

<b>LONDON BOROUGH OF CAMDEN</b>	<b>WARDS:</b> All
<b>REPORT TITLE</b> Housing Associations Annual Performance Report	
<b>REPORT OF</b> Director of Housing	
<b>FOR SUBMISSION TO</b> Housing Scrutiny Committee	<b>DATE</b> 14 <sup>th</sup> November 2023
<p><b>SUMMARY OF REPORT</b> This report provides annual performance information for the four housing associations (HAs) with the majority of HA stock in the borough and a summary of HAs' performance in the delivery of new homes.</p> <p><b>Local Government Act 1972 – Access to Information</b> No documents that require listing have been used in the preparation of this report.</p> <p><b>Contact Officer:</b> Simone Melia Head of Housing Solutions 020 7974 6371 <a href="mailto:simone.melia@camden.gov.uk">simone.melia@camden.gov.uk</a></p>	
<p><b>RECOMMENDATION</b> That the Housing Scrutiny Committee notes and comments on the report.</p>	

Signed:



Glendine Shepherd

Date: 2<sup>nd</sup> November 2023

## 1. Purpose of report

- 1.1 The purpose of the report is to provide annual performance information for the four housing associations (HAs) with most of the HA stock in the borough and a summary of HAs' performance in the delivery of new homes.

## 2. Introduction

- 2.1 There are 49 HAs who between them own and manage 12,306 homes in Camden. The majority of those HAs have relatively little stock in the borough but there are four that between them manage nearly two-thirds of the HA stock: One Housing (OH) who are part of the Riverside Group, Origin Housing, Notting Hill Genesis (NHG) and Clarion. This report therefore focuses largely on the performance of those four HAs.
- 2.2 The Council has little formal regulatory control over HAs but instead relies on its strategic partnership working with HAsu to resolve issues and to work together to meet borough wide priorities as set out in plans such as the Camden Plan and the Homelessness and Rough Sleeping Strategy.
- 2.3 This report has been prepared in accordance with the recommendations of a HA Scrutiny Panel that reported to a previous Housing Scrutiny Committee in 2015. The panel envisaged an annual performance report containing all the most pertinent data that could give the Housing Scrutiny Committee a window into the activities of the HAs, including:
- proceeds from sales of Camden units and reinvestment of the proceeds back into Camden/elsewhere.
  - number of voids on a given date
  - numbers of possession orders
  - number of changes to rent 'type' and tenancy agreement type.
  - tenancy lengths offered and whether the security is assured.
  - how many homes are being built by HAs in Camden

## 3. Sales of and investment in Camden HA stock 2022/23

- 3.1 Table 1 indicates nil sales this year. In recent years, Notting Hill Genesis has been the only HA making any significant number of disposals in the borough. Last year Clarion was the only HA that sold stock in the borough, and this was in fact one property where the remaining lease period was sold back to the charity freeholder. The property had been supported accommodation and had individual tenancies for the 8 rooms contained therein.

**Table 1: Sale of HA stock 2022-23**

HA	No of Units sold	Sales receipt
Clarion	0	Nil
NHG	0	Nil
OH	0	Nil
Origin	0	Nil

- 3.2 During bilateral meetings, the HAs have advised that they would only dispose of void properties that are uneconomic to manage or maintain, poorly performing or with high latent market value, with receipts from such disposals recycled to support investment in new and existing stock, although not necessarily in the borough.
- 3.3 Table 2 below shows the investment the four HAs made in 2022-23 in their existing Camden stock, including stock component replacements such as windows, boilers, kitchens and bathrooms, as well as cyclical works, which usually involves the following:
- painting and decorating externally
  - repairing, repainting and maintaining doors, windows and brickwork
  - repairing entrance gates, party walls, paving, shared stairs and drains
  - cleaning or replacing the flooring in shared areas.

**Table 2: Investment in Camden stock 2022/23**

HA	Total spend	Total stock in Camden
Clarion	£0.32m	1323
NHG	£1.55m	1748
OH	£0.61m	2452
Origin	£1.59m	2428

- 3.4 Clarion report that they are planning to invest £650k in the coming months on three blocks, including roof replacements at Bevan John House and Harpur Mews.

#### 4. Managing tenancies

- 4.1 This section analyses data provided by the four HAs in relation to their Camden stock for voids, evictions, rent arrears, tenure changes, and new tenancies.
- 4.2 Table 3 below shows, for both 2021/22 and 2022/23, the average turnaround time for letting voids and the percentage of stock that was void. Turnaround data is notoriously difficult to benchmark as different organisations measure different elements of the process, but the table shows that, in 2022/23, Clarion took the longest to re-let its empty properties and had the highest percentage of stock void during the year.

**Table 3: Average turnaround times and Voids 2021/22 and 2022/23**

HA	Average turnaround time for letting (days)		% of Camden stock void during the year	
	2021/22	2022/23	2021/22	2022/23
Clarion	NA	153	2.6	5.2
NHG	42	42	2	2
OH	79	64	3.8	3.3
Origin	76	54	1.9	2.1

4.3 The table also shows marked differences from the previous analysis in the time that HAs are taking to let their empty properties. Origin and OH both improved their turnaround times. The Council is undertaking a review of the nominations process and meetings have been arranged with the HAs to identify the blockages and work on solutions where required.

4.4 Table 4 below shows the number of evictions carried out in Camden by the four HAs and the reasons for those evictions. It shows that the only reason for evictions was rent arrears.

**Table 4: Evictions 2022/23**

HA	Rent Arrears	Anti-Social behaviour	Illegal Occupation	TOTAL
Clarion	0	0	0	0
NHG	0	0	0	0
OH	1	0	0	1
Origin	2	0	0	2
<b>Total</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>3</b>

4.5 Table 5 below shows what the HAs' rent arrears were in Camden in 2022/23 as a percentage of rent roll. Origin has the most effective rent collection record whilst Clarion, although the highest, continue a downward trend as they recover from a major cyber-attack last year.

**Table 5: Rent arrears 2022/23**

HA	Rent arrears as % of rent roll
Clarion	6.7
NHG	4.9
OH	5.9
Origin	4.6

4.6 Table 6 below shows how many units in Camden each HA changed from social rent to Affordable Rent or market rent. In 2022/23, none of the big four HAs converted any social rent units to either of these tenures and, as a whole, the number of such conversions to Affordable Rent by HAs have stopped as the development programme that was funded in this way came to an end. In the recent past, Origin and OH converted units to market rent to support their development/refurbishment programmes and both have given assurances that they will convert these back to social rent within a few years, after the necessary funding has been raised.

**Table 6: Tenure changes from social rent 2021/22 and 2022/23**

HA	to affordable rent 21/22	to affordable rent 22/23	to market rent 21/22	to market rent 22/23
Clarion	0	0	0	0
NHG	0	0	0	0
OH	0	0	0	0
Origin	0	0	0	0

- 4.7 Table 7 below shows the number of new tenancies each HA issued in Camden in 2021/22 and 2022/23 and whether they were lifetime or fixed term tenancies. It shows the continued shift away from fixed term tenancies that were approximately two-thirds of new lettings in 2018/19, with only Clarion issuing any fixed term (normally five year) tenancies in 2022/23.

**Table 7: New Tenancies 2021/22 and 2022/23**

HA	Lifetime (Assured) 2021/22	Lifetime (Assured) 2022/23	Fixed term 2021/22	Fixed Term 2022/23
Clarion	21	32	5	5
NHG	26	26	0	0
OH	76	45	0	0
Origin	146	69	0	0
<b>Total</b>	<b>269</b>	<b>172</b>	<b>5</b>	<b>5</b>

## 5. Maintenance of properties

- 5.1 There are two main measures that the Council collects of a HA's repairs performance in Camden:
- the number and nature of enquiries from Members and MPs on behalf of the HA's tenants
  - the number and nature of referrals from the HA's tenants to the Council's Private Sector Housing Team (PSHT), which is responsible for providing advice and enforcing Environmental Health standards in relation to private sector housing, including HA stock.
- 5.2 Table 8 below shows the performance of the big four HAs in Camden in relation to these two measures over the last 12 months.

**Table 8: Enquiries and complaints 1<sup>st</sup> October 2022 to 30<sup>th</sup> September 2023**

HA	STOCK IN CAMDEN	MEMBER/MP ENQUIRIES	CLLR/MP ENQUIRIES RE REPAIRS	COMPLAINTS TO PSHT	LBC ENFORCEMENT NOTICES ISSUED
Clarion	1323	22	11	12	4
NHG	1748	17	13	12	3
OH	2452	31	17	8	4
Origin	2428	17	11	16	3
<b>Total for all HAs and Co-ops in Camden</b>	<b>12306</b>	<b>105</b>	<b>68</b>	<b>70</b>	<b>20</b>

5.3 The table shows that, proportionally, Clarion had the most Member/MP Enquiries, whilst NHG have the highest proportion of Member/MP Enquiries that are Repairs. OH, have the least complaints to PSHT but the highest proportion leading to statutory Notices.

## 6. Fire Safety

6.1 In general the HAs have policies to minimise risks of fire in properties, personal injury and property damage and statutory compliance (e.g., Building Act 2002) whilst implementing good practice.

6.2 Examples of policy include;

- Provide training and information to all key stakeholders.
- Provide adequate means of escape at all times.
- Ensure measures are taken to reduce fire and smoke spread.
- Provide and maintain where necessary suitable fire systems.
- Implement contingency arrangements in the event of a critical fire system failure.
- Implement a business continuity procedure.
- Discuss fire safety with other Duty Holders to meet legal requirements.
- Regular undertaking and review of Fire Risk Assessments (FRAs) across all properties.
- Effective procedures for the remediation and management of fire safety actions arising from FRAs.
- Maintaining and updating a property list and asset register for fire safety equipment.

- Ensuring appropriate contracts and management processes are in place for the testing, servicing, and maintenance of active and passive fire safety systems.
- Fostering and maintaining effective working relationships with regulatory bodies, including the Primary Authority Partnership with the London Fire Brigade.
- Monitoring and adapting to changes in legislation, guidance or best practice.
- NHG apply the precepts of the PAS 7 fire risk management system (BSI approved holistic management system across the entirety of an organisation) to develop a clear, formally documented system to reduce fire risk.
- Regular communication on fire safety matters with all relevant parties including residents and customers. Communication to include meeting groups of residents where required.

## 7. Damp and Mould

7.1 In general the HAs have a common approach to dealing with Damp and Mould cases and indeed the Council convened a meeting with the HAs and our own Repairs team in February 2023, where individual policies, best practice were discussed and similarities emerged, these include;

- Ensuring staff are trained on how to recognise, manage and identify solutions to damp, mould and condensation within homes and communal areas.
- Stock condition surveys as well as non-repairs related visits to pick up damp and mould issues.
- Multiple ways of reporting damp and mould concerns by tenants (live chat, WhatsApp, email, phone, in person, social media) to their HA
- Surveyor inspections usually within 10 working days of report
- Each report risk assessed and categorised according to the severity of the hazard.
- Real time monitoring and tracking of cases.
- Clear timescales for completion of work
- Decants where required.
- A system of aftercare/post works monitoring to minimise recurrence of issue.

**Table 9: High risk Damp and Mould cases/decants.**

HA	Severe Cases	Decants
Clarion	25	0
NHG	1	0
OH	N/A	2
Origin	8	2

7.2 Table 9 is a current snapshot of cases, we are expecting annual figures from next year onwards.

## 8. Development of new homes

8.1 Table 10 below shows the affordable housing delivered through HAs and the Council's Community Investment Programme (CIP) in each of the last five years.

**Table 10: Development of new affordable homes 2018/19-2022/23**

	2018/19		2019/20		2020/21		2021/22		2022-23	
	HAs	CIP	HAs	CIP	HAs	CIP	HAs	CIP	HAs	CIP
Social Rent Units	26	188	93	8	8	79	16	16	16	51
Affordable Rent Units	13	0	16	0	24	0	47	0	0	0
Intermediate Housing Units*	16	23	31	0	6	0	41	0	7	0
<b>TOTALS</b>	<b>55</b>	<b>211</b>	<b>140</b>	<b>8</b>	<b>38</b>	<b>79</b>	<b>104</b>	<b>16</b>	<b>23</b>	<b>51</b>

\*Intermediate Rent and Shared Ownership

8.2 The table shows that HAs have delivered 360 affordable housing units over the last five years and CIP has delivered 365. HAs report that there are currently just under 400 units for social-affordable (social rent or London Affordable Rent) and 28 units for Affordable Rent in development /on-site with expected completion dates between October 2023 and August 2025.

## 9. Finance Comments of the Executive Director Corporate Services

9.1 The Director of Finance has been consulted and has no comments to add.

## 10. Legal Comments of the Borough Solicitor

10.1 The report provides an update on housing association activity in Camden and therefore there no legal implications for the Council.

## 11. Environmental Implications

11.1 This report provides an update on housing association activity in Camden and therefore there are no environmental implications arising for the Council.

**REPORT ENDS**