



Title: Annual Activity Report – 2014/15

Report of: Managing Director

Purpose of Report

1. To provide the Board with statistical and other information relating to key activities carried out across the Company during 2014/15.

Background

2. A wide range of statistical information is collected each year. This report enables comparisons to be made with 2013/14. This information will also form part of our Annual Report to customers.

Summary

3. The statistical information relating to the key activities shown below are included in the Appendix to this report: -
 - Property Stock
 - Rent Payments
 - Managing Tenancies and Anti-Social Behaviour
 - Lettings and Voids
 - Home Repairs
 - Maintaining Decency (Stock condition)
 - Leasehold Services
 - Customer Service.

Overview of Key Activities

4. The activity for 2015/16, together with performance information, has been considered in the development of the five year plan.”
5. Some of the highlights of the appendix have been included below with commentary in relation to the statistical information.
6. Gateshead Council property stock reduced by 156 during the period 1 April 2014 to 31 March 2014 – 125 due to Right To Buy sales and 29 due to demolitions or conversions.

7. 2014/15 marked the end of the original 3 year contract with Mears, however a contract extension has now been agreed with Mears to extend the contract for a further 2 years until 2017/18.
8. Performance on rent collection remained strong with 99.10% of rent collected (over £85 million) overachieving against the 2014/15 target of 98.75%. As expected, welfare reform has impacted in terms of an increase in rent arrears, however the increase was less than expected and arrears ended the year at 2.41% against a 3% target. The rollout of Universal Credit in year is expected to lead to further increases however.
9. The maintain decency programme includes bathroom and kitchen replacements and electrical rewires where needed. In addition to maintaining 100% decency across the stock, the capital programme for 2014/15 saw 1035 properties receive decency works, 328 properties receive replacement windows and 330 energy efficiency measures delivered.
10. In relation to Leasehold services, collection rates remained high at 99.41%, overachieving against both target and 2013/14 performance. An overall reduction in outstanding service charges arrears of £71,868 was also achieved in year.

Link to values

11. This report links to the Company values to be: -
 - Fair
 - Customer Focused
 - Open and Honest
 - Accountable
 - Inclusive, valuing diversity
 - Innovative
 - Passionate about what we do

Impact on tenants

12. There is no direct impact on tenants arising from this report.

Risk Management Implications

13. There are no risk management implications arising from this report.

Financial Implications

14. There are no financial implications arising from this report.

Health Implications

15. There are no direct health implications arising from this report.

Equality and Diversity Implications

16. There are no equality and diversity implications arising from this report.

Value for Money implications

17. There are no value for money implications arising from this report

Environmental Implications

18. There are no environmental implications associated with this report.

Consultation carried out

19. There was no consultation carried out in the preparation of this report

Recommendation

20. The Board is recommended to note the information contained in this report.

Property Stock

Stock Profile	Gateshead Council		TGHC		Keelman Homes	
	Start of Year	End of Year	Start of Year	End of Year	Start of Year	End of Year
Total Rented Properties	19,870	19,725	7	8	72	96
Total Leasehold Properties	829	837				
Overall reduction in rented properties during the year		156				
Properties sold through Right to Buy		125				
Properties removed as due for demolition or conversion		29				
New Build Properties						24*
Properties managed on behalf of another provider						133

* 17 new build properties, 6 Empty Homes purchases plus acquisition of Marian Court

Property Stock by Type		Gateshead Council		TGHC		Keelman Homes	
		Start of Year	End of Year	Start of Year	End of Year	Start of Year	End of Year
Bedsit	0 BED	0	0	0	0		
Total Bedsits		0	0	0	0		
Bungalow	0 BED	16	16				
	1 BED	1,752	1,751				1
	2 BED	1,261	1,260	2	2	16	18
	3 BED	70	70		1		
	4 BED	1	1				
Total Bungalows		3,100	3,098	2	3	16	19
Flat	0 BED	168	168				
	1 BED	1,838	2,000				4
	2 BED	2,655	2,477				
	3 BED	180	178				
	4 BED	5	5				
Total Flats		4,846	4,828	0	0		4
House	1 BED	115	115				
	2 BED	5,125	5,082	2	2	6	14
	3 BED	5,889	5,826			40	47
	4 BED	346	337	3	3	9	11
	5 BED	5	5			1	1
	8 BED	1	1				
Total Houses		11,481	11,366	5	5	56	73
Maisonette	2 BED	89	82				
	3 BED	118	118				
	4 BED	6	6				
Total Maisonettes		213	206	0	0		

Property Stock by Type		Gateshead Council		TGHC		Keelman Homes	
		Start of Year	End of Year	Start of Year	End of Year	Start of Year	End of Year
Sheltered Bedsit	0 BED	9	8				
Total Sheltered Bedsits		9	8	0	0		
Sheltered Flat	1 BED	147	145				
	2 BED	74	74				
Total Sheltered Flats		221	219	0	0		
SUM		19,870	19,725	7	8	72	96

Rent Payments

	Gateshead Council		TGHC		Keelman Homes	
	2013/14	2014/15	2013/14	2014/15	2013/14	2014/15
Total rent to collect	£84,915,193	£86,356,171	£28,223	£35,612	£345,757	£386,712
Total rent collected	£84,309,038	£85,505,832	£28,049	£35,628	£341,258	£388,621
Rent arrears at the start of year	£1,780,798	£1,985,166	£328	£542	£705	£4,032
Rent arrears at the end of year	£1,985,166	£2,135,192	£542	£711	£4,032	£758
Rent Arrears written off during the year	£513,568	£482,870				
Notices of Seeking Possession served	1,574	1,645				4
Evictions for rent arrears	81	73				
Rent loss due to vacant properties	1,496,786	2,220,592	0	505	1,717	1,574

Rent Payment Methods Analysed by Tenancy

	Gateshead Council		TGHC		Keelman Homes	
	No of tenancies	% of total tenants	No of tenancies	% of total tenants	No of tenancies	% of total tenants
Direct Debit	3,872	19.8%			16	16.7%
Standing Order	233	1.2%			6	6.3%
Office	12,354	63.3%	4	50.0%	18	18.8%
Post Office / PayPoint	2,197	11.3%	2	25.0%	30	31.3%
Wages Deds	92	0.5%			1	1%

DWP	234	1.2%			0	0%
	Gateshead Council		TGHC		Keelman Homes	
	No of tenancies	% of total tenants	No of tenancies	% of total tenants	No of tenancies	% of total tenants
Internet/ Touch Tone	457	2.3%	2	25.0%	25	26%
Emolument	87	0.4%			0	0%
Totals	19,526	100%	8	100%	96	100%

Total Rent Transactions Analysed by Transaction Type

	Gateshead Council		TGHC		Keelman Homes	
	No of transactions	% of total transactions	No of transaction	% of total transactions	No of transactions	% of total transactions
Direct Debit	47,894	10.6%	3	2.8%	134	9.6%
Standing Order	25,214	5.6%	0	0%	135	9.7%
Office	169,000	37.3%	55	50.4%	255	18.3%
Post Office / PayPoint	153,971	33.9%	32	29.4%	628	45.1%
Wages Deds	1,073	0.2%	0	0%	12	0.9%
DWP	4,183	0.9%	0	0%	0	0%
Internet/ Touch Tone	52,267	11.5%	19	17.4%	230	16.5%
Emolument	n/a	0%	n/a	0%	n/a	0%
Totals	453,602	100%	109	100%	1394	100%

Managing Tenancies and Anti-Social Behaviour

	2013/14	2014/15
Formal warning letters issued	625	585
Number of Notices served for ASB	76	59
Suspended Possession granted	6	8
Suspended possession extended	0	0
Outright Possession granted	4	0
Evictions	5	3
Notice of Termination served and granted	5	3
Notice of Extension of Introductory Tenancy	4	7
Injunctions applied for	10	6
Interim injunctions granted	1	3
Full injunctions granted	7	3
Undertaking agreed	0	2
Number of hate cases reported	55	49
Partnership Actions:		
ABA's	3	2
ASBO's	0	0

	2013/14	2014/15
Number of New Anti-Social Behaviour Cases	2008	1748
% ASB cases resolved without the need for legal action	96%	94%
Customer Satisfaction with Case investigation	93%	94%
Customer Satisfaction with the outcome of their case	91%	92%

Lettings and Voids

	2013/14	2014/15
Average Void Period	41.42	74.14
Average days until Ready to Let	21.92	35.28
Average days to let the property (after RTL)	19.50	38.86
Total number of new tenancies	1847	1901

HomeRepairs

	2013/14	2014/15
Repair orders completed	69,298	64,312
Orders completed on time	64,816	63,233
Category 1 orders completed (emergency)	19,238	17,510
Category 2 orders completed (urgent)	20,184	20,324
Category 3 orders completed (responsive)	29,876	26,478
Category 4 orders completed (planned)	5,552	4,589
Appointable Orders (at first contact)	54,815	46,173
Appointments made (at first contact)	51,569	46,026
Total number of appointments made (including subsequent appointments made by contractor)	62,318	54,684
Appointments kept	58,414	53,038

Maintaining Decency – Stock Condition

2014/15	Number
Properties receiving maintaining decency works in the year	1035
Properties included in Window Replacement Programme	328
Energy Efficiency Measures delivered,(CESP, DECC)	350
Stock reduction consisting of . . .	Right to Buy 125
	Demolitions 29
	Other 2
Total Stock reduction	156
Number of properties at end of year	19,725
Percentage of Properties classed as Non Decent	0%

Leasehold Services

Leasehold Management – Service charges available for collection breakdown	2013/14	2014/15
Estimates	£387,149.73	£397,239.71
New Sales	£6,761.20	£5,163.32
Adjustment	£1,247.43	£-3,299.42
Total	£395,158.36	£399,103.61
Actuals – Service Charges	£36,515.40	£42,702.47
Actuals – Planned Maintenance	£13,462.91	£53,653.21
Arrears B/F	£180,229.96	£108,361.64
Grand Total	£625,366.63	£603,820.93

Customer Service

	2013/14	2014/15
Complaints Step 1 (Informal)	1068	880
Complaints Step 2 (Formal)	492	315
Complaints Step 3 (Review by Managing Director)	11	14
Compliments	331	253

RTB sales in 2013/14 compared to previous years

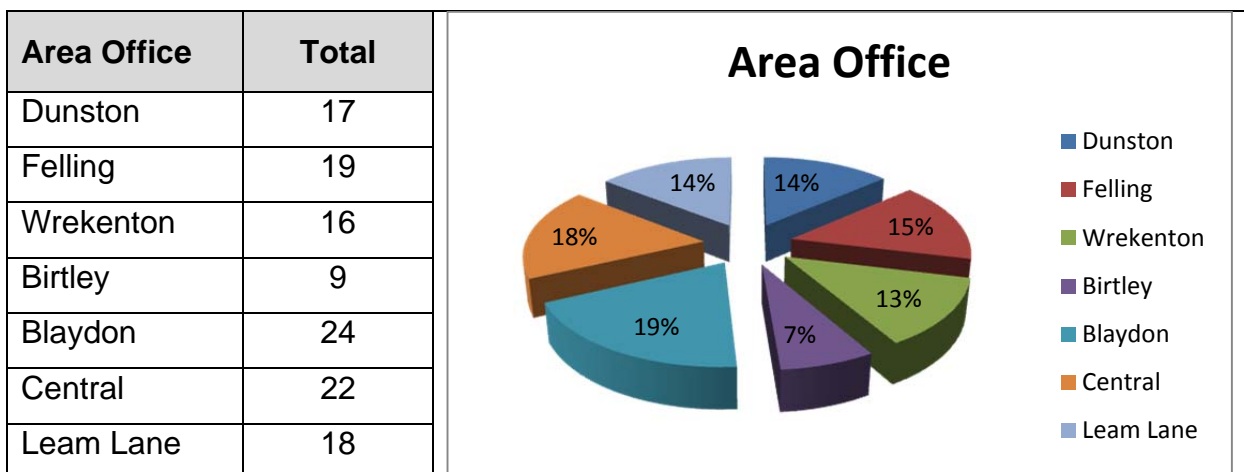
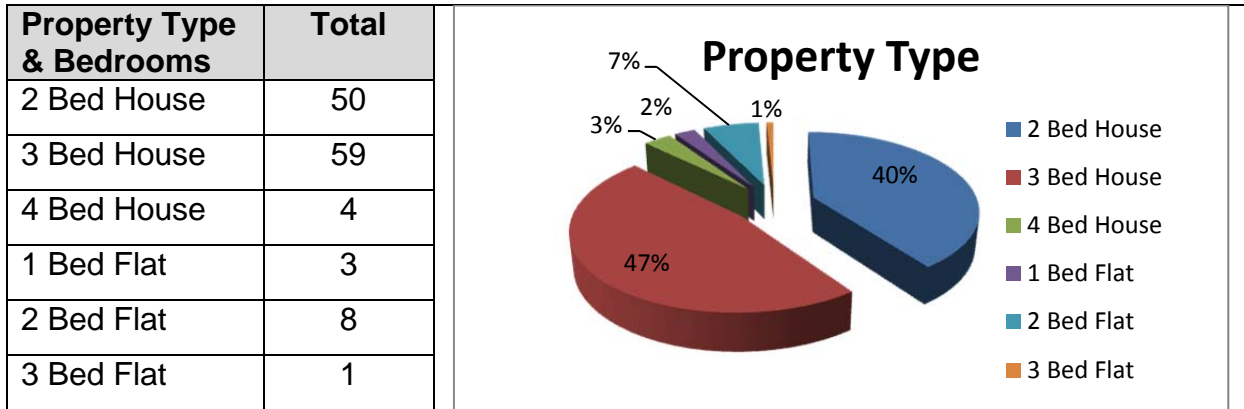
The table below provides details of RTB applications and sales for the full year (2014/15) compared to previous years. Appendix 2 provides a further analysis of sales this year by property type, by area and shows average valuation and sale price per property type.

	2011/12	2012/2013	2013/14	2014/15
RTB Forms Requested	165	345	336	244
RTB Applications Received	71	261	247	192
RTB Completions	22	51	156	125
RTB Cancellations	35	58	130	102

Out of the 125 completions for (2014/15),

- 29 of these were bought by tenants aged over 60
- 15 completions were bought by tenants claiming housing benefit
- 3 of these tenants claiming housing benefit would have been affected by welfare reform (bedroom tax).

Below the 125 completions are broken down into Housing Office area and property type.



The table below shows the Average amounts broken down by property type (2014/15)

Property Type	Average Valuation £'s	Average Discount £'s	Average Sale Price £'s
2 Bed House	84,080.00	40,862.00	43,218.00
3 Bed House	90,839.00	47,495.00	43,344.00
4 bed House	95,563.00	55,316.00	40,246.00
1 Bed flat	66,833.00	37,057.00	29,777.00
2 Bed Flat	59,906.00	38,018.00	21,889.00
3 Bed flat	73,000.00	43,800.00	29,200.00