Tenancy Audits: August 2022 Analysis

First audit date: 13/04/2022   **Time period for analysis:** 13/04/2022 – 12/08/2022

Housing Officer	Visits Attempted	Audits Carried Out	Audits Closed	Number of Access Refusals	Number of Return Visits (exc. 1st visit)
Total	403	337	189	64	255
% of stock	**5.72%**	**4.79%**	**2.68%**		

Table 1

Table 1 captures the overall progress to date with tenancy audits. It displays the number of properties where visits have been attempted, the number of properties where access has been granted and audits have been undertaken, and the number of properties where actions resulting from audits have been completed and closed.

The tenancy audits are being undertaken across our general needs and sheltered housing stock, as of August 2022 this involves 6,526 general needs properties and 514 sheltered properties, totalling 7,040 properties.

Based on the below averages, we can estimate that to complete the tenancy audits across the above properties will take a minimum of 9,706 hours or 1,312 days of work. This does not factor in the time taken for refused access, or for return visits, or for multiple post-visit actions and is therefore a very optimistic estimate.

- Average time taken to complete the initial visit - 35 mins
- Average time taken to complete each post-visit action - 50 mins

If this workload is split between five Housing Officers (HOs) it will require 1,941 hours or 262 days of work each. If it is split between four HOs it will require 2,426 hours or 328 days of work each.
These figures reflect only the time dedicated to carrying out work related to tenancy audits, and does not include the rest of the substantive work of the HO.

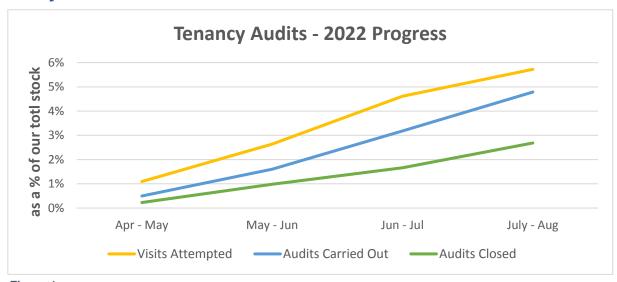# Analysis

Tenancy Audits - 2022 Progress

Figure 1

Figure 1 plots the data in table 1 over time, from the initiation of the pilot project on the 13th April 2022 until the 12th August 2022.

Figure 2 uses the data generated by the four months of progress so far to produce a forecast of expected housing stock completion by the end of the pilot stage in April 2023.

Whilst figure 2 helps provide a useful indication, it over-simplifies the practical undertaking of the tenancy audits by assuming a linear relationship among the variables.

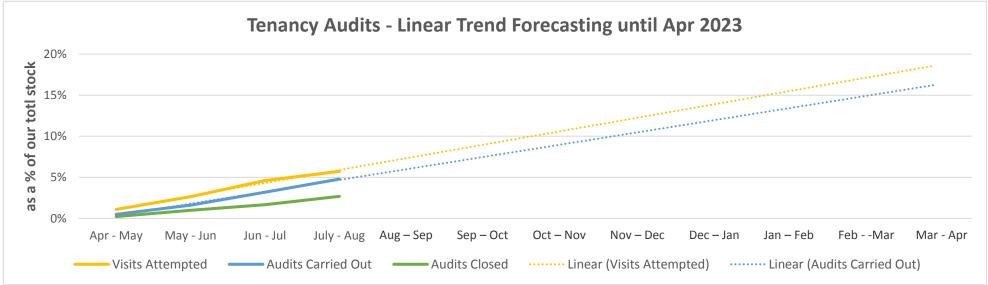**Tenancy Audits - Linear Trend Forecasting until Apr 2023**

Figure 2

Household Details Update Required

49%   51%

- No
- Yes

Figure 3

Properties with issues/support needs identified

Properties with no issues/support needs identified, 46
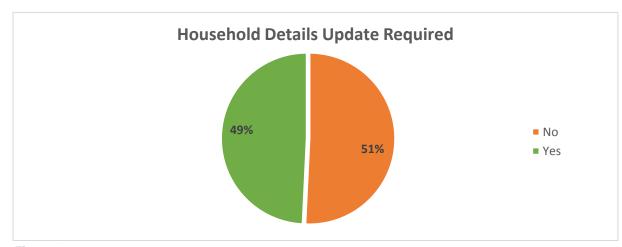
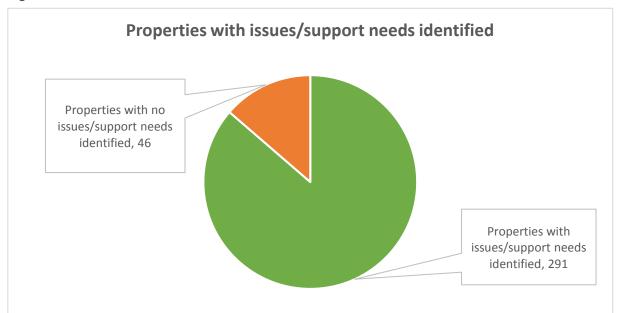Properties with issues/support needs identified, 291

Figure 4

Figure 3 shows that in 49% of our properties it has been identified that the current household details on the housing management system (Orchard) are inaccurate or incomplete.

The quality of the data we hold about our tenants inevitably impacts our ability to make meaningful strategic decisions on housing policy and how to best support our tenants.

Figure 4 shows the total number of properties audited in which there have been issues or support needs identified (86%), and the properties in which there have been none (14%).

The data so far shows that on average there are 2 issues or support needs identified per property. At most there have been 6 actions identified, in one property this has involved:

- Rent arrears advice
- Help given to downsize
- Untidy tenancy
- Unauthorised alterations
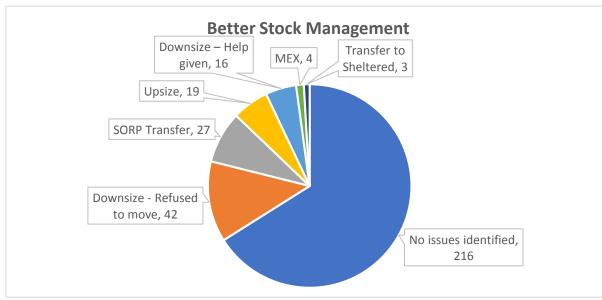- Neighbour dispute
- Occupational therapy

Better Stock Management

Downsize – Help given, 16

MEX, 4

Transfer to Sheltered, 3

Upsize, 19

SORP Transfer, 27

Downsize - Refused to move, 42

No issues identified, 216

Figure 5

Property Condition

Disabled adaptations required, 16

Damp/Mould, 7

Hoarding, 22

Poor property conditions, 29

Unauthorised alteration, 31

No issues identified, 123
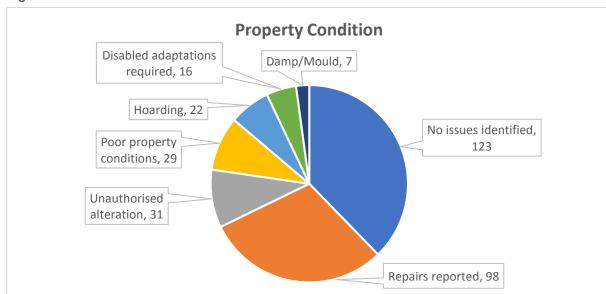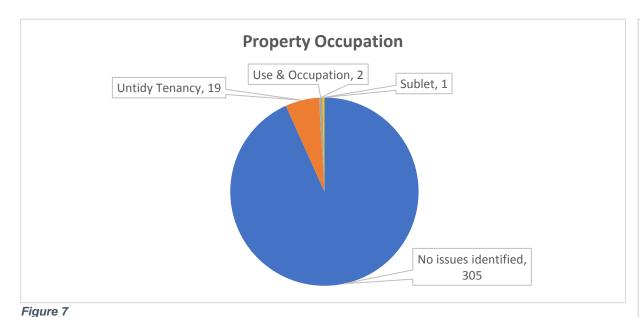
Repairs reported, 98

Figure 6

Figure 5 shows actions identified in properties where better stock management is required. Downsizing accounts for 58 cases in total, demonstrating that underoccupation is a significant issue across our stock which has a knock-on impact in meeting the housing need of those on the register. In 19 cases the need for upsizing has been identified showing that there are also problems of overcrowding in our stock. In 75% of the referrals made to Children's Social Care (CSC - see figure 10) overcrowding has been identified as an issue.

Figure 6 shows property condition issues identified. In 98 properties repairs have been identified and reported by HOs. There are also significant numbers of unauthorised alterations, with alterations such as garden decking or partition walls identified. In cases of poor property condition, issues such as poor decorative standard, overgrown gardens and the presence of pests have been identified. In 75% of drug use/dealing cases (see figure 8), poor property conditions have been identified. In 37.5% of properties where disabled adaptations are required, occupational therapy has been identified as a support need (see figure 9).

Property Occupation

- Untidy Tenancy, 19
- Use & Occupation, 2
- Sublet, 1
- No issues identified, 305

Figure 7

Figure 7 shows issues with the status of property occupation. So far it has been identified that one of our properties is being illegally sublet, and two properties are being occupied by someone after the tenancy has been terminated. In the majority of cases an untidy tenancy has been identified, in which one of the joint tenants has left the property but is still named under the tenancy.

ASB

- Domestic Abuse, 7
- Drug Use/Dealing, 4
- Cuckooing, 1
- Neighbour Dispute, 61
- No issues identified, 253

Figure 8

Figure 8 shows anti-social behaviour (ASB) issues identified. Neighbour disputes have been identified in the majority of properties; this category also accounts for 30% of all complaints received by City Homes in Q1 2022/23. In the cases so far there is also a strong correlation between drug use/dealing identified and poor property conditions.
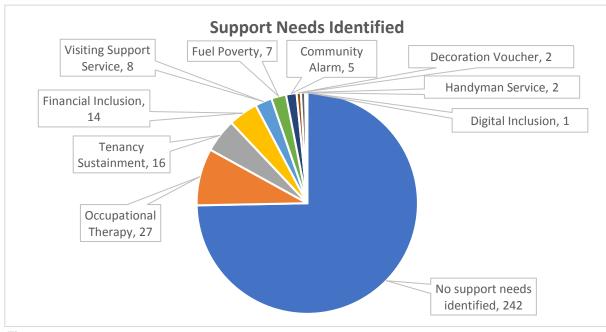
Support Needs Identified

- Visiting Support Service, 8
- Fuel Poverty, 7
- Community Alarm, 5
- Decoration Voucher, 2
- Handyman Service, 2
- Financial Inclusion, 14
- Digital Inclusion, 1
- Tenancy Sustainment, 16
- Occupational Therapy, 27
- No support needs identified, 242

Figure 9

Safeguarding Referral
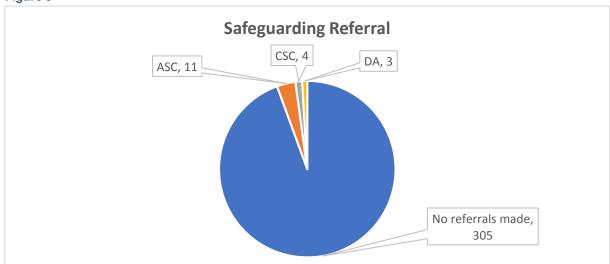

- ASC, 11
- CSC, 4
- DA, 3
- No referrals made, 305

Figure 10

Figure 9 shows support needs identified. It is interesting to note that Food Bank has not been a support need identified so far and only one referral has been made to digital inclusion. In 50% of the cases where tenancy sustainment is required, hoarding has also been identified as an issue (see figure 5).

There is also a strong correlation between properties needing disabled adaptations and an occupational therapy need identified. Fuel poverty is anticipated to be an issue that is increasingly identified as visits are undertaken throughout the Autumn and Winter, as is damp/mould (see figure 6).

Figure 10 shows the number of safeguarding referrals made. Whilst domestic abuse (DA) is also captured in ASB (see figure 8), the cases in this graph have been identified as meeting the risk threshold after which a formal referral is made. In 89% of safeguarding referral cases (DA, CSC and Adult Social Care (ASC)) so far issues with the property condition have been identified, predominantly poor property conditions and hoarding.