



ONCHAN – A PLACE FOR EVERYONE



SEPTEMBER 2022

ANNUAL HOUSING REPORT





ONCHAN DISTRICT COMMISSIONERS

ANNUAL HOUSING REPORT

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INTRODUCTION

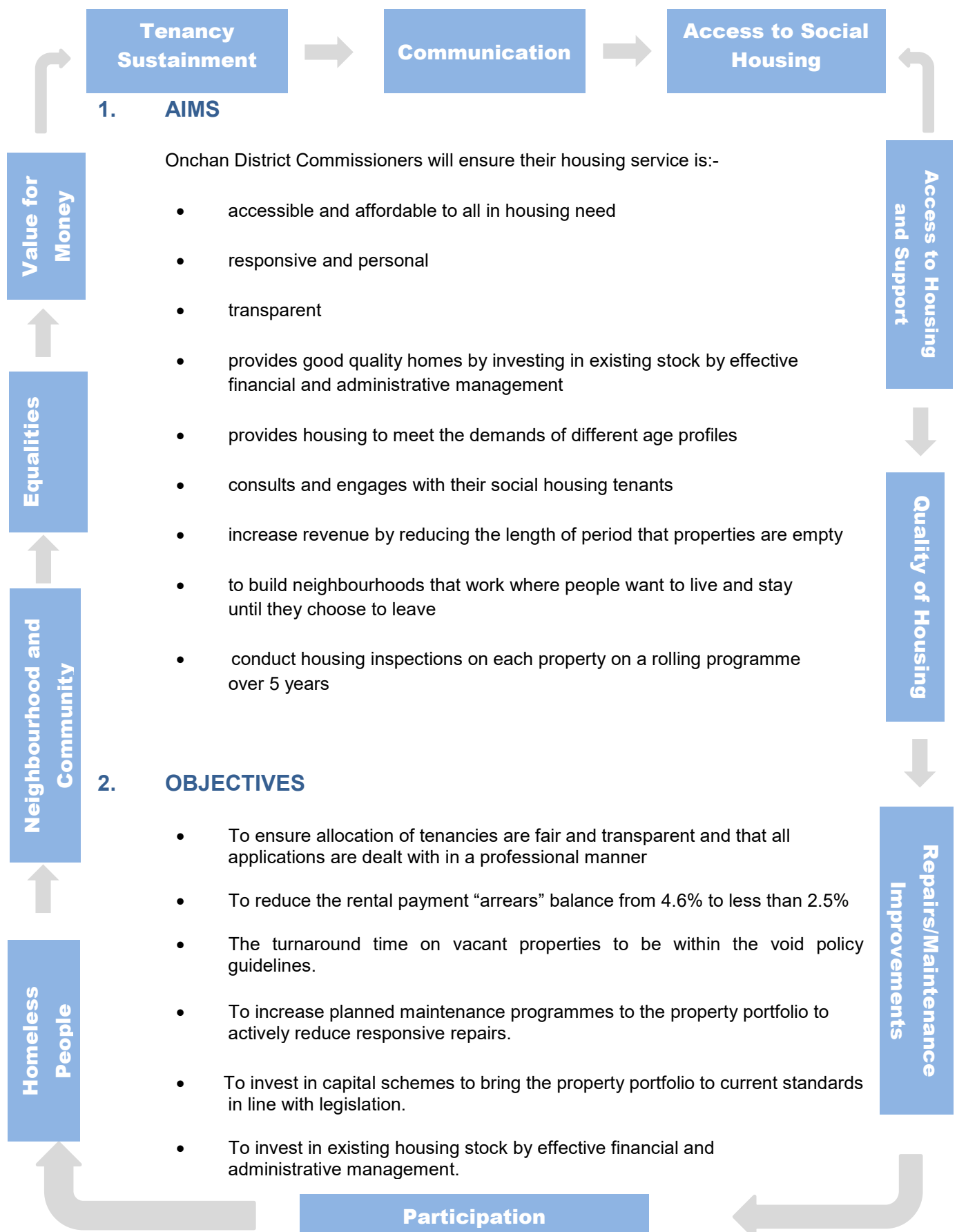
The report gives an overview of our services. This is the third annual Housing Review Report, previous copies may be found on the Authority's website.

The review has been undertaken in four key areas:-

- Finance
- Maintenance and Repairs
- Estate and Tenancy Management
- Customer Engagement

Increasing the supply of homes is a strategic national priority and the overarching vision, aims and objectives of the Authority should consider supporting the sustainability of developing communities by:-

- Meeting identified need in the area
- Improving the environmental and design standards
- Reducing the carbon footprint and energy efficiencies
- Contributing to effective integration of health and social care addressing:-
 - Fuel Poverty
 - Living Conditions
 - Homelessness



3. IMPACT OF CORONAVIRUS COVID-19

The Authority understands that the disease still has a major impact on people's lives. Many tenants are still affected with their health and well-being, along with experiencing financial difficulties.

The Housing Team continue to work empathetically to the changing dynamics of the tenants circumstances, and signpost tenants to various services where further assistance and support may be offered.

Community measures for protection from the disease are still recommended:

There are simple things you can do in your daily life that will help reduce the spread of COVID-19 and other respiratory infections and protect those at highest risk. Things you can choose to do are:

Get vaccinated – Vaccination provides some protection against severe disease, particularly if you are over 65 years or in a clinically vulnerable group.

Let fresh air in – Meeting outdoors is safer, if you're indoors bringing fresh air in removes virus particles from the room and avoid settings where there are a large number of people in a small space.

Remember good hygiene – cover your nose and mouth when you cough or sneeze, wash your hands and clean your surroundings to reduce the spread of viruses, particularly after you have been in contact with a highly touched surface such as a regularly used door handle.

Consider wearing a face covering – if you are unwell and have to go out, or if you are clinically vulnerable and going to be in close contact with other people in crowded or enclosed spaces.

Stay at home if you are unwell – this reduces the risk of passing an illness on to your friends, colleagues and others in your community.

Continue to test if you are unwell and report positive results – LFTs will still be available at a cost and to those who are eligible for a free test. By continuing to test and report your results, you can help ensure you don't spread COVID-19 to others.

<https://covid19.bov.im/general-information/staying-safe/>

4. ENERGY CRISIS

The global energy crisis is affecting the Isle of Man with significant increases expected by Manx Gas and Manx Utilities. Manx Gas have increased their costs by a further 43.95% from 1st September 2022.

The global energy crisis has highlighted the need to make our homes as energy efficient as possible. The Government are looking to provide sustainable supply at a low cost to the customer, the details of this have yet to be made public.

With the autumn and winter just around the corner, thoughts are turning to how to keep the homes heated as cheaply as possible so as not to impact on other living costs.

On 24th August 2022, the IOM Government unveiled a package of support to help residents and business through the winter months:-

- Capping electricity prices at their current level until 31st March 2023 for all customers, with an aim to help residents and businesses through the winter months.
- Targeted support payments for those in receipt of child benefit and those on low incomes. The second round of support payments is due to be announced in October, with the third round being made available in December. This will be for those in receipt of child benefit and certain income-related benefits. This support is to assist in paying energy bills and living costs.
- Capping bus fares at a maximum of £2 per journey for a three month trial from 1st November 2022.

In the press release from IOM Government, Minister Allinson stated:

“As we have seen from the differing responses to the cost of living crisis by governments around the globe, there is no single solution, no one right answer.

In addition to the measures set out today, we will also monitor developments across the water. The UK will have a new prime minister at the start of September and measures such as a cut in VAT rates would be reflected here on the Island.

These are challenging times, but the Council of Ministers believes this package of support will help everyone in our community, including businesses whilst also specifically targeting those who are likely to feel the most pain”.

The Authority is actively making recommendations to the Government to improve energy efficiency in their social housing stock and hope to take advantage of any grants that may be offered to make such improvements to the Authority's housing stock to benefit their tenants.

5. CURRENT HOUSING STOCK

Public housing was established to provide decent and safe affordable housing for eligible low-income families, the elderly, and vulnerable persons. Public housing comes in all sizes and types and is referred to as social housing.

Residential properties owned by Onchan District Commissioners for social housing is referred to as 'housing stock'. There has been no increase or decrease in housing stock during the reporting period. The portfolio consists of 506 properties with a mix of general and sheltered housing as follows:-

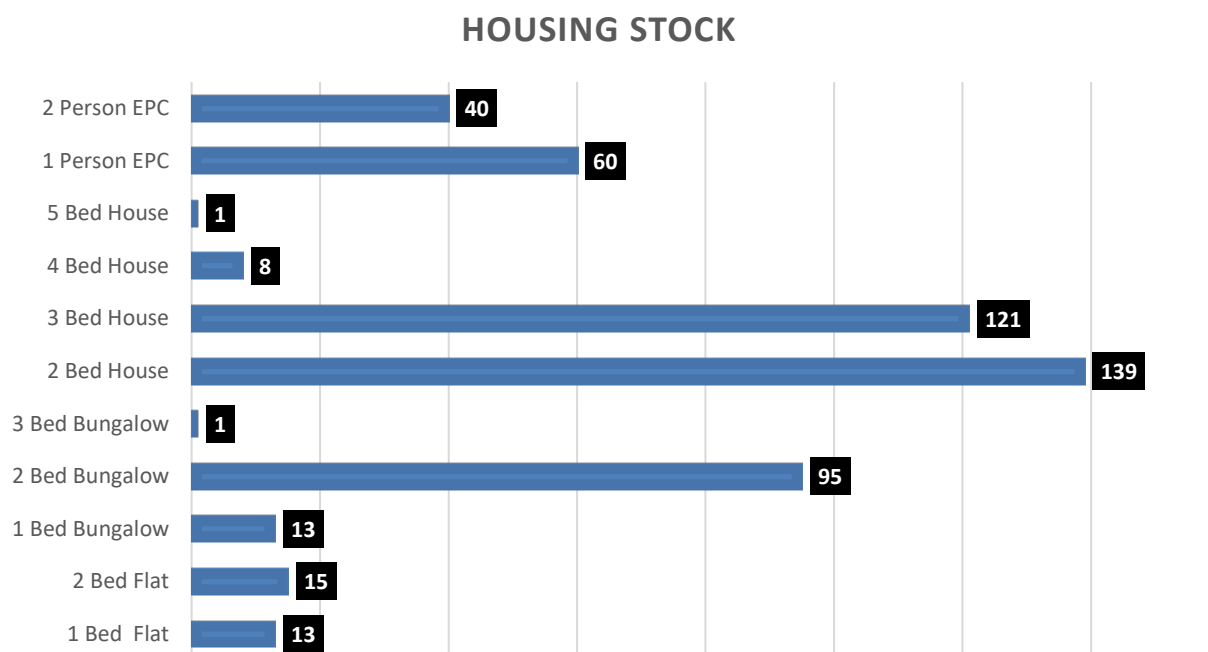


Figure 1 – Housing Stock

5.1 ASSET VALUE

Asset value of the Commissioners' social housing portfolio is
£57,769,766 as at 31st March 2022

6. FINANCE

6.1 RENTAL INCOME

(a) Setting of Rent:

The rent set in public sector housing, is subsidised and is targeted at those on low to moderate incomes and have bespoke eligibility criteria.

The Department of Infrastructure and Council of Ministers set the public sector rents and allowances for each financial year.¹

Rents are calculated by totalling the points applicable to that dwelling after applying the living area, bedroom and supplementary elements². The Authority pay the rates and charges as owners of the property, and then recover the amount through the total rent payable by a tenant.

From 1st April 2022, the public sector rent element rose by 2%. This equates to an average weekly increase of between £1.29 to £2.68, depending upon the size of the property. Those tenants who have their rental costs met by the Government as part of their income-assessed Social Security benefits are not be affected by the change.

See below for overview of the rent increase by percentage per year.

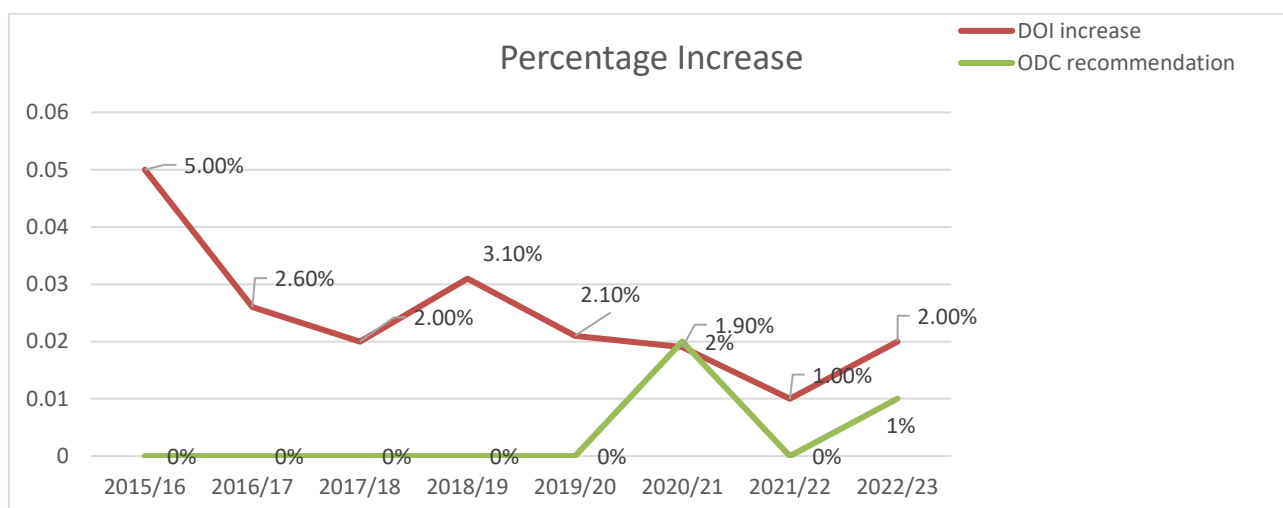


Figure 2 – Rent Increase by percentage

Income from rent including service charges and rates
as at 31st March 2021
£2,727,067

Income from rent including service charges and rates
as at 31st March 2022
£2,814,829

¹ Housing Act 1955 Section 49(3)

² modern central heating, double glazing, private off-road parking and proximity to amenities

For the financial year from 1st April 2021 to 31st March 2022 the split of the various methods of payments are shown below:

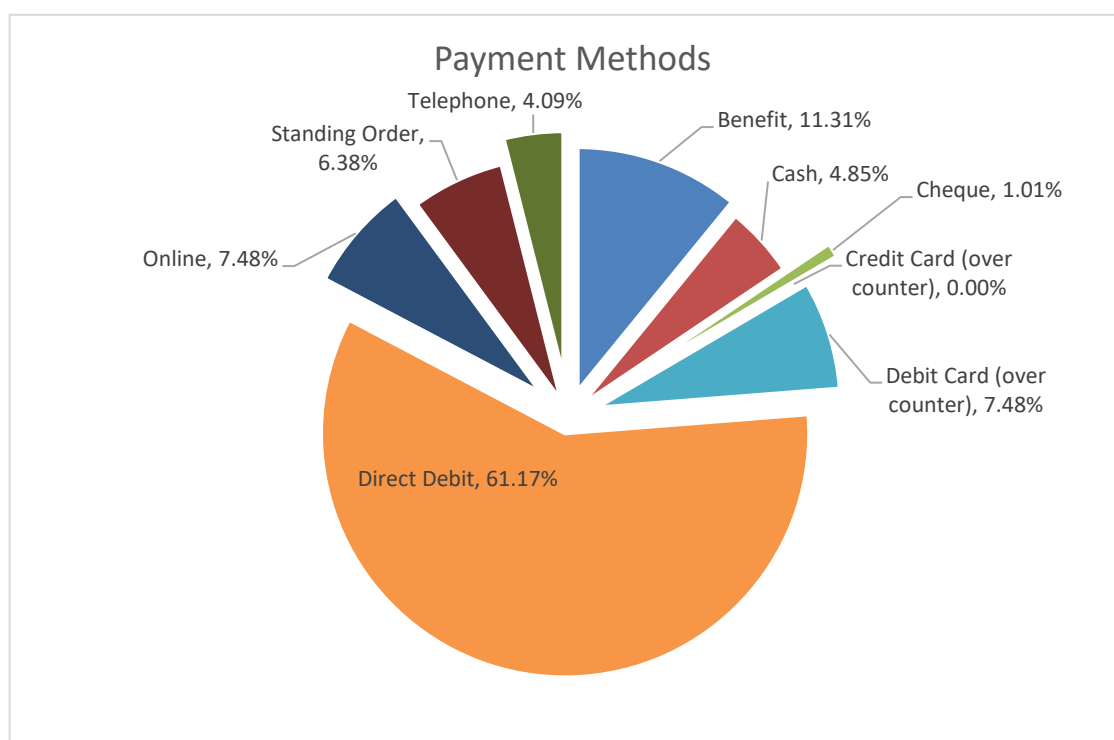


Figure 3 – Payment Methods

(b) Rent Reinvestment

The rent income received is re-invested in social housing to improve the asset and assist with running costs. The housing maintenance reserve is £406,407 as at 31st March 2022.

Capital schemes are approved by the Board and the Department of Infrastructure and funded from loans.

Allowances are approved by the Department of Infrastructure as a percentage of rental income received, and these are used to fund repairs, refurbishments, and administration costs for the provision of the housing service.

For 2021/22 the allowances are set by the Department of Infrastructure as follows:-

	Admin Allowance	Maintenance Allowance	Community
Percentage	5.5%	25.1%	8.4%
TOTAL	£126,191.00	£598,834.00 (inclusive of 1% increase in rental income)	£30,382.00

Figure 4 – 2021/22 Allowances

Please note that any funding for disabled adaptations is taken from within the maintenance allowance of 5%, which equates to a total of £29,944.20.

For 2022/23 the forecast is based on an anticipated rental roll and allowances for the 2022/23 financial year is as follows:-

	Admin Allowance	Maintenance Allowance	Community
Percentage	6%	26.1%	8.4%
TOTAL	£141,821.00	£616,919.00	£30,990.00

Figure 5 – 2022/23 Forecast for Allowances

Please note that any funding for disabled adaptations is taken from within the maintenance allowance of 5%, which equates to a total of £30,845.95

(c) Rent Arrears

Rent arrears are illustrated below:-

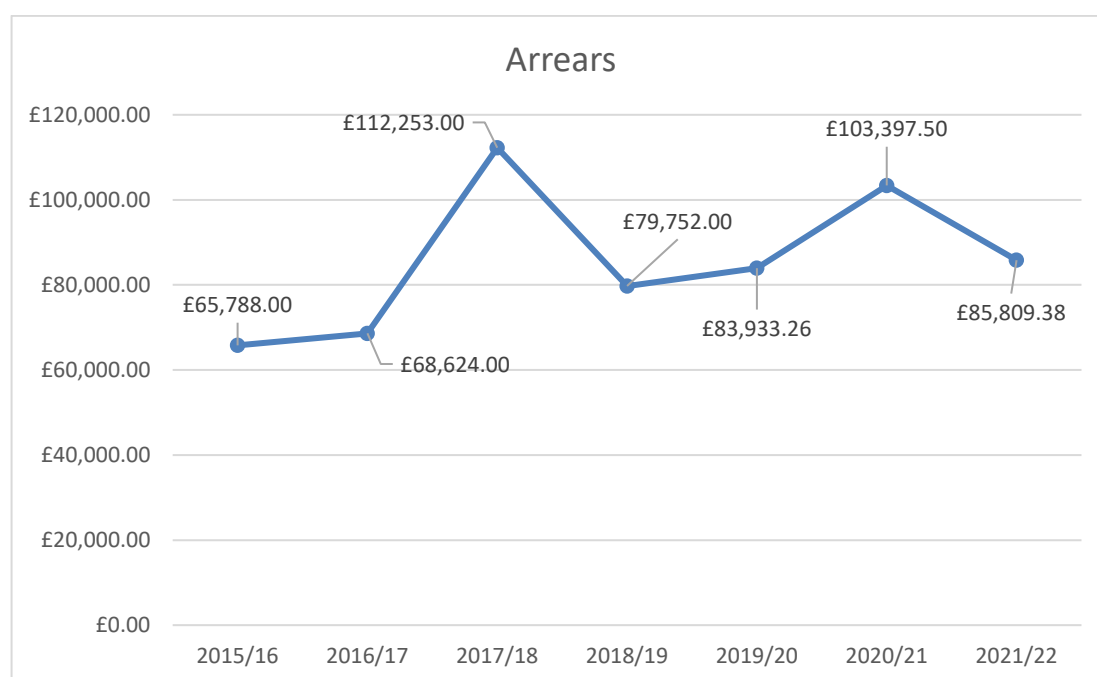


Figure 6 – Arrears Balance Chart

The total current rent arrears for the Authority as at 31st March 2022 stands at 3.3%.

Since 2020/21, there has been a reduction of 15% in the number of tenants who are in arrears.

The rent arrears process is operated in line with the Guidance for Housing Authorities on the Management of Arrears and Prevention of Evictions in Public Sector Housing adopted by the Board in June 2021.

The emphasis on engagement with tenants has shown a decrease in arrears by 15%. This engagement helps to build a profile of the tenant's current situation, and helps in building trust between all parties encouraging the tenant to share their sensitive circumstances and to be proactive regarding the management of their arrears balance.

This interaction can identify information and support gaps, and the Housing Team will signpost people to resources available and provide support directly or through partnership stakeholders to help sustain their tenancies.

(d) Void Rent Loss

Housing stock not allocated for rent is a cost pressure to the Authority. The longer a property remains empty, leads to a reduced income stream. The void rent loss is the rent element only and does not include rates or service charges. The total void rent loss for 2020/21 equates to 1% of the total gross income of rent collected. There is an improvement in the trend due to timely release of voids and turnaround times.

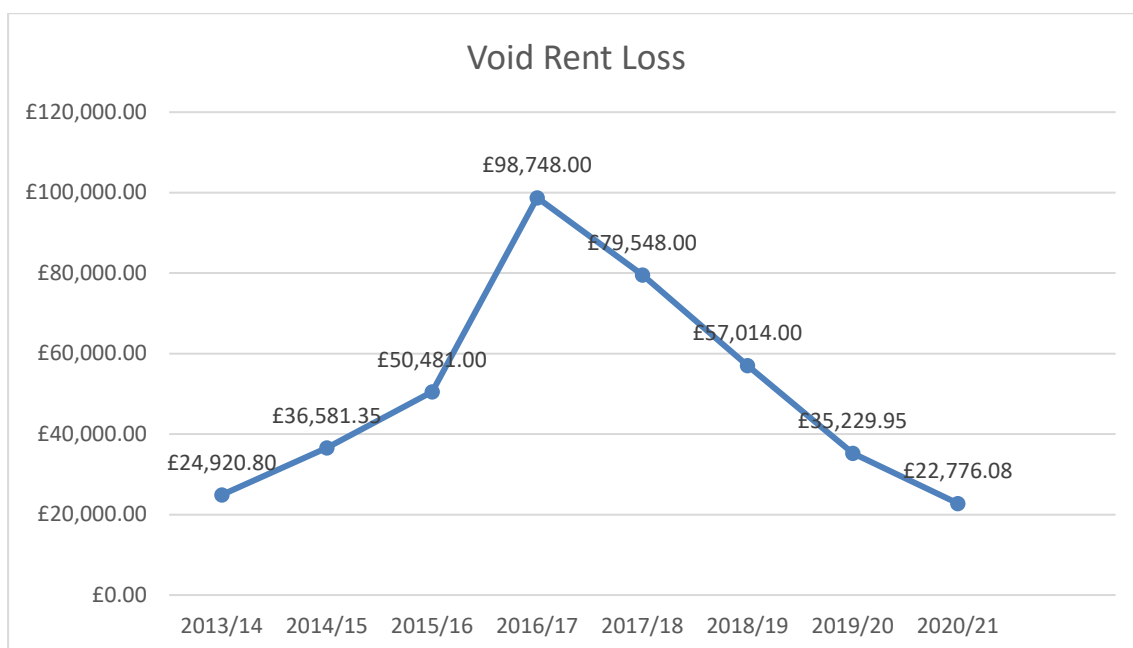


Figure 7 – Void Rent Loss

6.2 EXPENDITURE

The Government set the allowance percentages for housing expenditure, and it is challenging to keep within the allocated parameters. The amounts are explained in 3.1(b) above.

Day to day maintenance/repairs are funded through our income and expenditure account for housing.

The housing expenditure is funded via:-

- Allowances granted (maintenance including disabled adaptations, administration and community allowances)
- Capital Funding/Loans
- Deficiency Payments (not currently received)

6.3 CAPITAL INVESTMENT

Capital Schemes are programmes which allow for long term investment in to the housing need and demand for the District to meet present day requirements.

Funding for schemes such as new builds, internal and external regeneration of properties and estates should be met by applying for loans secured by IOM Treasury.

Schemes in progress:

1.	First Avenue – Stage I3 Report``	Details for the loan have been submitted. Once the finance has been secured the scheme has commenced.	Works commenced on site
2.	Capital Scheme	Springfield Court Refurbishment, project to be completed by 2023/24	Stage D1 submitted for approval
3.	Capital scheme	Kitchen Framework Agreement	Stage L4 Survey Work on last 25 kitchens
4.	Capital Scheme	Window & Door Replacement Schemes 6, 7, 14	Stage I4 The Park & Ballachrink Complete works to Barrule drive odds due August
5.	Capital Scheme	The Park Houses External Refurbishment Scheme 4	Complete Stage H1 Defect period 23 rd June 2023

Planned Schemes:

1.	Capital Scheme	Re-Rendering and New Roofs – Barrule Drive Scheme 10	Stage D1 work underway
2.	Capital Scheme	Window & Door Replacement – Nursery Avenue Schemes 1 and 2 due start on site 2022/23	Stage I3 awaiting approval
3.	Heywood external refurb	Repair issues with cracking and interstitial condensation	Business Case submitted

Getting good value from capital investments, rents and service charges will assist to ensure that efficient and effective management of services are maintained.

7. MAINTENANCE AND REPAIRS

In considering the maintenance and repairs programmes the Authority has to consider the age, condition, construction method, and inherent defects of the property portfolio. This dictates the priority of the maintenance works.

... To allow for forward planning, the Surveyor's Department produce the Housing Planned Maintenance Programme and Update Report which is reviewed annually. *Attached at Appendix 2.* This gives timeline guidance for larger works schemes affecting the fabric of the buildings.

The Surveyor's Team plan ahead and deliver various activities, as detailed below:-

- (a) **Surveys** - This gives an up-to-date position of the condition of the housing stock. Property inspections are carried out on a planned basis.
- (b) **Responsive Maintenance** – Generally day to day repairs are required inside the property and are usually event driven by Tenants reporting issues and are to be completed within the following time scales:-

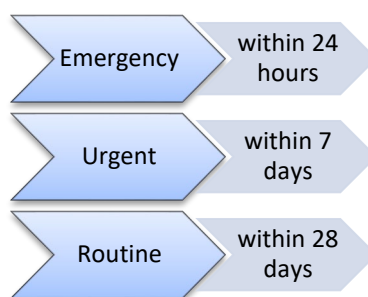


Figure 8 – Responsive Repairs –Key Performance Indicator

- (c) **Planned Maintenance** – These are time driven activities which are normally carried out at set or periodic time intervals, such as gutter cleaning and electrical testing.
- (d) **Cyclical Maintenance** – Annual servicing items, for example, the annual servicing of heating systems, fire alarms, lifts.
- (e) **Voids** – Where an empty property has been returned to stock, following cessation of tenancy. Any works identified will be completed and funded through the housing maintenance budget prior to reallocation.
- (f) **Programmed Works** – works which are set out as a program to improve the property or estate such as capital schemes.

7.1 MAINTENANCE EXPENDITURE

Maintenance expenses are the costs incurred to keep the property in good condition or good working order. Comparison charts are detailed below showing the budget vs actual expenditure by financial years for general and sheltered housing submitted to the Department of Infrastructure on a quarterly basis.

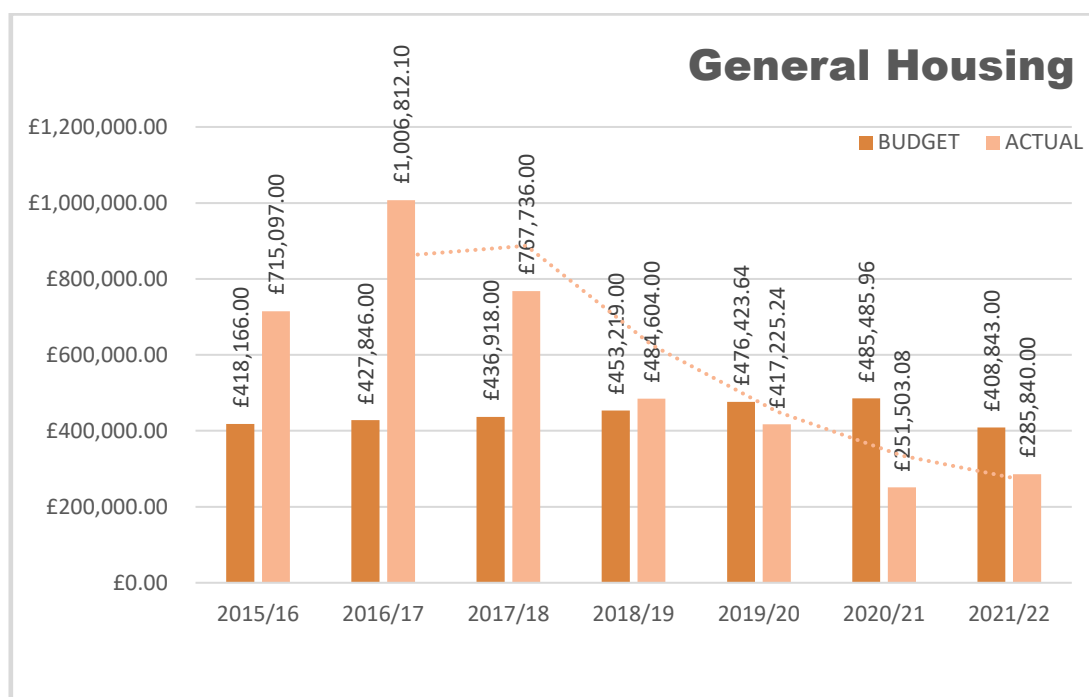


Figure 9– Maintenance Expenditure – General Housing

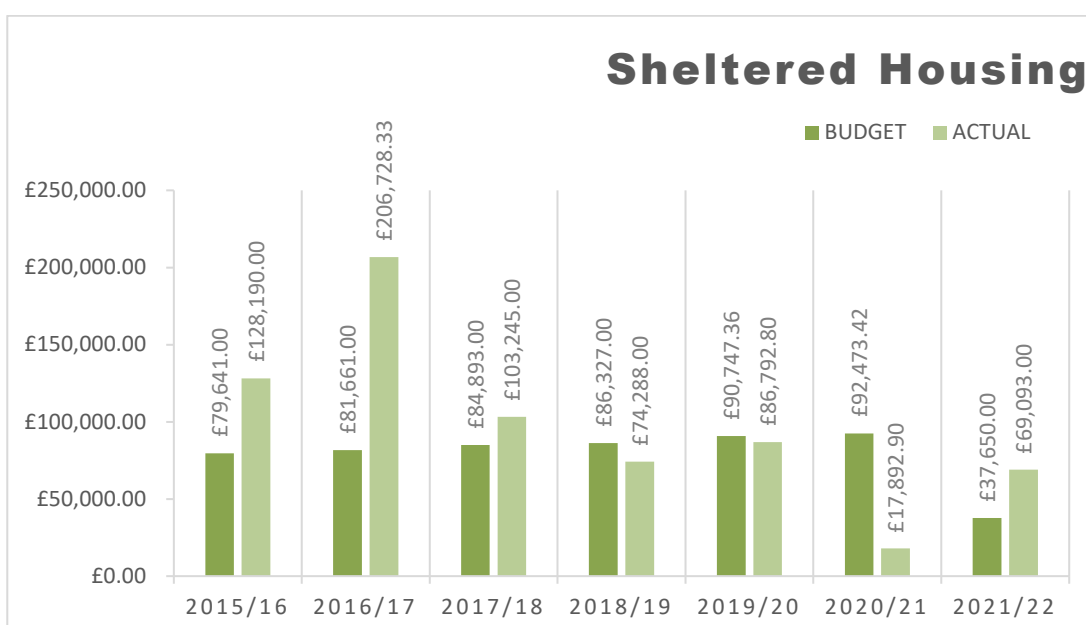


Figure 10 – Maintenance Expenditure – Sheltered Housing

7.2 VOID MAINTENANCE

Empty properties are called 'voids', and are handed to the Property Maintenance Team to inspect for any maintenance works required before they are re-let. As at the time of the report there are 4 empty properties.

There have been 225 voids over the last seven years, and the total void maintenance cost for the period 2015/16 to 2021/22 is as follows:

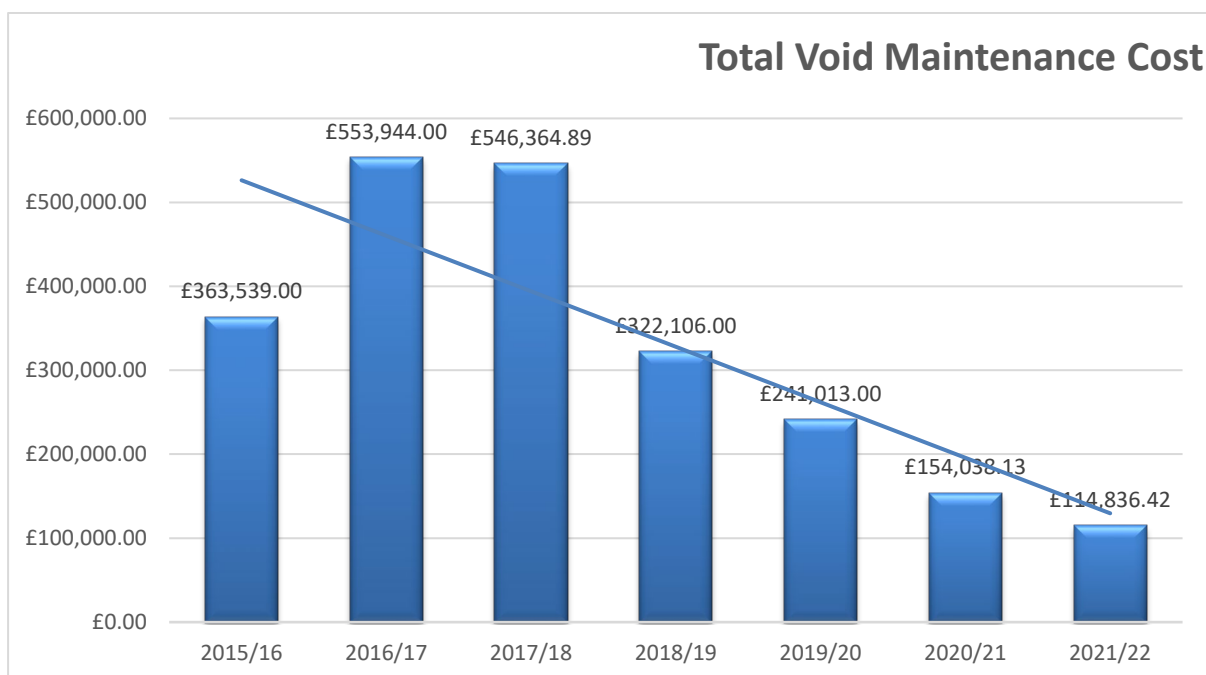


Figure 11 –Void Cost

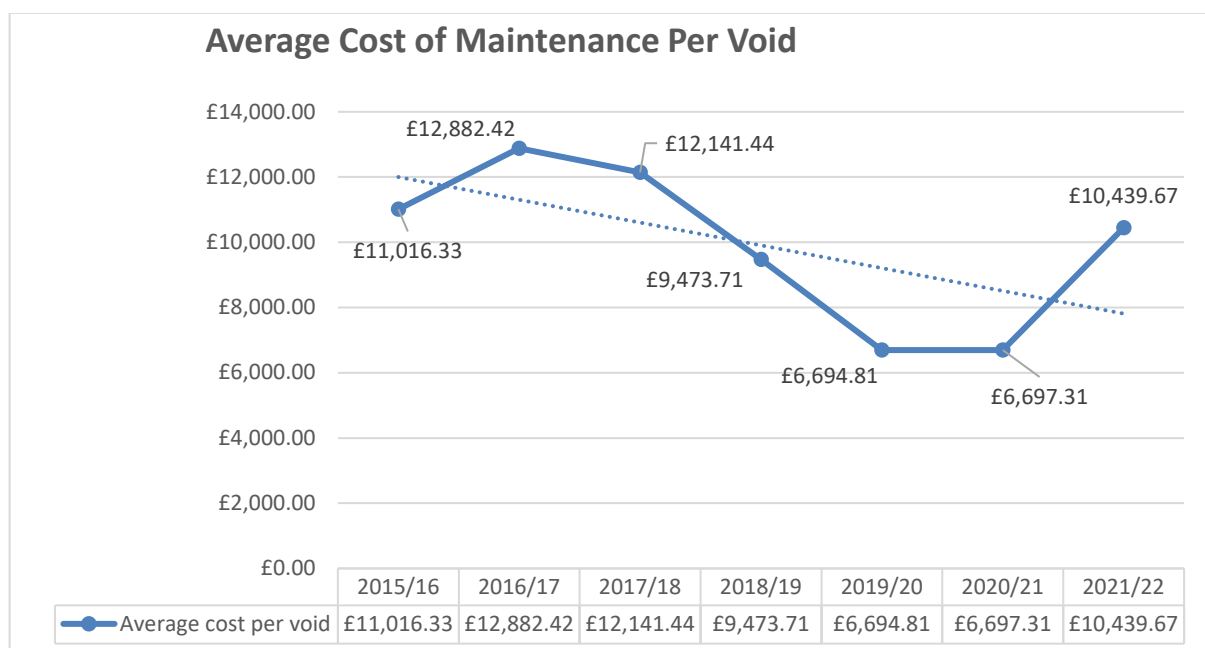


Figure 12 –Void - Average cost per void for maintenance

Please note that for the average cost of maintenance per void that during the Coronavirus Covid-19 Pandemic lockdowns in 2020 and 2021, void maintenance was minimised during those periods.

The graph below indicates the total void cost inclusive of maintenance and rent loss.

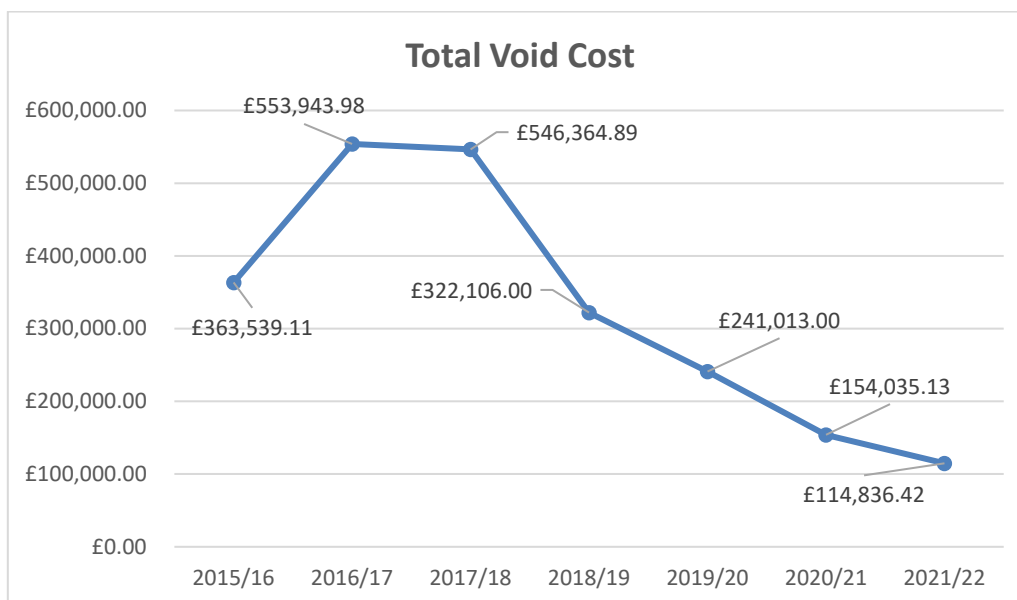


Figure 13 –Total Void Cost –

Breakdown is detailed below of the total void cost including void maintenance and loss of rent.

Year						
2021/22	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16
Total Properties Void						
11	23	36	34	45	43	33
Total Void Cost including Repair and Rental						
£126,462.40	£158,709.54	£276,242.95	£395,948.00	£608,033.41	£611,407.98	£403,333.11

Figure 14 –Void –Total cost including maintenance and rent loss

There has been a total of 5286 responsive repair orders raised over the last seven years, and are detailed below:

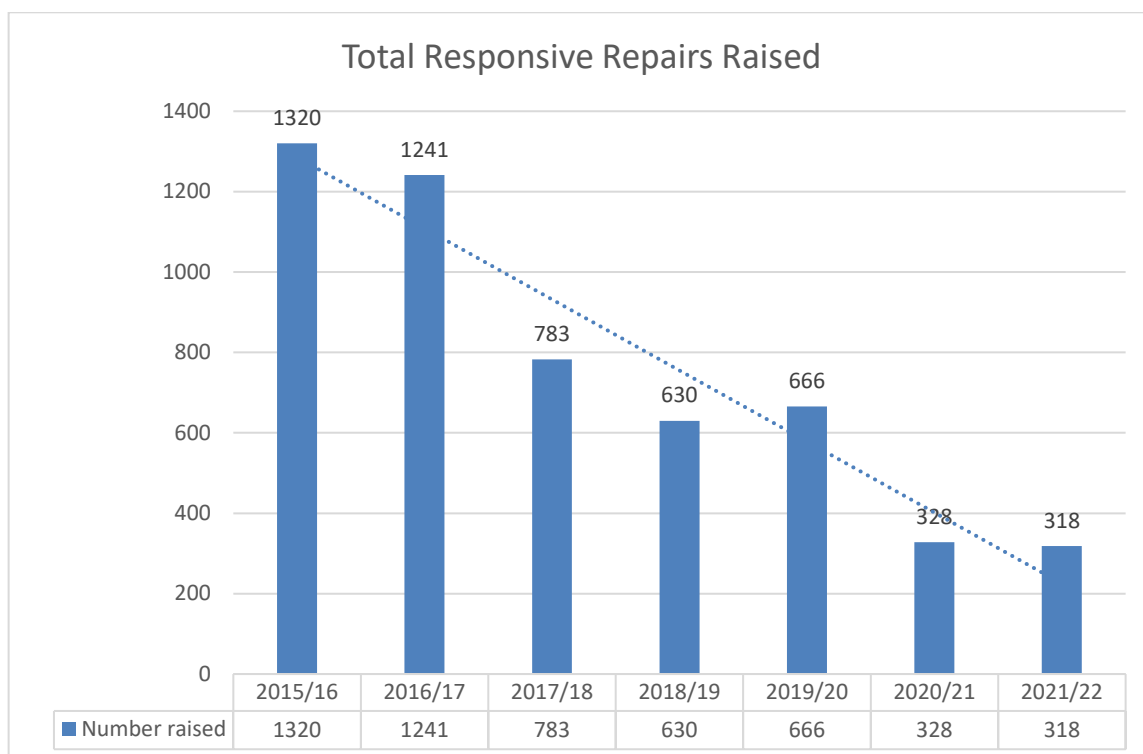


Figure 15 – Responsive Repairs Raised

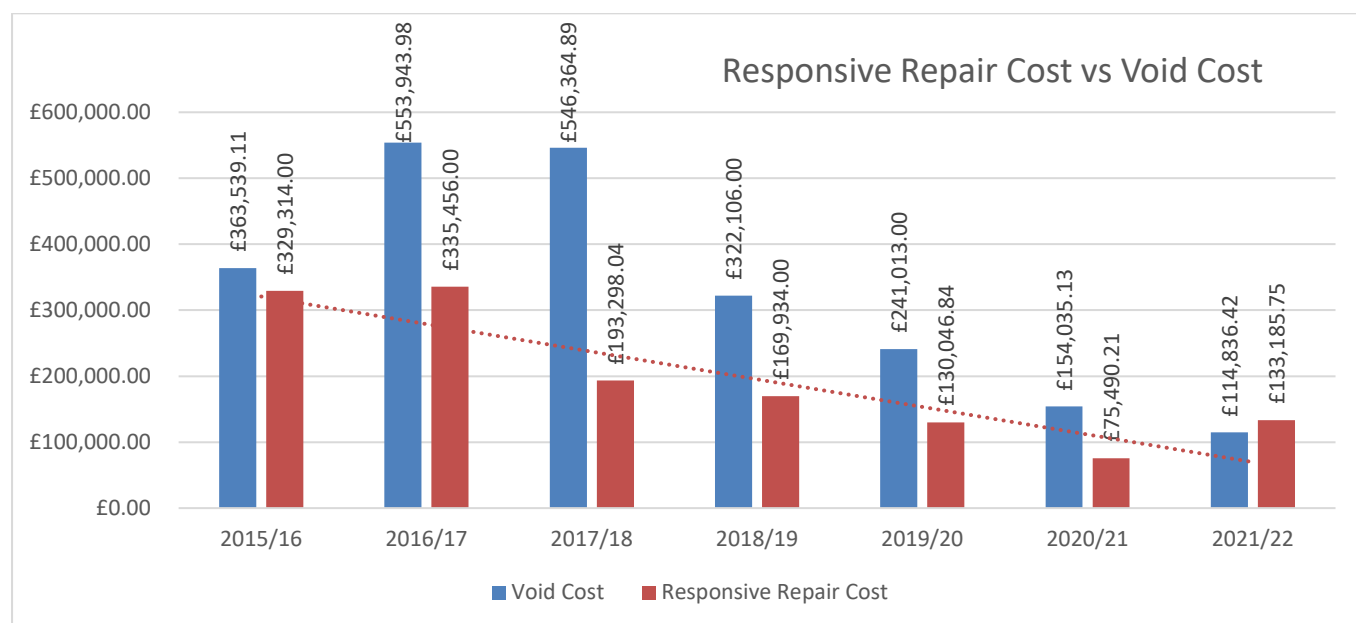


Figure 16 Void Cost vs Responsive Repair Costs

For 2021/22 the average cost of a responsive repair is £418.82. It is depicted that the downward trend shown above will continue.

The voids undertaken are to a high standard and are compliant with the Housing (Standards) Regulations 2017, and has resulted in fewer responsive repair issues being reported, and a reduction in the call-outs to general housing.

8. ESTATE AND TENANCY MANAGEMENT

8.1 HOUSING ALLOCATIONS

The Authority must ensure that the ways of accessing the social housing waiting list and allocating the Commissioners' social housing make the most effective use of the housing stock in identifying and meeting housing need.

A separate transfer list is operated, encouraging movement in the housing stock and enables existing tenants to deal with under/over occupation. This creates sound estate management to ensure that the housing conditions and social factors of the individuals are met.

Allocating properties in this way provides a vacancy chain which allows the Authority to solve the housing needs of several households through one initial transfer led allocation.

The Department of Infrastructure's guidelines suggest that 50% of allocations should be from the transfer waiting list if a need is identified.

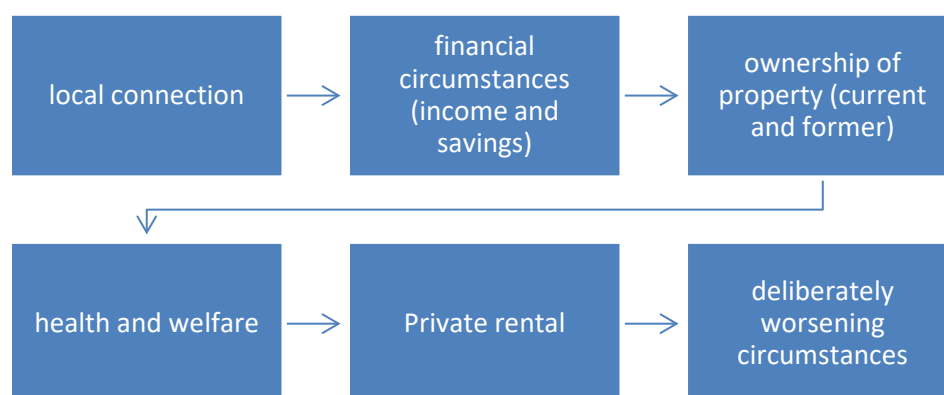
8.2 HOUSING APPLICATIONS

It is the Authority's duty to provide information to the public who may be looking for housing and issue advice and also to those who are at risk of becoming homeless. This ensures that the information to hand helps them make informed choices and decisions about the housing options available to them.

All Housing Authorities on the Island operate under a strict Uniform Acceptance Criteria and Allocations Policy which is approved by Tynwald. This points system captures the true need of each applicant and prioritises accordingly.

The Uniform Criteria³ is applicable irrespective of whether it is as a stand-alone Authority such as Onchan and Douglas or those operating the shared waiting lists.

Access to the waiting list considers:-



³ As required by Paragraph 1A of Schedule 3 of the Housing (Miscellaneous Provisions) Act 2011 – approved by Tynwald March 2019

From the introduction of the Fixed Term Tenancy Policy on 1st April 2014 to current date, the housing team have processed 533 housing applications. The waiting list stands as detailed below:-

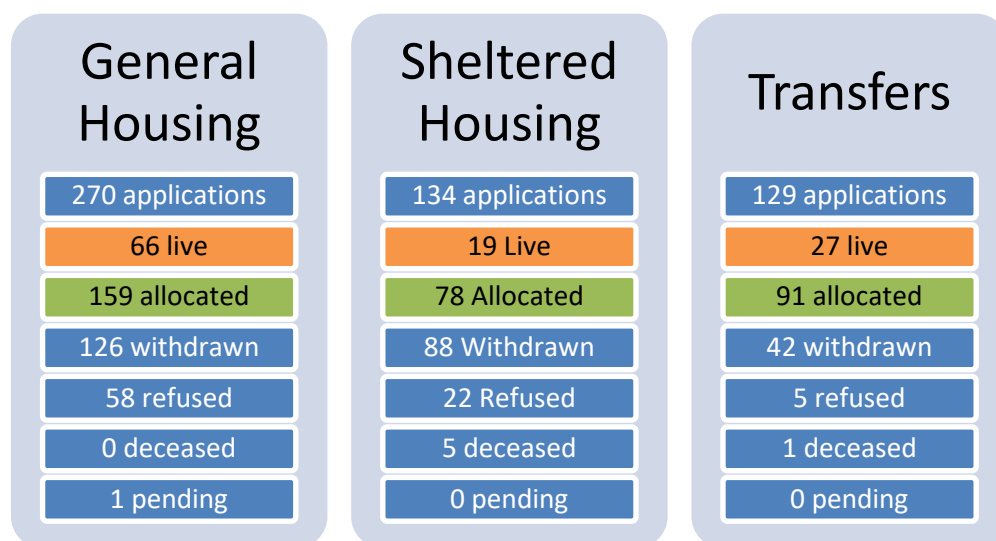


Figure 18 – Housing Waiting List Breakdown

N.B. Refusals due to applicants being over the financial criteria to meet allocation. Transfers refusals are due to tenants being in current rent arrears. These figures do not include any five year fixed term tenancy reviews for tenancy renewals.

The breakdown is as follows:-

Housing Waiting List – as at 23/08/2022					
	1 bed	2 Bed	3 Bed	4 Bed	Total
General Housing	34	29	3	1	66
EPC	15	4			19
Transfer Waiting List as at 23/08/2022					
	1 bed	2 Bed	3 Bed	4 Bed	Total
Transfer General	7	8	7	3	27
Transfer EPC	0				0
Transfer Inter-Authority	2	3	3		8

Annual reviews are issued to all housing applicants to enable an update to be given on their financial circumstances, and any health and welfare issues. This is to ensure that we have the most accurate information to assess their application in line with the uniform criteria.

(a) Shared Housing Waiting Lists

Onchan is not part of the shared housing waiting lists, but the needs of applicants is always considered prior to allocation.

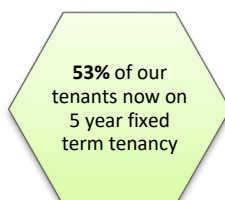
Onchan has a good relationship with all Housing Authorities on the Island and share working practices and documents. The welfare of all applicants is considered. For example where adapted housing is required, a joint working approach is used to ensure the most in need are allocated.

8.3 TENANCY

Tenancies are issued on a weekly tenancy irrespective of whether there is an open time period, or whether the tenancy would expire through effluxion of time.

(a) General Housing

From the 1st April 2014 tenancies are granted on a 5 year fixed term. With the tenancy expiring on a fixed date as indicated within the Tenancy Agreement.



(b) **Fixed Term Tenancies**

At the meeting of the Board of Onchan District Commissioners held on Monday 11th July 2022, it was RESOLVED that the Department of Infrastructure's Final Guidance Document in relation to Fixed Term Tenancies has been approved by the Board subject to the following:

- Continue the current policy of reviews to be undertaken as and when required, for example, when there is cause for concern or through transfers, trigger events and tenancy renewals.
- Adopt the Guidelines subject to the above.
- Adopt the 12 month introductory tenancy for newly allocated tenants.

(c) Elderly Persons Housing

No fixed term tenancy applies to the provision of sheltered housing.

Sustainment of tenancies may also require the Authority to work in partnership with others to ensure that those who require extra support know how to access the information. This includes those who are at risk of falling into or are in arrears with their rent, and tenants who may need their home adapted to cope with age, disability or caring responsibilities.

8.4 OCCUPANCY

It is important to analyse housing stock occupancy to drive profiling for future need along with the demand from the Housing Application list.

An occupancy audit is issued in January of each year, and this ascertains who is living in the property, and gives indication as to any changes to circumstances. 81% occupancy form returns.

8.5 SHELTERED HOUSING

1. Independent Living

The flats are self-contained with their own front door. Residents are required to be capable of independent living, albeit this may be with support agencies and their family but no support will be provided from the Authority to assist with their daily health and welfare needs.

2. Tenancy Agreement

Daily calls are made to tenants to enquire about their well-being. Those tenants who wish to opt out of this daily call are asked to sign an opt-out agreement. There is no legal obligation within the sheltered housing tenancy agreement to undertake a daily call to tenants. Pendants are provided and tenants have the option of wearing these in case they require assistance.

Looking to best practice elsewhere, Local Authorities have tailored their service to promote independence and the level of calls are adjusted to meet the requirements of the residents.

There are varying levels of support required to our residents:-

- No need for support – weekly call
- A short-term need for support and advice – daily call for a few weeks.
- Those with long-term care needs requiring a high level of support on going daily call.

New residents are welcomed by the Sheltered Housing Co-Ordinator and are assisted to settle in and become familiar with the residents and any upcoming social events that may be taking place.

During a residents' tenancy it is noted that their health and welfare needs will change over time. The Sheltered Housing Co-Ordinator's knowledge of the tenants helps them quickly spot any changes, and assists in identifying if the resident requires a step up in their support. This will involve liaising with family members and external agencies to ensure that the appropriate care and support is provided.

Many agencies are on the misconception that these independent living complexes are residential/nursing care, which is incorrect. When residents are returning from hospital or a convalescence period it is acknowledged that they may require a little more reassurance, and a multi-agency approach would be adopted to ensure that the appropriate care is in place.

3. Continuance of Service

The Sheltered Housing Co-Ordinator's duties are to signpost residents to the support services that they may require.

Out of hours and bank holidays, is operated by a 24-hour monitoring care line provider.

When the Sheltered Housing Co-Ordinator is absent from work, the extended Housing Team provide support.

There is 24-hour care line monitoring for both complexes to summon assistance when required.

4. Telecare Monitoring

The provider for the telecare monitoring service is live 24 hours a day, 7 days a week.

5. Day to Day Administration

Responsibility for the day to day administration, maintenance of the property and security of the building is managed by the staff of the Authority, including site visits by the Property Maintenance Team, with no detriment to the residents to continue their independent living.

Residents are encouraged to contact the Property Maintenance Team direct to report any issues within their own individual flats, and any other maintenance issues of concern. The weekly checks are also carried out by staff and there will be no changes in this function.

Any personal data is kept in accordance with the General Data Protection Regulations and access to such residents' data has not changed.

6. Elderly Persons Provision

All sheltered housing providers on the Island are moving away from the services of an on-site Warden. The main driver being a need to reduce costs for the provision of sheltered housing and decrease the ongoing deficit. The rent points system for sheltered housing has not been reviewed for 18 years, and although in progress now, will not make the material difference required.

8.6. SAFEGUARDING

Everybody in the community has a role to play; safeguarding is everybody's business. All members of the community can actively contribute to ensure children, young people and vulnerable adults are kept safe.

As a result of the Learning from a Serious Case Management Review, a review was undertaken and a new guidance document adopted for the Guidance for Housing Authorities on the Management of Arrears and Prevention of Evictions in Public Sector Housing, issued June 2021.

The new guidance document puts more focus upon the prevention of eviction and the additional steps that public sector housing providers should attempt to make before taking more formal or legal action. Key changes of note are:

- ❖ The addition of the traffic light system and welfare checkpoints
- ❖ Removal of information about re-applying for public housing after eviction, which will be published separately
- ❖ The emphasis upon care and referral to other government support agencies.

8.7. TENANT SATISFACTION

Tenants do not have a great deal of input into how they would like to see the estates and their homes improved. Customer Satisfaction Surveys have been introduced with effect from 1st April 2021 showing an 88% satisfaction with the way repairs and maintenance to the home is dealt with. These surveys give the Authority qualitative data for analysis and an opportunity for residents to have their say.

8.8. QUARTLERY STATISTICS

The Authority are required to submit quarterly Standards of Performance statistics to the Department of Infrastructure.

... Housing Authorities on the Island are now measured against Key Performance Indicators (KPI's) See Appendix 1.

10. FUTURE HOUSING

Housing is crucial for the health and well-being of residents. It is now more than ever, imperative that residents feel secure in their affordable housing options.

New development needs to address identified housing needs to address the key challenges such as:

- an ageing population
- affordability
- mismatch in demand and supply of local authority stock
- the stock profile currently does not match residents' needs and aspirations.

As evidenced through the annual occupancy audit, the Commissioners housing stock portfolio indicates that there are a number of properties which are under-occupied.

Those in occupancy of our 2 bedroom units require this type of accommodation due to shared custody arrangements for their children, or require carers to be able to stay with them as and when required. The Authority actively encourages tenants to consider downsizing but the restriction on the number of 1 bedroom units prevents any movement within the properties (26 1 x bed units in general housing and 60 1 x bed units in sheltered housing)

Should a new scheme be developed to actively house the single persons, then the Authority would also need to consider the impact of void costs when encouraging tenants to downsize to free up the larger properties. New builds are tending to be 2 bedroom units – this caters for varying housing needs and be more versatile rather than restricting solely to singletons.

As of the 25th August 2022, 51% of the housing waiting list being single persons.

10.1 MANX DEVELOPMENT CORPORATION

In November 2020, Tynwald resolved to establish a Development Corporation in the Isle of Man, focus on the development of unoccupied or previously developed urban and brownfield sites, as a priority. In March 2021 the Manx Development Corporation which was formed, with IOM Treasury as a share-holder.

The Minister for Enterprise commented:

'Establishing Manx Development Corporation is an important first step for the repurposing of Government owned brownfield sites. Furthermore, it is a catalyst to realising the potential that can be achieved by unlocking a range of public and private development opportunities to enhance the appearance of our towns and contribute towards economic prosperity, alongside social and public realm benefits.'

10.2 LAND FOR HOUSING

An element of the future housing need may be addressed under the Isle of Man Strategic Plan, Chapter 8, Housing Policy 5, any new build schemes planned within the District are required to provide 25% for affordable housing, which could be public sector units, mid-rent schemes or first time buyers.

However, Onchan is landlocked and there are very few opportunities to acquire land for building purposes. Consideration needs to be given for redevelopment opportunities to maximise the use of the land and unused buildings, along with any land that may become available and it is hoped that the Manx Development Corporation will identify sites for development within Onchan District.

11. RECOMMENDATIONS

In conclusion, the report has given an overview of the provision of the housing service. The recommendations below are submitted for Members consideration:-

FINANCE - RENTAL INCOME		2022 update
1.	Reduce the rental payments "arrears" from 4.5% to less than 2.5%.	3.9% 2022, on the decrease
2.	Establish measures for tighter controls on the levels of rent arrears.	Guidance for Housing Authorities on the Management of Arrears and Prevention of Evictions in Public Sector Housing implemented June 2021
3.	Initiating first contact with the tenant a lot earlier in the process	
4.	Investigate writing off historic arrears before the end of this financial year.	
5.	Direct Debits to be signed upon new tenancy hand over.	Included in new welcome packs
6.	Move to tenants paying in advance as per their tenancy agreement	Addressing as and where possible
7.	Investigate sharing agreement to create a bad debtors register across the housing authorities	Unable to achieve with the current GDPR legislation – To be removed from listing
FINANCE - STAFFING		
8.	Increase to full capacity to ensure effectiveness of the provision of the housing service and its management	Completed
9.	Ensure adequate training is provided to meet any knowledge gaps in providing an efficient housing service	Ongoing
MAINTENANCE AND REPAIRS		
10.	Instigate rolling inspections of 100 individual properties per annum, to ascertain the stock condition, which will assist in giving an overall picture for future maintenance programmes	Inspections underway.
11.	Investigate re-charge policy.	Adopted June 2022
12.	Procurement - Investigations are underway as to what work schemes can be carried out under capital arrangements rather than direct from the Housing Maintenance Funding	Under review.
13.	Investigate what framework agreements are available, e.g. replacement kitchens	KFA commenced, completion delayed due to Covid-19 interruption

VOIDS		
14.	Quicker turnaround of empty properties to comply with the KPI set by the Department of Infrastructure. (DOI)	Now meeting KPI's set by DOI
15.	A Review is being undertaken through business process mapping to continue to improve policy and procedures to reduce void cost.	Completed
Estate and Tenancy Management:		
16.	That all 60% of general housing tenancies be moved over to the five year fixed term tenancy within the next 5 years.	53% achieved.
17.	Tenancies are transferred to five year fixed term tenancies as and when opportunities arise, such as trigger events, or there is reason to investigate the tenancy further which highlights changes in circumstances.	Ongoing.
SHELTERED HOUSING – COMMUNITY ALLOWANCES		
18.	Review of community allowances	Consultation to be commenced
FUTURE HOUSING		
19.	Ensure that all new build schemes have 25% new build for affordable housing	No new schemes planned at present.
20.	Actively source land for housing.	Liaise with Manx Development Corporation
DOCUMENTATION		
21.	Review of the suite of documentation throughout the Housing Department, to ensure more user friendly so that it can be easily understood.	Ongoing
INFORMATION TECHNOLOGY		
22.	Board support to move to the Civica Housing Management Solution which will assist in tenant engagement and health and safety of employees.	No progress
TENANT SATISFACTION		
23.	Guidelines for the completion and submission of Public Sector Housing Quarterly Standards of Performance in relation to responsive repairs and housing management.	Received from DOI
24.	Issue KPIs for responsive repairs and housing management	Surveys issued quarterly
25.	Visit new tenants within 3 months of allocation	
26.	Record number of formal complaints received and resolved in the quarter. (Definitions need to be agreed, as this could be just reporting a repair in the property)	

Appendix 1 – KPI Summary Report 2021/22

25/09/2022

QUARTERLY PERFORMANCE FIGURES 2021-22									
Onchan District Commissioners									
INDICATOR	Quarter 1		Quarter 2		Quarter 3		Quarter 4		Year End
Anticipated rental income collected (Target >95%)	99.9%	✓	99.9%	✓	99.9%	✓	100.0%	✓	100.0%
Overdue rental payments "arrears" (Target <2.5%)	17.9%	✗	16.5%	✗	17.8%	✗	14.8%	✗	16.7%
Rental loss from empty properties (Target <2%)	0.8%	✓	0.3%	✓	0.5%	✓	0.3%	✓	0.5%
Proportion of stock vacant (Target <2%)	0.4%	✓	0.4%	✓	0.0%	✓	0.0%	✓	
Proportion of emergency repairs completed within target time of 24 hours (Target >100%)	100.0%	✓	100.0%	✓	100.0%	✓	100.0%	✓	100.0%
Proportion of urgent repairs completed within target time of 7 working days (Target > 95%)	100.0%	✓	100.0%	✓	100.0%	✓	100.0%	✓	100.0%
Proportion of routine repairs completed within target time within 28 days (Target >90%)	95.0%	✓	98.6%	✓	100.0%	✓	100.0%	✓	97.5%
Proportion of immediate voids completed within 7 days (Target >95%)									#DIV/0! ##
Proportion of standard voids completed within 5 weeks (Target >90%)	33.3%	✗	100.0%	✓	100.0%	✓	0.0%	✗	50.0%
Proportion of major voids completed within 12 weeks (Target >90%)	66.7%	✗	100.0%	✓	100.0%	✓			88.9%
Proportion of anticipated maintenance spend in quarter (Trend data only)	47.32%		73.56%		40.07%		65.13%		56.52%
Total number of new housing allocations transferees and off waiting list (Trend data only)	7		6		5		1		
Average time for relet from maintenance sign-off (Trend data only)	0		0		0		0		
Total on housing waiting list (Trend data only for those providers not within shared list environment)	99		98		97		92		
Proportion of surveyed tenants who were satisfied with their repairs service (Target 100%)									
Proportion of surveyed tenants who were satisfied with their management service (Target 100%)	100.00%				87.50%				

Appendix 2 – Housing Planned Maintenance Programme, Annual Review and Update 2021

Document attached.