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has something to offer

# Covid19 – Housing Response

Committee update February 2021

# Covid19 - Housing Service Response



## Working within a Covid environment

*Saving lives, minimising the spread of the virus, protecting people*

- **Review of all activity to ensure a flexible, agile response to new restrictions**
  - all Covid related measures and safe systems of work into daily practice
  - Re-train, re-focus and re-task staff to essential services and areas of increased demand
  - continuous process of service adjustment, revising processes, risk assessments, enhanced quality assurance, staff briefings, training, updating tenants

# Covid19 – our new normal operating environment



- **Home working, self isolation , home schooling**
- **Trades, sheltered housing, support, homelessness, caretakers, construction, house lets**
- **Enhanced cleaning, sanitising and distancing -lengthened time to take a wide range of work**
  - trades – 1 per van, 1 per property
  - Enhanced cleaning in sheltered, Greyfriars, multi-storey flats requires additional time and resources
  - Lets – no direct contact with tenants
  - Supporting tenant engagement remotely
  - Scheduling and re-scheduling and undertaking emergency repairs – Covid assessments
  - Safety protocols
  - Quality assurance arrangements

# Covid19 – the impacts



## Increased demand on services and teams:

- Poverty - food poverty, fuel poverty , child poverty
- Rent arrears , benefits
- Social isolation
- Anxiety , depression
- Risk of homelessness , housing options advice and support
- Digital inclusion
- Backlogs, outstanding repairs

Essential services : Emergency repairs, homelessness , sheltered housing

# Housing Repairs -1 April to 31 December 2020



- **7,707 responsive repairs - completed 7,051 ( 3019 emergency)**
- Initial backlog of **1200 repairs** (currently 656 –on hold)
- Mutual exchanges suspended
- Completed a total of **569** voids (comparable to previous years) YTD performance 27.88 days (19/20 28.33 days)
- 6371 domestic gas properties. To date **118** missed service date due to Covid related issues. **YTD 98.15 %** compliance.
- **Service and maintenance work ongoing:** Domestic and Commercial Gas, Water Testing, Lightning Conductors, Solid Fuel, Electric Wet Systems, Fire Fighting Equipment and Fire Alarms
- How to Repair you tube videos – increased by 75,649
- Call volumes to Repairs Centre significantly increased - double in most months
- 34 Care and Repair applications cancelled
- 93% tenant satisfaction YTD

# Capital Programme



- **New Build** – step up and down , covid related delays
- **Capital Programme** – re-phasing to reflect Covid delays
  - Central Heating Upgrade Phase 4
  - Triple glazing
  - Fire Risk Assessment Works, Carpenter Court, Perth
  - Controlled Door Entry Contract
  - Kitchen and bathroom
  - External fabric
  - Major Adaptations
  - Energy efficiency

# Homelessness and Sheltered



- **Homeless presentations** – 17% reduction
  - Young single – 21% reduction Families – 49% reduction
  - 38 homeless & 20 strategic need – domestic abuse
- 49 households in temp accommodation
- 50% of lets to homeless households

## **Private sector team:**

- accommodation and support to 130 households
- assistance to landlords - benefits and repairs and tenant support
- proactive measures, to support private tenants and avoid potential evictions
- **Sheltered and Greyfriars** – Covid testing and vaccinations

# Locality Teams

- **Caretakers** – enhanced cleaning regime
- **Rent arrears**
  - Increased by £794,000
  - 83% increase in UC applications
  - Increase in tenants in arrears from 27% to 37%
  - Tenancy sustainment fund - £200k paid
- **Welfare Checks have recommenced**
- **Range of engagement activities with hard to reach groups**
- **Delays with Estate Based Initiatives**
- **High volumes of calls and enquiries relating to Covid impact issues**







Questions/ Discussion ?