average relet time in days (for voids completed within Q3)	Void Rent Loss (for 2020/21 to end of Q3) (Scheme)
Sheltered	Prince Philip Close	1		91		91	£1,081
Extra Care	Dewley House	1	98			98	£34,442
	Trevelyan Court	1			70	70	£23,029
	Burnfoot Court	1		70		70	£6,472
	Lawson House	3	112		42 28	61	£10,142
	Kilbourn House	1	161			161	£15,584
	Total	8	371	161	140	69	£90,750

Appendix Four - Leazes Homes Organisational Targets

Target	Performance
0% of stock be classed as non-decent during 2020-21	Zero stock is non-compliant, consistent with target
Complete all regulatory returns on time during 2020-21	All relevant regulatory returns have been submitted for the year.
Comply with all lenders' covenants	Yes, all lenders covenants are being complied with and have been reviewed by RBS up to the 3 rd quarter results to December 2020.
Minimum cash balances not to be below £3,000,000 during 2020-21	Cash balance at December 2020 is £6.3m, well ahead of the £3.0m minimum target.
Operating Surplus to be 25% of turnover during 2020-21	Operating Surplus of 33% is being achieved at the nine months stage, ahead of the target.

