

LONDON BOROUGH OF CAMDEN	WARDS: All
REPORT TITLE Housing Associations Annual Performance Report	
REPORT OF Director of Housing	
FOR SUBMISSION TO Housing Scrutiny Committee	DATE 25 th February 2025
<p>SUMMARY OF REPORT 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>Local Government Act 1972 – Access to Information No documents that require listing have been used in the preparation of this report.</p> <p>Contact Officer: Rizwan Siddiqui Policy & Performance Co-ordinator 020 7974 6425 rizwan.siddiqui@camden.gov.uk</p>	
<p>RECOMMENDATION That the Housing Scrutiny Committee notes and comments on the report.</p>	

Signed:



Glendine Shepherd

Date: 7th February 2025

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 48 HAs who between them own and manage 12,389 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: Riverside (merger complete with One Housing 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 HAs 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 2023/24

- 3.1 Table 1 indicates a significant increase in sales this year as none were sold last year. NHG sold one property which contained six flats. Clarion sold two properties that included rooms (14 units in total) and were all designated as supported housing. Origin Housing as part of their merger with Places for People had to raise finances through stock sale. Finally Riverside Housing sold three neighbouring properties (14 flats) on Grafton Rd and one other consisting of six rooms.

Table 1: Sale of HA stock 2023-24

HA	No of Units sold	Sales receipt (£)
Clarion	14	2.73m
NHG	6	1.64m
Riverside	20	0.83m
Origin	21	9.63m

- 3.2 During bilateral meetings, the HAs have advised that they would 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. The stock investment is particularly relevant given the recent requirements for building safety remediation work related to damp and mould and fire safety.
- 3.3 Table 2 below shows the investment the four HAs made in 2023-24 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 2023/24

HA	Total spend	Total stock in Camden
Clarion	£1.12m	1302
NHG	£0.92m	1742
Riverside	£0.8m	2459
Origin	£0.48m	2451

- 3.4 Major investments included, Clarion completing two major communal heating projects totalling £690k, £500k window replacement programme by NHG and £190k on kitchen and bathroom replacements by Origin.

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 2022/23 and 2023/24, 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 2023/24, Clarion took the longest to re-let its empty properties and Riverside the highest percentage of stock void during the year.

Table 3: Average turnaround times and Voids 2022/23 and 2023/24

HA	Average turnaround time for letting (days)		% of Camden stock void during the year	
	2022/23	2023/24	2022/23	2023/24
Clarion	153	339	5.2	2.3
NHG	42	25	2	2
Riverside	64	59	3.3	4.4
Origin	54	49	2.1	2.3

- 4.3 The table also shows marked differences from the previous analysis in the time that HAs are taking to let their empty properties with significant delay recorded by Clarion. The Council is undertaking a review of the nominations process and meetings will be 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 main reason for evictions remains rent arrears although there has been a significant increase from last year where only three evictions for rent arrears were recorded.

Table 4: Evictions 2023/24 (2022/23 in brackets)

HA	Rent Arrears	Anti-Social behaviour	Illegal Occupation	TOTAL
Clarion	3(0)	0(0)	0(0)	3(0)
NHG	3(0)	0(0)	0(0)	3(0)
Riverside	2(1)	0(0)	0(0)	2(1)
Origin	3(2)	0(0)	1(0)	4(2)
Total	11(3)	0(0)	1(0)	12(3)

- 4.5 Table 5 below shows what the HAs' rent arrears were in Camden in 2023/24 as a percentage of rent roll. Origin has the most effective rent collection record whilst Riverside has recorded an increase in the debt.

Table 5: Rent arrears 2023/24

HA	Rent arrears as % of rent roll
Clarion	6.0
NHG	5.1
Riverside	6.5
Origin	4.3

- 4.6 Table 6 below shows how many units in Camden each HA changed from social rent to Affordable Rent or market rent. In 2023/24, 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 have converted units to market rent (on a fixed term basis eventually reverting to social rent) to support their development/refurbishment programmes prior to 2022.

Table 6: Tenure changes from social rent 2022/23 and 2023/24

HA	to affordable rent 22/23	to affordable rent 23/24	to market rent 22/23	to market rent 23/24
Clarion	0	0	0	0
NHG	0	0	0	0
Riverside	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 2022/23 and 2023/24 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 one fixed term (normally five year) tenancy in 2023/24.

Table 7: New Tenancies 2022/23 and 2023/24

HA	Lifetime (Assured) 2022/23	Lifetime (Assured) 2023/24	Fixed term 2022/23	Fixed Term 2023/24
Clarion	32	37	5	1
NHG	26	20	0	0
Riverside	45	49	0	0
Origin	69	116	0	0
Total	172	222	5	1

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 2023/24

HA	STOCK IN CAMDEN	MEMBER/MP ENQUIRIES	REPAIRS/ASB	COMPLAINTS TO PSHT	LBC ENFORCEMENT NOTICES ISSUED
Clarion	1302	33	15/7	13	0
NHG	1742	12	6/2	12	3
Riverside	2459	44	30/3	9	0
Origin	2451	15	8/1	12	2
Total for all HAs	12389	121	70/16	65	5

5.3 The table shows that, proportionally, Clarion had the most Member/MP and ASB enquiries, whilst Riverside have the highest proportion of Member/MP enquiries that are repairs related. Riverside 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 The table below details whether fire safety works are required following inspections and if so, what has been completed;

Table 9: Camden properties Fire Safety works summary

HA	Works required	Summary of works
Clarion	No	NA
NHG	No	NA
Riverside	Yes	Fire doors, alarm system and sprinkler upgrades
Origin	Yes	Fire doors replaced & FRA remedial works

7. Damp and Mould

- 7.1 The table below details damp and mould cases and identifies if a hazard (under the Housing Health and Safety Rating system – HHSRS) is a serious and immediate risk to a person's health and safety, this is known as a Category 1 hazard. If a hazard is less serious or less urgent, this is known as a Category 2 hazard.

Table 10: High risk Damp and Mould cases.

HA	Category 1&2 Cases	Stock
Clarion	220	1302
NHG	29	1742
Riverside	10	2459
Origin	98	2451

- 7.2 Table 10 indicates that Clarion experienced the highest number of cases both in numbers and proportionally with regard to damp and mould being a hazard within their homes.

8. Development of new homes

- 8.1 Table 11 below shows the affordable housing delivered through HAs and the Council's Community Investment Programme (CIP) in each of the last five years.

Table 11: Development of new affordable homes 2019/20-2023/24

	2019/20		2020/21		2021/22		2022/23		2023-24	
	HAs	CIP	HAs	CIP	HAs	CIP	HAs	CIP	HAs	CIP
Social Rent Units	93	8	8	79	16	16	16	51	53	77
Affordable Rent Units	16	0	24	0	47	0	0	0	12	0
Intermediate Housing Units*	31	0	6	0	41	0	7	0	107	0
TOTALS	140	8	38	79	104	16	23	51	172	77

*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

9.1 Finance directorate has been consulted and have no comments to add.

10. Legal Comments

10.1 The report provides an update on housing association activity in Camden and therefore there are 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.

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