

 Overview & Scrutiny – 16th March 2010		Agenda Item No.
Title	Performance of Registered Social Landlord's which operate within the District	
For further information about this report please contact	Lydia Wailoo Housing Strategy & Development Officer Tel: 01926 456 335 lydia.wailoo@warwickdc.gov.uk	
Service Area	Housing & Property Services (Housing Strategy)	
Wards of the District directly affected	All	
Is the report private and confidential and not for publication by virtue of a paragraph of schedule 12A of the Local Government Act 1972, following the Local Government (Access to Information) (Variation) Order 2006	No	
Date and meeting when issue was last considered and relevant minute number		
Background Papers	None	

Contrary to the policy framework:	Yes/No
Contrary to the budgetary framework:	Yes/No
Key Decision?	Yes/No
Included within the Forward Plan? (If yes include reference number)	Yes/No

Officer/Councillor Approval		
With regard to officer approval all reports <i>must</i> be approved by the report authors relevant director, Finance, Legal Services and the relevant Portfolio Holder(s).		
Officer Approval	Date	Name
Relevant Director	26.02.10	Bill Hunt
Chief Executive	01.03.10	Chris Elliott
CMT	24.02.10	Andy Jones
Section 151 Officer	23.02.10	Mike Snow
Legal	01.03.10	John Gregory/Max Howarth
Finance	23.02.10	Mike Snow
Portfolio Holder(s)	01.03.10	Cllr Moira-Ann Grainger
Consultation Undertaken		
None – this report is for information purposes only as requested.		
Final Decision?	Yes/No	

1. **SUMMARY**

- 1.1 This report provides information on the Registered Social Landlords (RSL) operating within the Warwick District area as requested by this Committee.

2. **RECOMMENDATION**

- 2.1 To note the contents of this report.

3. **REASONS FOR THE RECOMMENDATION**

- 3.1 The report is for information purposes as requested.

4. **ALTERNATIVE OPTION CONSIDERED**

- 4.1 None

5. **BUDGETARY FRAMEWORK**

- 5.1 There are no financial implications this report is for information only.

6. **POLICY FRAMEWORK**

- 6.1 The RSL's are all partners of the Homechoice Allocation Scheme which contributes to the Corporate Priority for Housing to use current stock as effectively as possible.

Good performance of landlords in the district will promote sustainable and stronger communities.

7. **BACKGROUND**

- 7.1 Housing Strategy collate information in relation to the Registered Social Landlords (RSL's) operating within the Warwick District. The information provided is based on the data supplied by the RSL's of their stock as at January/February 2010.

- 7.2 The following RSL's have stock within our area. They are all party to Warwick District Homechoice - this is the Choice Based Lettings Allocation Scheme administered by the District Council, for the allocation of available housing for rent or shared ownership owned by the District Council or RSL's;

- Ashram Housing Association
- Bromford Housing Group
- English Churches Housing Group
- Housing 21
- Jephson Housing Association Group
- Midland Heart
- Orbit Heart of England
- Raglan Housing Association
- Servite Houses
- Warwickshire Rural Housing Association

7.3 The following table details the total amount of properties each RSL has within the district;

Housing Association	Stock within Warwick District
Ashram	17
Bromford	442
English Churches	57
Housing 21	No information provided
Jephson	523
Midland Heart	149
Orbit	854
Raglan	22
Servite	227
Warwickshire Rural Housing Association	85
Total	2376

7.4 Appendix 1 details the total RSL stock broken down by areas within the District (Warwick, Leamington, Kenilworth, Rural).

7.4 All of the RSL's operate on a wider scale, either regionally or nationally. English Churches and Jephson are the only RSL's that have an office located within Warwick District.

7.5 Below are the locations of the offices of the RSL's that manage the stock within Warwick District;

Housing Association	Location of Office
Ashram	Birmingham
Bromford	Solihull
English Churches	Leamington Spa
Housing 21	Buckinghamshire
Jephson	Leamington Spa
Midland Heart	Coventry
Orbit	Stratford upon Avon
Raglan	Leicester
Servite	Birmingham
Warwickshire Rural Housing Association	Coalville, Leicestershire

7.6 Each Housing Association has a Complaints Procedure, the stages and who investigates them are summarised in the following table. Full details of each organisations complaints procedure are available upon request. For all organisations if the complainant remains dis-satisfied after going through the internal complaints procedure they can refer their complaint to the Ombudsman.

Registered Social Landlord	Complaint Stages			
	Initial	Stage 1	Stage 2	Stage 3
Ashram	-	Initial Complaint	Head of Service/Assistant Director/Director	Review Panel (members of the Board/Committees)
Bromford	Informal complaint directly to the officer the customer usually deals with	Manager	Senior Manager	Board Review – Personal discussion with Board members or Directors
English Churches	-	Response within 2 days	Regional Director within 20 working days	Committee of the Board
Housing 21	-	Response within 20 working days	Head of Service	Appeals Panel (members of the Housing Services Committee and Housing management)
Jephson	-	On the spot resolution or within 10 working days	Manager	Customer Care Panel – a director and 2 voluntary committee members Can offer mediation/dispute resolution
Midland Heart	-	Departmental Manager	Head of Service/Senior Manager	Appeal Panel – Board of Members
Orbit Heart of England	-	14 (calendar) days response	Senior Manager	Complaints Panel – includes voluntary board members.
Raglan	-	Immediate resolution	Senior Departmental Manager	Review Panel – members of board/committees
Servite	-	Officer/Manager response within 10 working days	Manager/Director response within 10 working days	Complaint Review Panel – including a minimum of 2 trained residents

- 7.7 Appendix 2 provides a breakdown of information relating to Complaints received per RSL for the period 1st April 2008 – 31st March 2009.
- 7.7.1 Information in this format has only been supplied by Bromford, Orbit and Warwickshire Rural in relation to the nature of complaints received. Outcomes of complaints have only been supplied by Orbit and Warwickshire Rural. Information relating to the outcomes are not held by the central team at Bromford, they are held at team level for training and development purposes.
- 7.8 The Tenants Services Authority (TSA) are the independent regulator for affordable housing in England. The TSA was created by the Housing and Regeneration Act 2008 and have three priorities:
- securing a fair deal for tenants
 - protecting the taxpayer
 - delivering modern and effective regulation
- 7.8.1 Appendix 3 is the information held by the TSA for affordable housing providers operating within Warwick District in relation to their general needs stock.
- 7.8.2 This information varies from the totals in paragraph 7.3. The information in paragraph 7.3 is information supplied to WDC directly from the RSL's in January/February 2010, the TSA information is taken from the annual statistical returns and updates supplied to them by the RSL's. Please see the TSA disclaimer on the production of the information in Appendix 3.
- 7.8.3 The information held by the TSA is provided by the landlords. The Performance Information comes from the Regulatory Statistical Return, this is an annual return completed by the providers as at 31st March. Performance information is updated every autumn.
- 7.9 Appendix 4 are the TSA Regulatory Judgements for Midland Heart, Raglan and Servite which are the detailed reports setting out the TSA's views as to whether the RSL is viable, properly governed and properly managed.
- 7.9.1 These also give accurate analysis of performance across the whole organisation.
- 7.9.2 Reports for the other RSL's have not yet been completed and as yet they are not included in the schedule for the first part of 2010.
- 7.10 Midland Heart and Raglan have both considered stock rationalisation, there may be opportunities for the Council to manage or acquire further stock.

APPENDIX 1 – RSL STOCK WITHIN WARWICK DISTRICT FEBRUARY 2010

Settlement	Landlord	No of Properties
Leamington Spa	Ashram	6
	Bromford	304
	English Churches	57
	Housing 21	No information supplied
	Jephson	195
	Midland Heart	149
	Orbit Heart of England	680
	Raglan	22
	Servite	116
	Warwickshire Rural Housing Association	0
	TOTAL	1529

Settlement	Landlord	No of Properties
Warwick	Ashram	11
	Bromford	102
	English Churches	0
	Housing 21	No information supplied
	Jephson	272
	Midland Heart	0
	Orbit Heart of England	123
	Raglan	0
	Servite	33
	Warwickshire Rural Housing Association	0
	TOTAL	541

Settlement	Landlord	No of Properties
Kenilworth	Ashram	0
	Bromford	7
	English Churches	0
	Housing 21	No information supplied
	Jephson	14
	Midland Heart	0
	Orbit Heart of England	42
	Raglan	0
	Servite	78
	Warwickshire Rural Housing Association	0
	TOTAL	141

Settlement	Landlord	No of Properties
Rural	Bromford	29
	Jephson	42
	Orbit Heart of England	9
	Warwickshire Rural Housing Association	85
	TOTAL	165

APPENDIX 2 - BREAKDOWN OF COMPLAINTS PER RSL 01.04.08 – 31.03.09

Numbers of Formal Complaints

Organisation	Initial	Stage 1	Stage 2	Stage 3	Ombudsman	Total
Ashram						
Bromford	0	8	0	0	0	8
English Churches						
Housing 21						
Jephson						
Midland Heart						
Orbit Heart of England *		41	9			59
Raglan						
Servite						
Warwickshire Rural	-	10	1	N/A	1	11

Number of Informal Complaints

Organisation					
Ashram					
Bromford	21				
English Churches					
Housing 21					
Jephson					
Midland Heart					
Orbit Heart of England					
Raglan					
Servite					
Warwickshire Rural					

Number of complaints per service area

Organisation	Repairs	Grounds Maintenance	Customer Service	Defects	Estate Services	Arrears
Ashram						
Bromford *	25			2	2	
English Churches						
Housing 21						
Jephson						
Midland Heart						
Orbit Heart of England	14		2	5	5	5
Raglan						
Servite						
Warwickshire Rural	9	1	1			

* includes informal complaints

Number of complaints per service area (contd)

Organisation	Harrassment (non ASB)	Major Repairs	Nuisance (non ASB)	Planned Gas Service	Transfer/ re- housing	Other
Ashram						
Bromford *						
English Churches						
Housing 21						
Jephson						
Midland Heart						
Orbit Heart of England	2	8	1	1	1	6
Raglan						
Servite						
Warwickshire Rural						

APPENDIX 3 – INFORMATION HELD BY THE TSA

Search details for Warwick District Council- General Needs Homes

Provider	Homes In Area	Rent Level	Tenant Satisfaction		
			Overall	Your Views	Repairs
Ashram Housing Association Limited	17	This information is not normally available for landlords with fewer than 1000 homes nationally, although if a landlord supplies it, it is shown.			
Bromford Carinthia Housing Association Limited	367	£ 81.68	88.6%	68.1%	70.1%
Heart Of England Housing Association	832	£ 72.74	84.2%	60.6%	78.2%
Jephson Homes Housing Association Limited	360	£ 79.76	76.4%	59.5%	72.9%
Jephson Housing Association Limited	19	£ 89.49	88.8%	65.2%	78.5%
Midland Heart Limited	92	£ 75.63	70.5%	72.6%	66.8%
Raglan Housing Association Limited	6	£ 67.74	84.0%	60.0%	79.0%
Servite Houses	79	£ 72.51	76.0%	58.0%	74.0%
Warwickshire Rural Housing Association Limited	64	This information is not normally available for landlords with fewer than 1000 homes nationally, although if a landlord supplies it, it is shown.			
Warwick District Council	5623	Further information on Local Authority owned homes is normally available from the relevant Local Authority website.			

Explanatory Notes

Disclaimer

In presenting this performance information, the TSA has relied on the completeness and accuracy of information supplied to us by landlords. They are expected to notify the TSA of any changes to the details held in the register of social landlords – this can be done either through the online registry system or in writing. We will update this website every week with any changes to registered providers' details. Performance information comes from data taken from the Regulatory and Statistical Return, which is an annual return completed by each provider at 31 March. Performance information will be updated every autumn. Our Regulatory Judgements of registered providers will be made available here as soon as they are published on the TSA's main website.

Homes in Area

The total number of social housing homes owned by a landlord for renting or shared ownership in that local authority area.

Rent Level

The average weekly amount of rent (excluding service charges) that a landlord charges for the general needs or supported housing homes it owns in that area.

Tenant Satisfaction - Overall

The percentage of general needs and supported housing tenants that said they were happy with the overall service provided by their landlord

Tenant Satisfaction - Your Views

The percentage of general needs and supported housing tenants that said they were happy that their views were being taken into account by their landlord.

Tenant Satisfaction - Repairs

The percentage of general needs and supported housing tenants that said they were happy with the repairs service provided by their landlord