



membership resources

What the data says !

Tuesday 20 February 2024

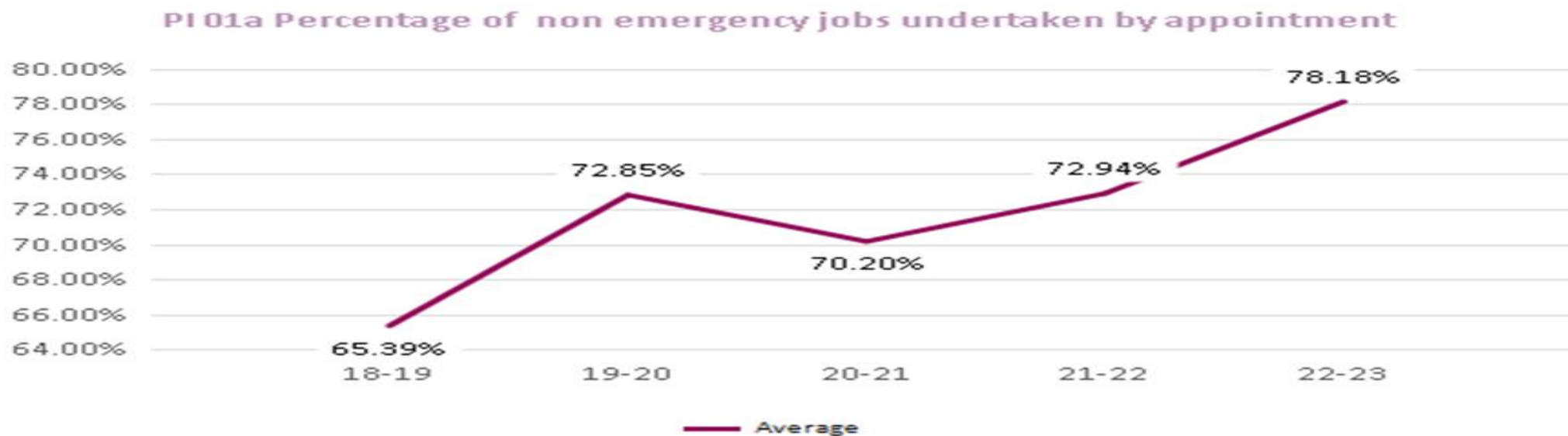


Percentage breakdown of building maintenance costs

| Area of operation | 18-19 % of total | 19-20 % of total | 20-21 % of total | 21-22 % of total | 22-23 % of total |
|-----------------------------|------------------|------------------|------------------|------------------|------------------|
| Operational employees | 31.14% | 32.20% | 38.73% | 30.62% | 26.77% |
| External/sub - contracting | 27.75% | 23.67% | 20.69% | 27.30% | 28.79% |
| Non - operational employees | 19.30% | 20.98% | 16.99% | 21.03% | 23.51% |
| Material | 13.45% | 12.30% | 12.51% | 12.88% | 13.35% |
| Other direct expenditure | 1.71% | 2.54% | 2.90% | 2.69% | 1.38% |
| Vehicles | 4.79% | 4.77% | 4.28% | 4.38% | 5.18% |
| Property portfolio | 0.78% | 1.00% | 0.35% | 0.17% | 0.29% |
| Tools and equipment | 0.82% | 2.33% | 2.28% | 0.72% | 0.56% |
| Training | 0.26% | 0.21% | 0.13% | 0.17% | 0.15% |



Percentage of non-emergency jobs undertaken by appointment





Percentage of responsive repairs

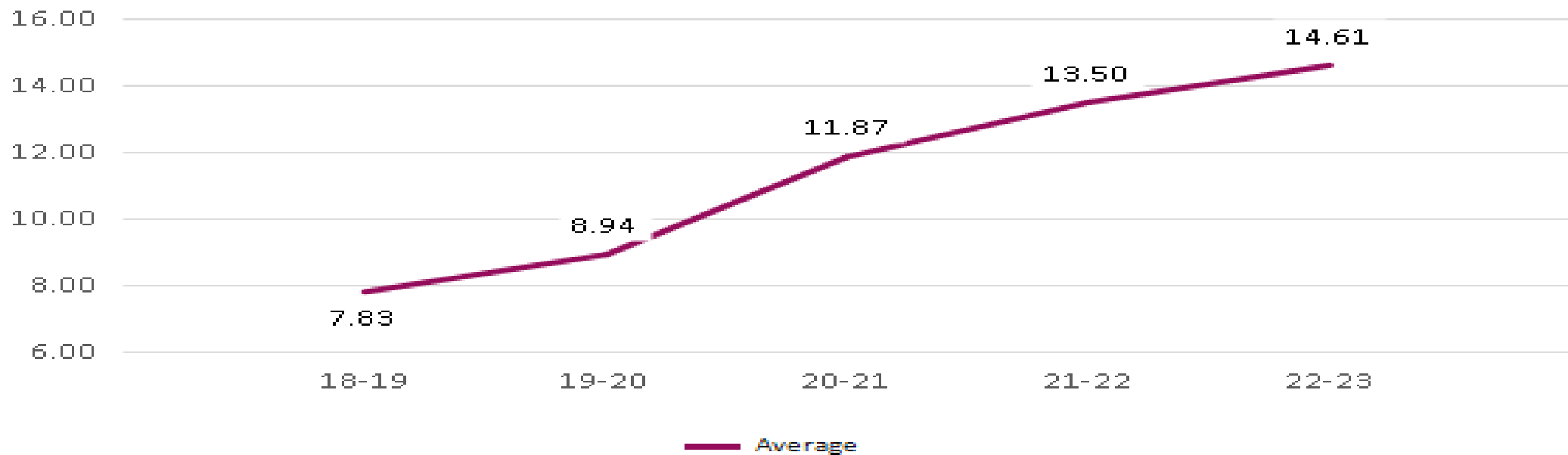
PI 01c Percentage of responsive repairs (non emergency) where authority made and kept appointment (formerly BVPI 185, England Housing only)





Average time to complete a routine repair

PI 24 Average time taken to complete a routine repair (days)





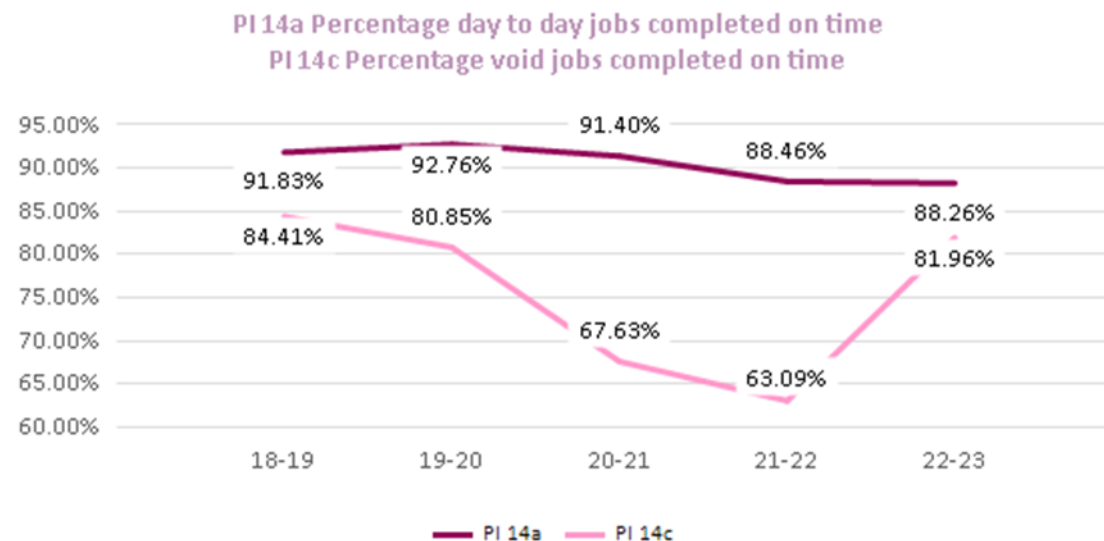
All non housing jobs completed per FTE

PI 13c All non housing jobs completed per full time operational employee





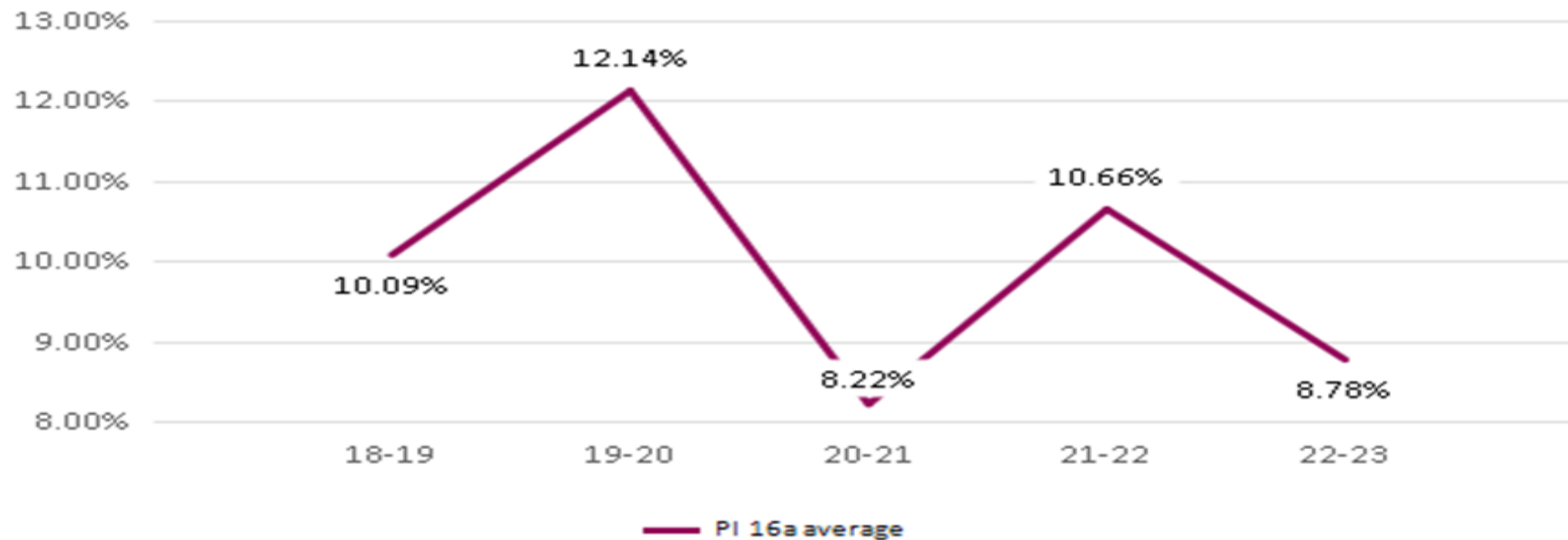
% day to days jobs and voids completed





Staff absence

PI 16a Percentage staff absence (operational staff)





Contact details

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The Maintenance and repairs service at New Forest District Council

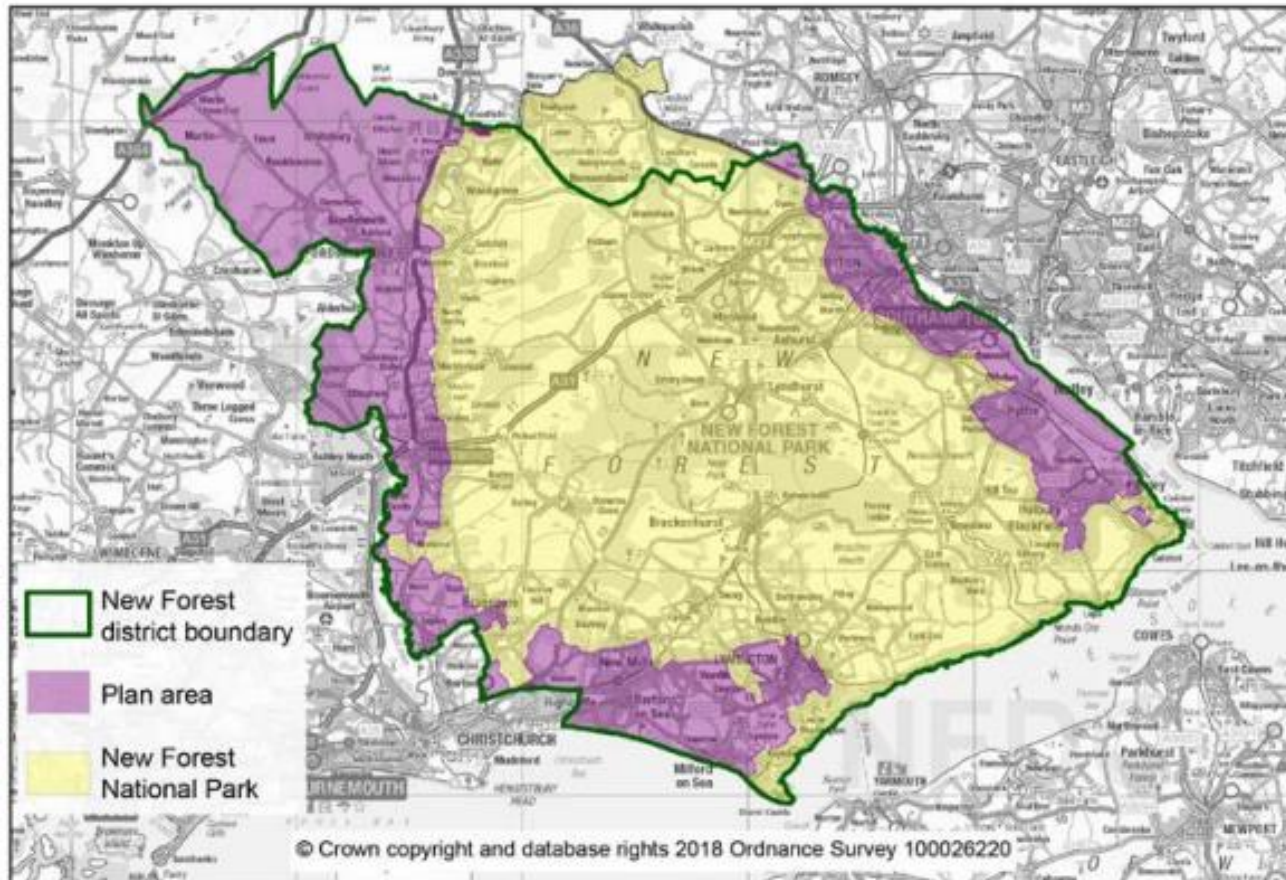
20/02/24

Richard Knott

Assistant Director - Housing

NFDC facts and figures

- New Forest District Council is one of the largest local government authorities in the country, serving a population of over 170,000 residents



- Stock holding
- Largest social housing landlord in the district
- In house DLO
- Service Improvements since 2018
- Series of restructures to build capacity
- External contractors used for cyclical and planned works
- Affordable Housing Development Programme
- Greener Housing Strategy and Greener Housing Delivery Manager
- Secured LAD 1B and SHDF 2.1 funding
- Fire Safety Improvements totalling £6m
- Fire Safety and Asbestos teams

NFDC - Key Background Information

Properties

- 5,200 properties
- 1,800 garages

Rents

- Average weekly rent £113.71
- Garage weekly rent £12.09
- CPI +1% uplift in April 2024 (7.7%)

Right to Buy sales

- 36 in 22/23
- 15 in 23/24
- 21 – projection 24/25

Number of employees

- 217

Energy Efficiency

| EPC | Number |
|-----|--------|
| A | 0 |
| B | 54 |
| C | 1911 |
| D | 2988 |
| E | 167 |
| F | 20 |

Repairs

- 20,000 pa

Age Profile

| Count of AddressId | Build date |
|--------------------|--------------|
| 4 | Before 1900 |
| 100 | 1900-1929 |
| 598 | 1930-1949 |
| 2048 | 1950-1966 |
| 1259 | 1967-1975 |
| 398 | 1976-1982 |
| 435 | 1983-1990 |
| 112 | 1991-1995 |
| 2 | 1996-2002 |
| 1 | 2003-2006 |
| 9 | 2007-2011 |
| 174 | 2012 onwards |

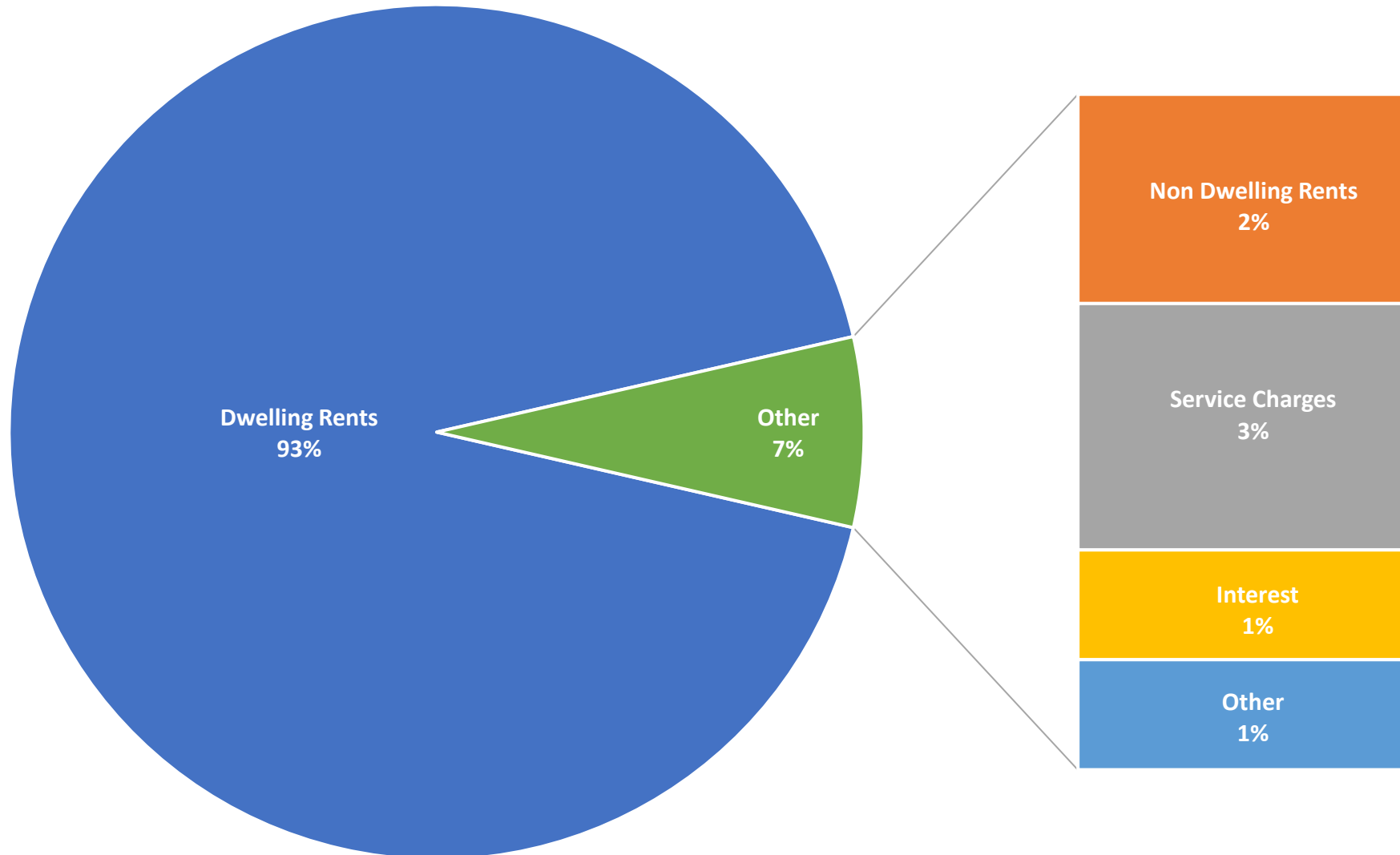
New Social Housing

Housing Strategy - Current target = 600 additional Council properties by 31 March 2026

| <u>Total Affordable Housing completions</u> | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 | Forecast 2023/24 | Sub-Total | Forecast 2024/25 | Total |
|---|---------|---------|---------|---------|---------|------------------|------------|------------------|------------|
| Registered Providers & private developers | 70 | 52 | 126 | 4 | 51 | 79 | 382 | 19 | 401 |
| NFDC | 57 | 90 | 64 | 24 | 50 | 55 | 340 | 74 | 414 |

23/24 Income position

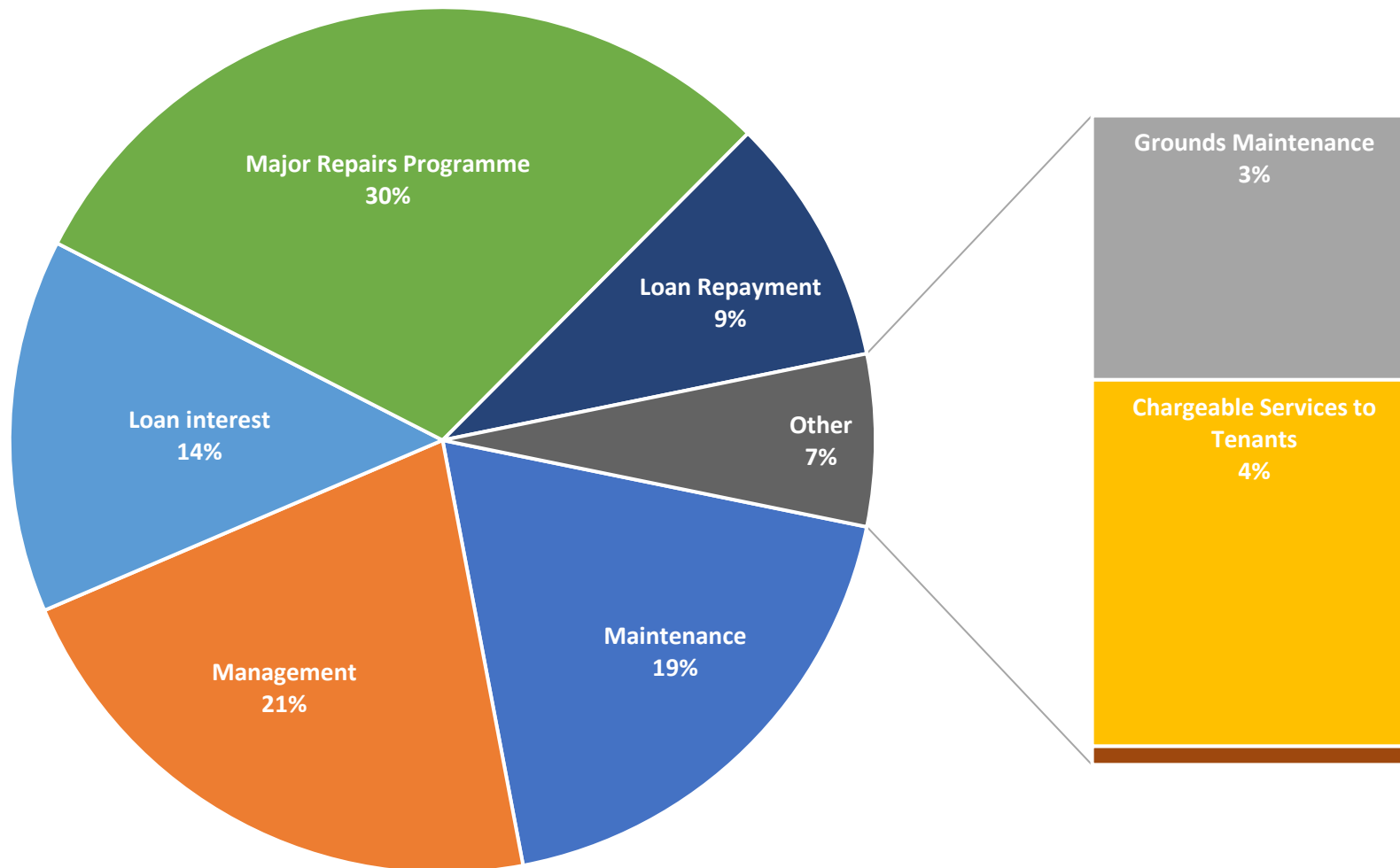
Housing Revenue Account Income 2023/24



| HRA INCOME 23/24 | |
|--------------------|---------------|
| | £'000 |
| Dwelling Rents | 30,077 |
| Non-Dwelling Rents | 720 |
| Service Charges | 849 |
| Interest | 378 |
| Other | 379 |
| | 32,403 |

23/24 Expenditure Position

Housing Revenue Account Expenditure 2023/24



HRA EXPENDITURE 23/24

| | £'000 |
|--------------------------------|---------------|
| | 6,096 |
| Maintenance | 6,982 |
| Management | 846 |
| Grounds Maintenance | 1,174 |
| Chargeable Services to Tenants | 4,522 |
| Loan interest | 9,700 |
| Major Repairs Programme | 3,024 |
| Loan Repayment | 59 |
| Other | |
| | 32,403 |

23/24 Additional income and expenditure

ADDITIONAL CAPITAL EXPENDITURE 2023/24

| | £'000 |
|---------------------------------|---------------|
| Fire Assessment Works | 2,000 |
| Major Refurbishments | 1,500 |
| Estate Improvements | 200 |
| Disabled Facilities Adaptations | 950 |
| New Dwellings | 15,200 |
| | 19,850 |
| | |
| | |
| | |
| FINANCING | £'000 |
| Grants | 3,660 |
| Capital Receipts | 2,000 |
| Borrowing | 9,280 |
| Housing Revenue Account | 1,940 |
| Reserves | 2,970 |
| | 19,850 |

23/24 – Total Housing
Service annual
expenditure

£52,253,000



TSM Tenant Perception Survey results

TP01
Overall
Satisfaction



575
Responses



TP02 Repairs
Service



TP08 Treats me
fairly



TP03 Repairs
Completion Time



TP09 Complaints
handling



TP04 Building
Maintenance



TP10 Communal
Areas



TP05 Safety



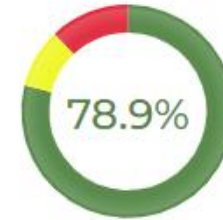
TP11
Neighbourhood
contribution



TP06 Listens to me



TP12 ASB



TP07 Keeps me
informed

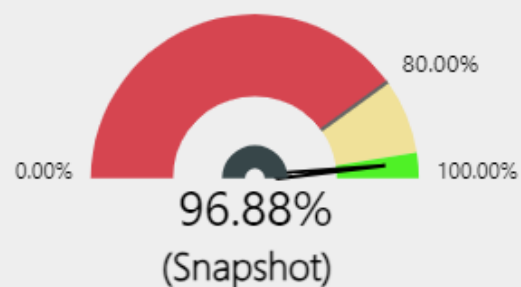


TSM Dashboard

Reporting Month: January

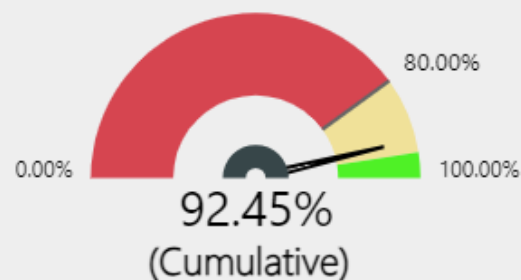


RP01 Decent Home Standard



This measure will be based on the percentage of a landlord's homes that do not meet the Decent Homes Standard.

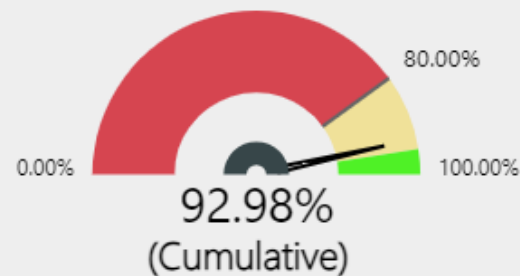
RP02 Emergency Repairs



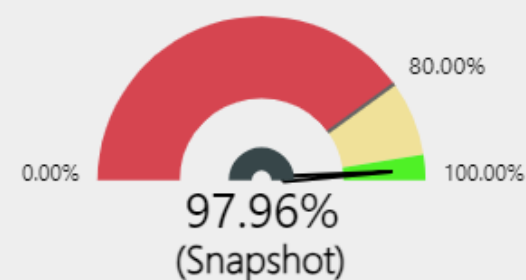
This measure will be based on the percentage of repairs the landlord has done within the target time they have set for themselves.

This will measure both emergency and non-emergency repairs requested by tenants.

RP02 Non Emergency Repairs

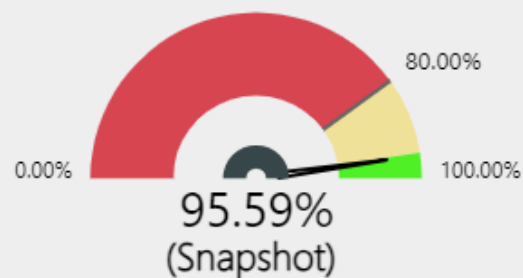


BS01 Gas Safety

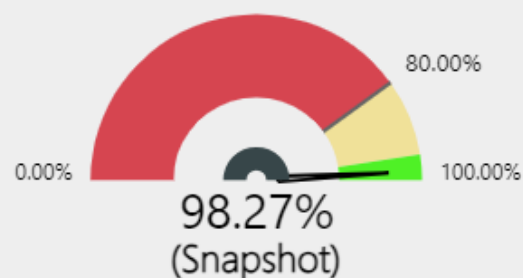


This measure will be based on the percentage of homes that have had all the necessary gas safety checks.

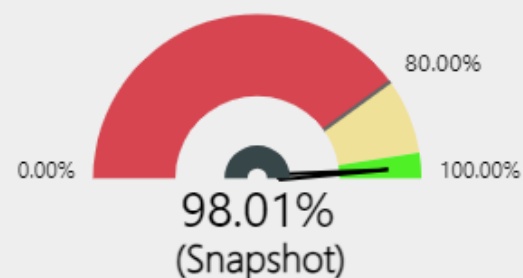
BS02 Fire Safety



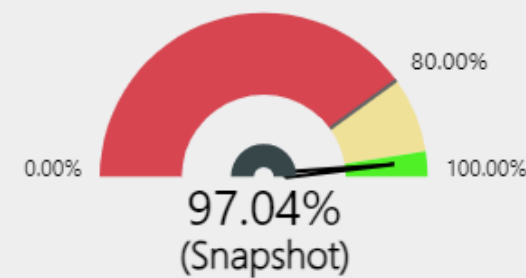
BS03 Asbestos Management



BS04 Water Safety

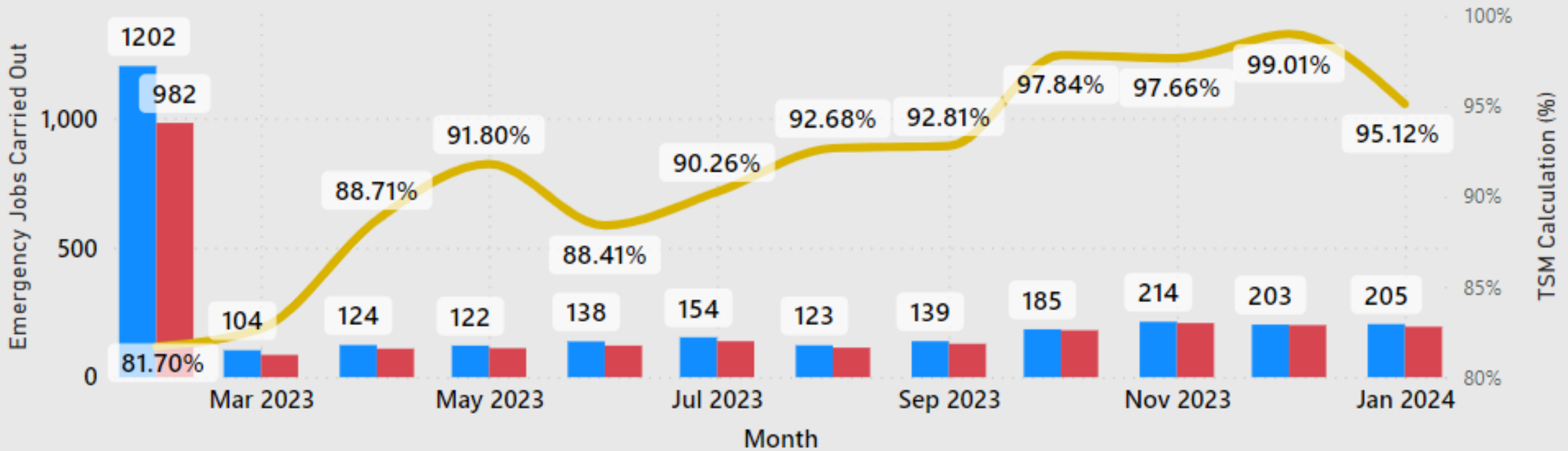


BS05 Lift Safety



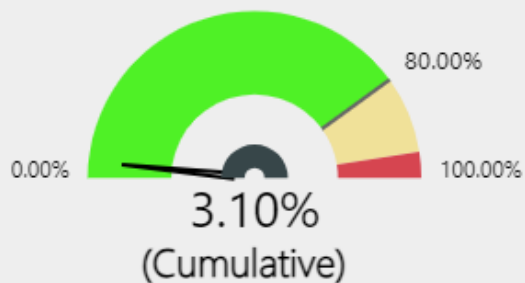
Repair Tracker

● Emergency Jobs Carried Out ● Emergency Jobs Within T/F ● TSM Calculation (%)

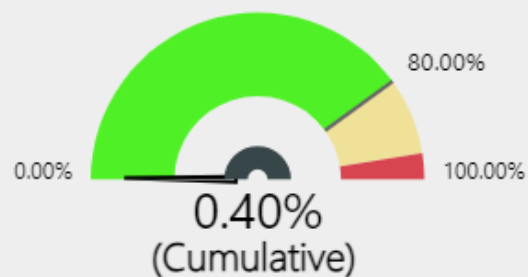


TSMs – End of January results

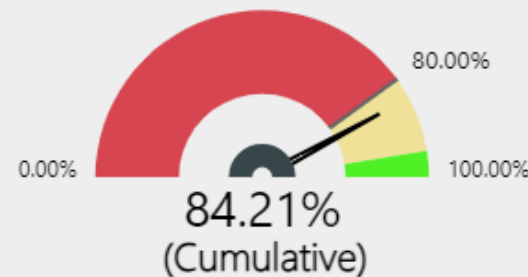
CH01 Stage 1 Received Complaints



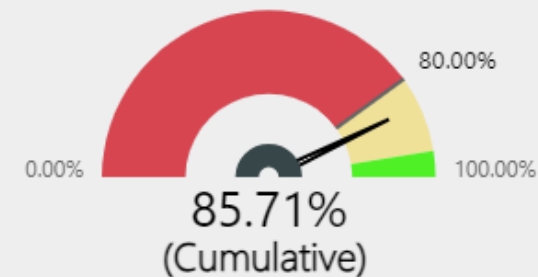
CH01 Stage 2 Received Complaints



CH02 Stage 1 Complaints Response



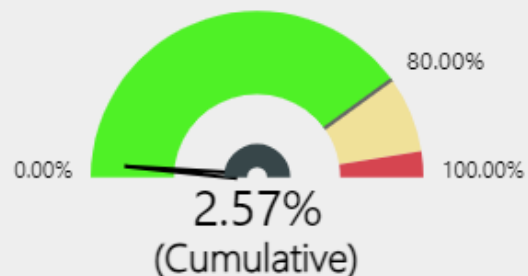
CH02 Stage 2 Complaints Response



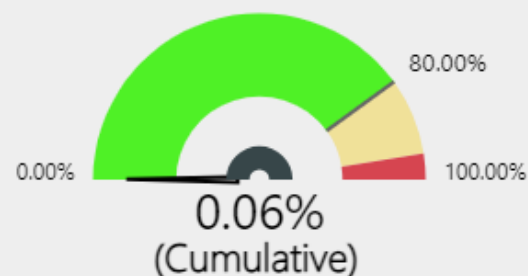
This measure will be based on the number of complaints the landlord receives for each 1,000 homes they own.

This measure will be based on the percentage of complaints the landlord responds to within the times set by the Housing Ombudsman's Complaint Handling Code.

NM01 Anti Social Behaviour Cases



NM01 ASB of Hate Crime Cases



This measure will be based on the number of anti-social behaviour cases opened for each 1,000 homes the landlord owns, including the number of cases that involve hate incidents.

Housing Customer Contact 2023/24

Data to 31st January 2024 () Denotes previous year for comparison

| Month | Total Number Calls | Total Number Chats | Total Number Emails | Total Contact |
|---------------------|--------------------|--------------------|---------------------|---------------|
| April | 3015 (3351) | 97 (23) | 2017 (909) | 4285 (4183) |
| May | 3318 (3520) | 98 (59) | 2357 (1186) | 4683 (4765) |
| June | 3082 (3706) | 79 (34) | 1342 (1202) | 4503 (4942) |
| July | 2881 (3158) | 58 (75) | 1242 (1019) | 4181 (4252) |
| August | 2913 (3387) | 68 (85) | 1532 (1314) | 4125 (4786) |
| September | 3247 (3397) | 48 (59) | 1731 (1263) | 5026 (4719) |
| October | 3870 (3735) | 69 (68) | 1365 (1394) | 5304 (5197) |
| November | 3665 (4068) | 81 (73) | 1874 (1632) | 5206 (5746) |
| December | 2979 (2901) | 81 (78) | 1013 (1373) | 4043 (4839) |
| January | 3580 (4057) | 75 (52) | 3580 (1206) | 5016 (4533) |
| February | ** (3265) | ** (74) | ** (1332) | ** (4671) |
| March | ** (3782) | ** (89) | ** (1264) | ** (5135) |
| Running Total 23/24 | Total Number Calls | Total Number Chats | Total Number Emails | |
| | 32,557 | 718 | 15,032 | |

2025/26 Maintenance Budgets

| CYCLICAL MAINTENANCE | 2024/25 £ |
|--|------------------|
| External Cleaning and Decoration | 500,000 |
| Appliance servicing (including gas, oil, solid fuel) | 987,000 |
| Lift Servicing | 96,000 |
| Fire Alarm Servicing | 75,000 |
| Portable Appliance Testing | 4,000 |
| Fire Risk Assessments | 27,000 |
| Air Source Heat Pump Servicing | 1,000 |
| CCTC, Laundry & Door Entry Servicing | 15,000 |
| Legionella Testing | 23,000 |
| Automatic Door Servicing | 21,000 |
| Window Cleaning | 23,000 |
| Alarms & Telecommunications | 38,000 |
| Emergency Lighting | 76,000 |
| | |
| TOTAL CYCLICAL MAINTENANCE BUDGET | 1,886,000 |

| PLANNED MAINTENANCE & IMPROVEMENTS | 2024/25 £ |
|---|------------------|
| Heating Replacement Gas | 1,455,000 |
| Electrical Rewiring | 842,000 |
| Sheltered Schemes Minor Works | 200,000 |
| Low Maintenance Eaves | 500,000 |
| External Door Replacements | 316,000 |
| Pitched Roofing | 945,000 |
| Repointing | 10,000 |
| Window Replacements | 1,476,000 |
| Kitchen Refurbishments | 1,000,000 |
| Drainage | 50,000 |
| Insulation Works | 76,000 |
| Structural Works | 300,000 |
| Asbestos surveys and removal | 100,000 |
| Garages | 200,000 |
| Heating Replacements Electric | 112,000 |
| Bathroom Refurbishments | 320,000 |
| Insurance Work | 10,000 |
| Water Main Renewals | 35,000 |
| Miscellaneous | 653,000 |
| | |
| TOTAL PLANNED MAINTENANCE & IMPROVEMENT BUDGET | 8,600,000 |

| Decarbonisation Projects | 2024/25 £ | 2025/26 £ | 2026/27 £ |
|---|------------------|------------------|------------------|
| Decarbonisation | 2,170,000 | 2,050,000 | 2,030,000 |
| TOTAL DECARBONISATION PROJECTS | 2,170,000 | 2,050,000 | 2,030,000 |
| | | | |
| ESTATE IMPROVEMENTS | 2024/25 £ | 2025/26 £ | 2026/27 £ |
| Provision of estates works and paving | 200,000 | 200,000 | 200,000 |
| TOTAL ESTATE IMPROVEMENTS BUDGET | 200,000 | 200,000 | 200,000 |

Damp, Condensation and Mould

Reports of damp, mould and condensation for period 1 October 2023 to 31st January 2024

199
Reports

41
Triaged 1st
report Advice
and
Information
Leaflet

135
Triaged
Maintenance
Visit

23
Triaged
2nd report



Maintenance Policies Introduced in 2019/20



Housing Landlord Services
Fire Safety Policy 2019



Housing Landlord Services
Playgrounds & Play Equipment Policy 2019



Housing Landlord Services
Lifts and Lifting Equipment Policy 2019



Housing Landlord Services
Legionella Policy 2019



Housing Landlord Services
Gas Safety Policy 2019



Housing Landlord Services
Maintenance and Repairs Policy 2019



Housing Landlord Services
Electrical Safety Policy 2020



Housing Landlord Services
Void and Mutual Exchange Policy 2020

Corporate control of contractors' policy

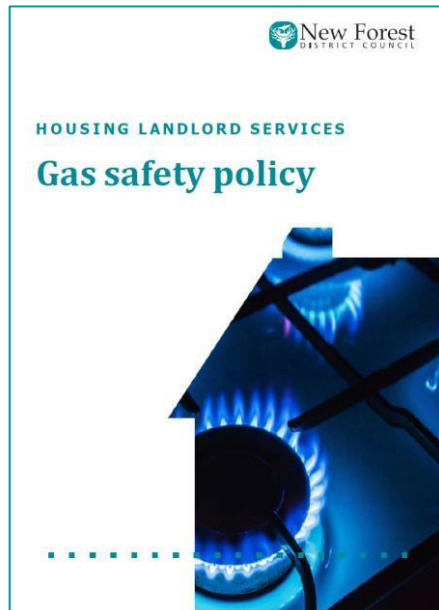
Corporate control of asbestos policy

New Policies and next steps...

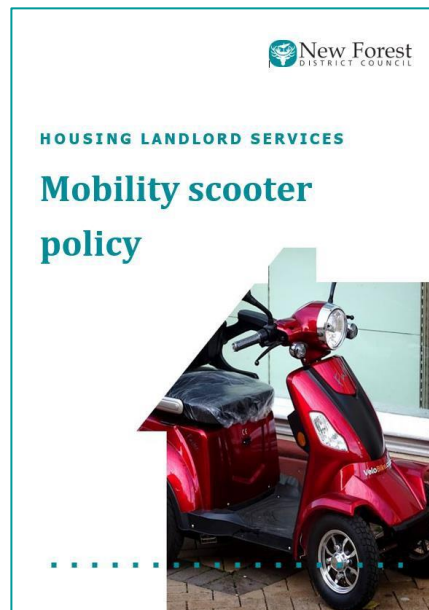
Reviews underway.....



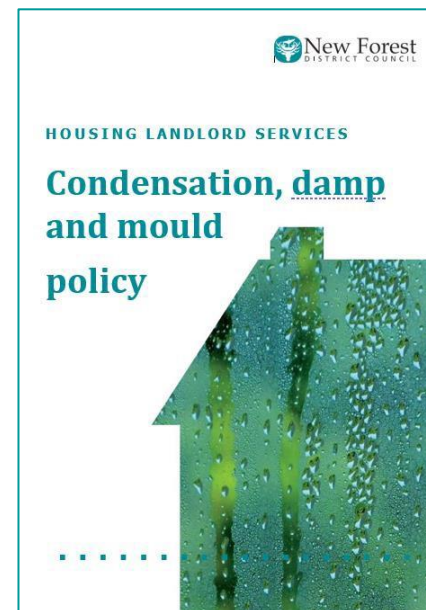
Updated September 2022



Updated February 2023

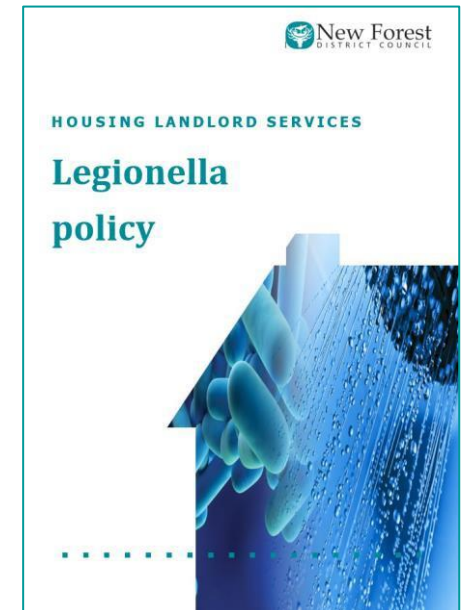


Introduced 1st March 2023



Draft in progress for 1st April 2024

- Legionella
- Playgrounds and Play Equipment
- Lifts and Lifting Equipment



Next steps.....

Reviews to be carried out in 2024:

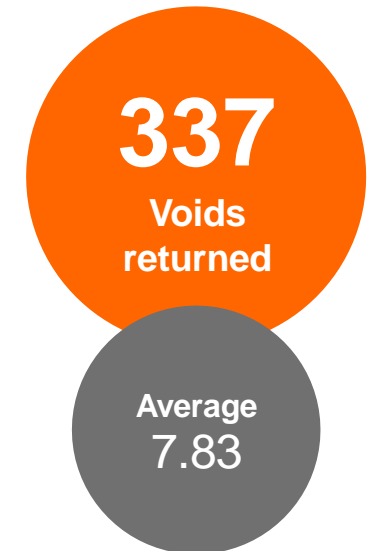
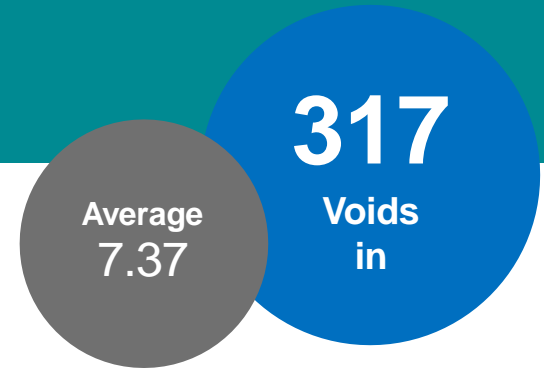
- Electrical Safety
- Maintenance and Repairs
- Void and Mutual Exchange Policies

Void Stats

Period 1st April 2023 to 31st January 2024

- 32 voids currently undergoing works.
- Average void maintenance turnaround from 'Keys In' sitting at **20 calendar days** for type A & B Voids.
- Type C voids includes buy backs and properties requiring more extensive work to make them available for reletting.

| Voids | 2022/23 | 23/24 To end of Period 10 (12 months) |
|----------------------------------|--------------------------|---|
| General inc. TA | 273 | 273 (330) |
| PSLs | 51 | 64 (77) |
| TOTAL | 324 | 337 (407) |
| Average Cost Internal | £3,123 | £2,044 |
| Average Cost External Contractor | £3,785 | £6,363* |
| Annual Expenditure | £1,072,203 (HRA Outturn) | £1,329,340 Voids Budget £1,116,311 to period 10 £1,339,573 projected to period 12 |



Financial Pressures

- **Stock investment**
 - Aging stock
 - Falling behind on replacement programmes
 - Increasing material costs
 - Major works:
 - £47,806/unit over 30 years - **£248,591,200**
- **Refurbishments and Major Structural issues**
 - Older temporary accommodation
 - Subsidence and structural issues
- **Decarbonisation**
 - Additional £9m - £15m by 2030
 - No certainty over grant funding post 2025
 - Decarbonisation: £25,000/unit by 2050 -
 - Additional £115m by 2050
 - Switch from gas boilers to alternative heating
 - Re-training
- **Fire Safety programmes**
 - Will continue through the medium term
- **Rent Income**
 - 23/24 rent capped at 7% (11.1% without)
 - New Government settlement from 2025 (CPI+1% currently)
 - Cost of Living – Increasing arrears
 - Garages – review to begin in 2024 as high repair costs, income loss, and additional budgets required
- **Voids**
 - Increased number of voids impacts income
 - Level of expenditure required per void
- **Internal Costs**
 - Grounds Maintenance
 - Streetscene, Trees

Financial Pressures

- **Gov't Policy**

- Future Rent Caps will affect income position

- **Disabled Facilities Grants**

- 23/24 £950k – stopped new work
- 24/25 £1.2m required with further increases

- **Recruitment**

- Unable to attract and retain skilled employees with current pay

- **Professionalisation**

- New qualifications for Managers
- £30k initially then £10k pa

- **Interest Rates**

- Higher interest charges on borrowing

- **Inflation**

- High inflation will affect expenditure position
- Staff pay £350k extra this year

- **Damp and Mould response**

- Cleaning costs
- Ventilation

- **Social Housing Regulation Act**

- £41k per year registration
- Tenant Engagement
- Surveying costs - £20k per year
- Technology improvements
- Estate and neighbourhood Improvements

- **Housing Development**

- Increasing land values
- Increasing material costs

Draft baseline

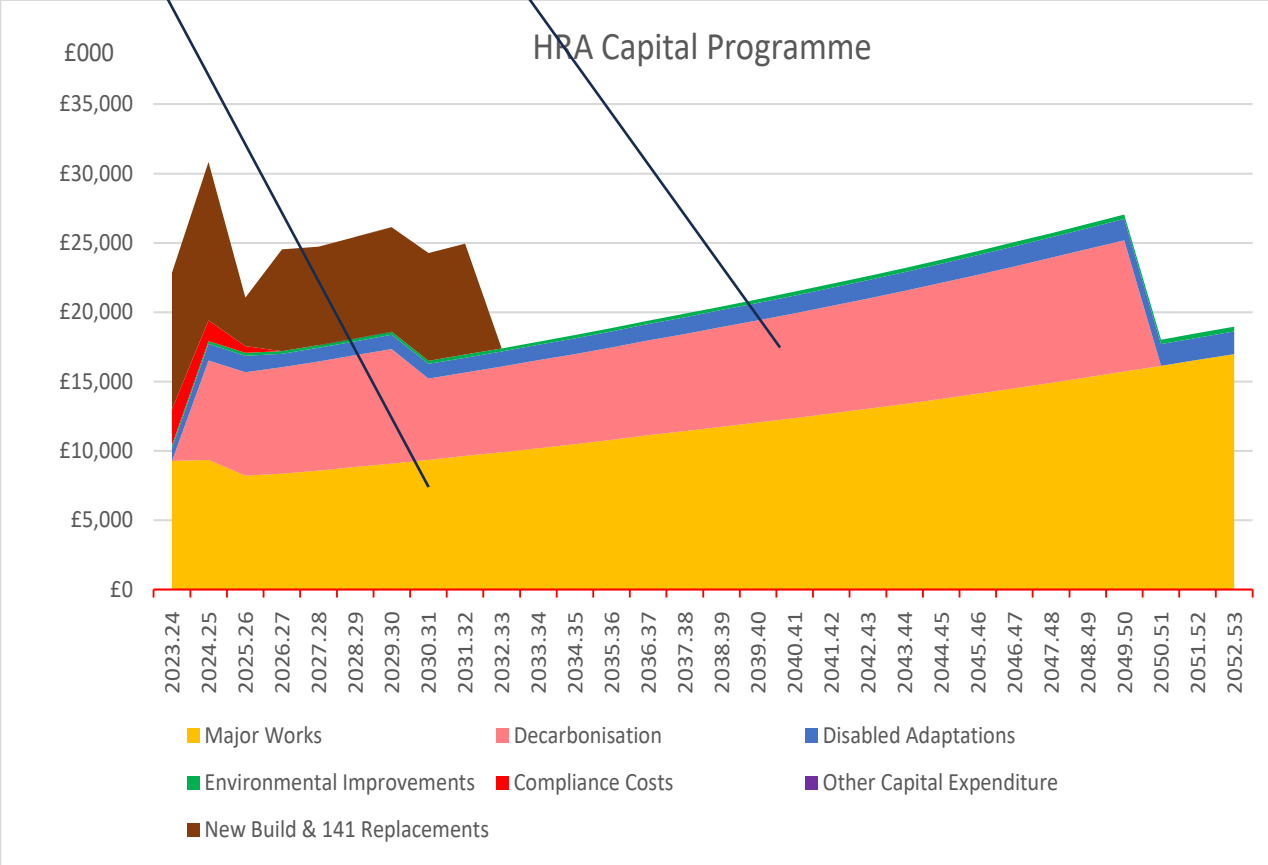
Major works spend/unit is higher than average

Decarbonisation spend reflects £25k/ unit (net)

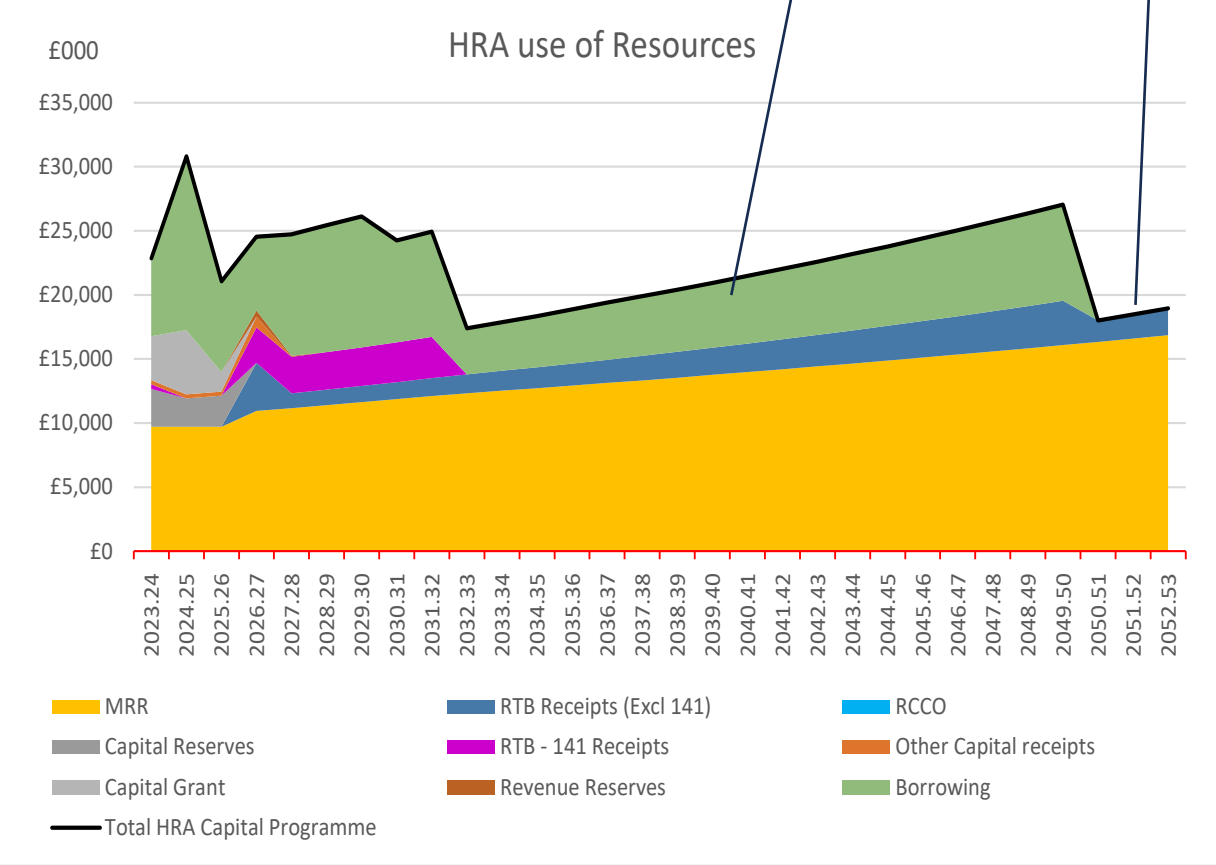
Relies on borrowing for decarbonisation investment

Resources exceed investment after decarbonisation

Capital programme



Capital financing



Draft baseline

Performance is better than most authorities

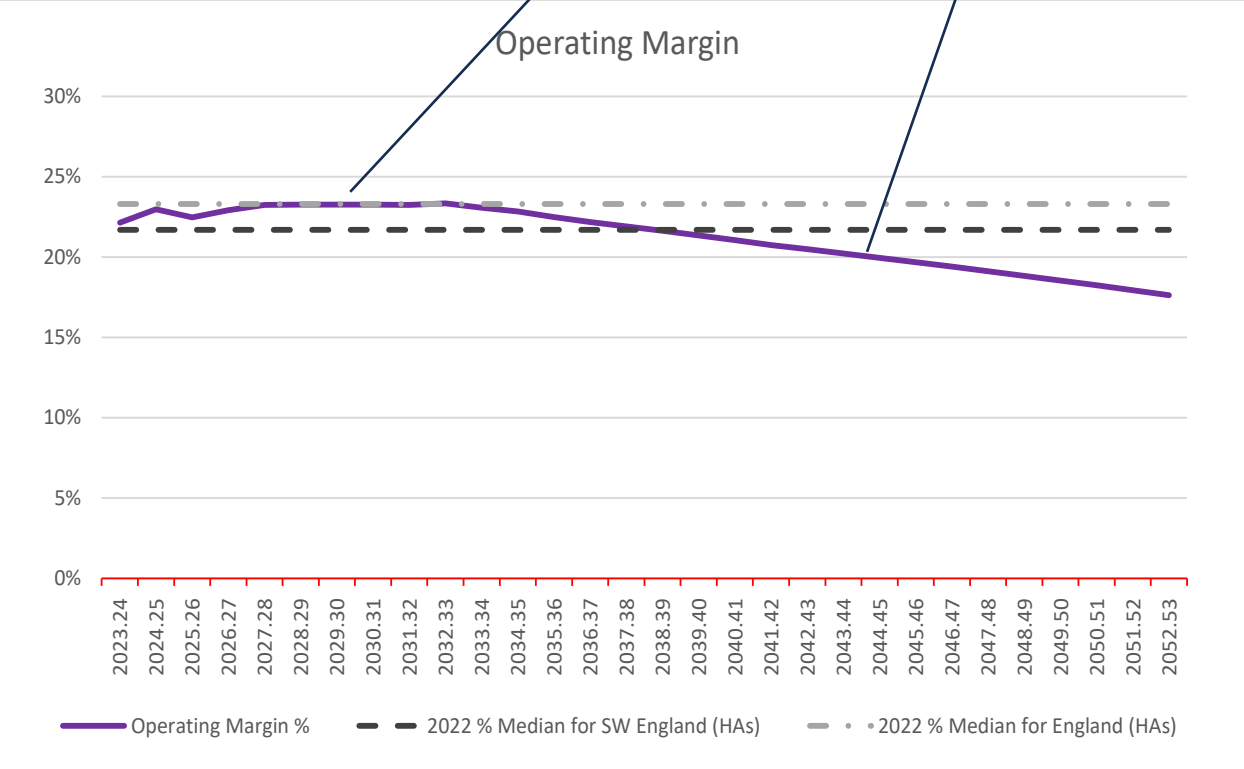
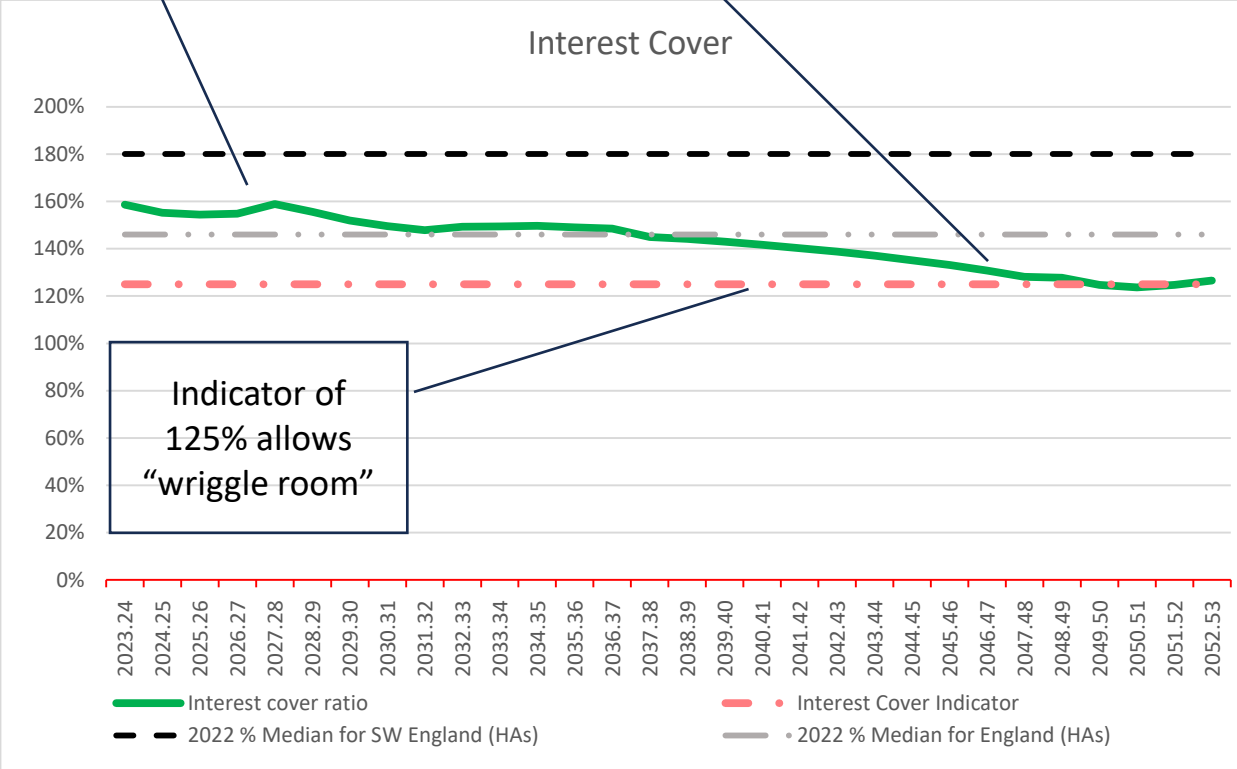
Affordability drops as debt increases

Performance is better than most local authorities

Costs per unit rise faster than rents over long term

Interest cover

Operating margin



*Good measure of risk used in the sector - Interest cover is the number of times that the annual interest charge could be paid out of the annual net income

*Operating Margin is the net income of the HRA, expressed as a percentage of total income. It shows the percentage of income that is available to service debt or pay for investment, after deducting the main operating costs

Income maximisation

New Rent Setting and Service Charge Policy approved January 2023:

- Service Charge review to yield £175k additional annual income from 24/25.
- All newly built dwellings that are not let at Affordable Rent, or Shared Ownership, will be let at Formula Rent, plus 5% rent flexibility.
- Properties purchased under the 'Buyback' scheme will be let at formula rent.
- All dwellings that become vacant and available for relet, and that are not let at Affordable Rent or Shared Ownership, will be let at the Formula Rent.
- Rent Flexibility of 5% will be applied to the weekly rent of empty social rent properties upon reletting, in addition to the uplift to formula rent, where the empty property:
 - Is part of an energy efficiency improvement programme
 - Receives significant expenditure, over £40,000, to remedy substantial property faults

Conclusions

- Higher major repairs costs and introduction of Decarbonisation work can be afforded **BUT**, places HRA under additional pressures over 30-year period.
- Lots of opportunities to explore innovative ways of working
- **In Summary - Overall, position looks strong, BUT**
- **Still requires rigorous management of costs and maximisation of income.** The HRA needs to operate as a **long-term business**, within boundaries set by the available revenue and capital resources.

Questions?