

RESULTS SUMMARY 2016

HAPM was initiated by ICSH in 2004 with support from the then Department of Environment, Community and Local Government. 2016 marked the thirteenth year that HAPM (Housing Association Performance Management) has been in place to monitor and manage the performance of housing associations. In that time, HAPM has developed and changed to take account of the evolving nature of housing delivery and management. Recent years have seen a greater focus on governance, compliance and regulation in the non-profit housing sector and the ICSH believes that HAPM remains a vital method of demonstrating the consistently high quality management provided by the non-profit housing sector and ICSH members.

The number of housing associations participating in HAPM has been higher than ever throughout 2016 in each of the quarterly surveys and we welcome this commitment to transparency, openness and accountability.

HAPM takes the form of a quarterly survey of key performance indicators that gather information on size of housing stock, rent levels, service charge levels, rent collected and arrears, allocations, voids, response repairs and maintenance and landlord and tenant relations. There are two versions of the HAPM survey: one is the full HAPM framework that covers all the above sections and is completed by larger Tier 2 and Tier 3 housing associations; the second is a shorter framework that focuses on the key indicators of rents, voids and repairs as mentioned in the Voluntary Code of Regulation.

KEY FINDINGS IN 2016

50 Housing Associations
participated

€46.81
was the average weekly
rent for leased units

4.79%
of rent receivable was
outstanding as rent arrears

**Repairs completed or
responded to within
target timescales:**

18,806
units of accommodation /
tenancies were covered
in the survey

5949
tenancies had an
additional service
charge for utilities

891
properties were
vacant at some stage
throughout 2016

88.5% Emergency
repairs (24 hours)

€55.96
was the average
weekly CAS rent

860
tenancies have an additional
support service charge

11 weeks
The average void
period

91.6% Urgent repairs
(5-7 days)

€47.12
was the average
weekly CLSS rent

100.2%
of rent owed
was collected

4.15%
of properties were
re-let in 2016

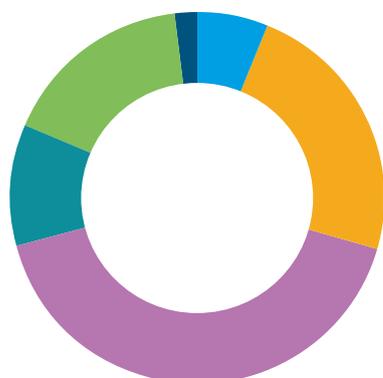
94.9% Routine (28-30 days)

130
Notices of Termination
were issued

100%
of members who answered
this question had a
complaints policy

In 2016, the 50 non-profit Housing Associations that took part in HAPM owned and managed 18,806 units of accommodation. The rate of participation has been consistently high in recent years and we very much welcome this continued involvement from our members. It is worth noting that the data contained in this report is from the 50 non-profit Housing Associations who completed HAPM returns for the full year, however a further 22 housing associations participated in some, but not all, quarters throughout the year. This represents a total of 72 housing associations who participated in HAPM overall in 2016 with a stock of 19,975.

In 2016, 23.1% of properties covered in the survey were funded through CAS; 41.4% were through the Capital Loan and Subsidy Scheme and, continuing the trend which shows leased units are increasing, 16.4% of the surveyed housing stock were leased properties. The following chart shows the numbers of units in each category of housing stock types.



● CAS ● CLSS ● Other owned
● SHL ● RAS ● Other managed

RENTS

For many properties, rental income is the only ongoing source of income. Therefore the charging of appropriate rents is vitally important. Rents should be both affordable for the tenant and generate sufficient income for the housing association to ensure the long term management and maintenance of the property and the housing scheme. Rents for CLSS, leased and RAS properties are differential rents, based on a tenant's income and are generally somewhat lower than CAS rents. Tenants of CAS funded properties can receive assistance with their rent through rent supplement or the Rental Accommodation Scheme and, as a result, average CAS rents tend to be higher. The ICSH has up to date advice and guidance on appropriate rent-setting if required.

RENTS PER WEEK IN 2016

Rents per week in 2016			
	Average	Max	Min
CAS	€55.96	€138.46	€10
CLSS	€47.12	€176.05	€6.35
Leasing	€46.81	€146.11	€10
RAS	€43.79	€150.51	€20.50

SERVICE CHARGES

Utility Service Charges includes charges for communal heating and lighting, refuse collection, communal cleaning, ground maintenance, lift servicing and additional security. In 2016, 5949 tenancies had a utility service charge in addition to rent. This was an increase on the 2015 rate. The average utility service charge has increased slightly in the last year and now stands at €11.47.

Whether or not tenants of a housing scheme will have a service charge depends very much on the particular features of the scheme and tenants should always be aware of how much they are paying per week in rent for their accommodation and how much they are paying in utility service charges and exactly what services they receive for that. Therefore, the rent amount and service charge amount should always be kept separate.

A consistent finding with HAPM over the years has been that the amount of service charges collected by housing associations does not cover the total cost incurred by the housing association to provide those services. ICSH members therefore provide valuable services to tenants at a subsidized cost, in recognition of the limited income and resources of social housing tenants. In 2016, the cost to housing associations to provide such services was €3.5m.

Support Services Charges includes many types of additional supports that allow a tenant to remain living independently and can include such services as chiropody, occupational therapy and 24 hour telecare services. 860 units of accommodation had a support service charge in addition to the rent, a figure which has increased by 21% in the last year. The total estimated cost to the housing associations for providing these services was almost €70,000.

	Utility Service Charge per week per tenant	Support Service Charge per week per tenant
Average	€11.47	€1.54
Max	€54.83	€125
Min	€0.79	€0.75

RENT COLLECTED

Participating members collected €62.2m in rent throughout 2016. This represented 100.2% of the total rent receivable. There is considerable variation among housing associations in terms of the rate of rent collection with the profile and circumstances of tenants varying and presenting challenges in terms of rent collection for some members. It is also worth bearing in mind that the rent collection figure of 100.2% takes into account all rent payments received which may include rent payments made in advance as well as tenants paying back existing arrears gradually.

Overall, the rent collected figure for the sector is an excellent one and a key indicator of the excellent housing management of members. Rent collected is also essential for Housing Associations to deliver a high quality housing service for tenants.



Percentage of Rent	Collected in 2016
Average	100.2%
Max	105.15%
Min	83.33%

RENT ARREARS

27 of the 50 non-profit Housing Associations or 55% of respondents reported having rent arrears. HAPM asks members for figures on arrears from both current and former tenants with any arrears from former tenants that are still being pursued to be included. In 2016, HAPM respondents reported an overall rent arrears figure of €2.9m or 4.7% of rent receivable. Approximately 65% of arrears are from current tenants with the remaining 35% from former tenants.

The management of rent arrears is a time-consuming activity for housing staff/volunteers but one that is vital for the ongoing financial health and viability of non-profit housing associations.

ALLOCATIONS

This section will look at both re-lets of existing properties and first lettings of new properties to demonstrate how many households were accommodated by HAPM participants in 2016.

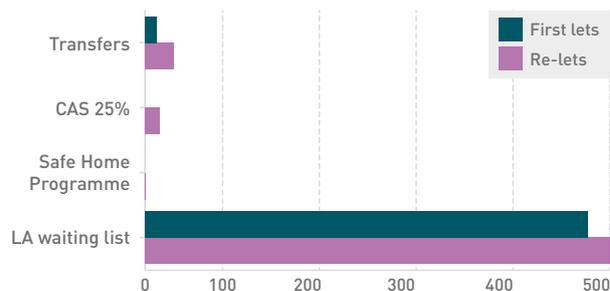
Re-lets

There was a total of 781 re-lets in 2016 which represents 4.15% of total housing stock owned and managed by the participants. This figure has remained low for many years and demonstrates how housing associations are creating and managing sustainable communities where people wish to stay living for many years.

First-lets

872 new homes or 4.64% of the total surveyed housing stock were allocated for the first time in 2016. While development of new housing slowed in previous years, non-profit housing associations will be playing a key part in the delivery of new social housing in the coming years and are a cornerstone of the delivery targets outlined in "Rebuilding Ireland". These first let figures are therefore likely to increase considerably in the coming years and the ICSH looks forward to supporting members as they continue to develop new homes and communities.

The following chart outlines how new and re-let units were allocated. As with previous years, the vast majority of allocations were to applicants from the local authority waiting lists, with 64% of re-lets and 54% of first lets allocated to local authority waiting list nominees. The rest were allocated to a combination of applicants to the Safe Home Programme, through the CAS 25% allocation and allocated as transfers to existing tenants.



VOIDS

In 2016 the total number of void properties reported was 891. This amounted to 4.74% of the reported housing stock. It is important to note that housing associations devote considerable time and effort to minimising both the occurrence and duration of voids. All of the 891 voids units reported were void for just a short period in 2016 and did not remain so throughout the year. The average void period in 2016 was 11 weeks, a welcome decrease on the figure in 2015.

The HAPM survey has always asked respondents for the reasons why voids have persisted and the answers provided have consistently been very similar throughout the years. The top three reasons stated in 2016 were:

- Delays in nominations from some Local Authorities / Inappropriate nominations.**
- No suitable tenants / nominations available**
- Refurbishment and maintenance works**

Participants also indicated that deaths, and delays due to: Garda clearance, HIQA registration and funding, also contributed to voids. Non-profit Housing Association performance relies significantly on the cooperation of other key stakeholders.

RESPONSE REPAIRS AND MAINTENANCE

Performance

HAPM measures the number of valid repair requests received and the percentage of response repairs that were completed or responded to successfully in the target timescale by looking at emergency, urgent and routine repair requests. It is important that HAPM measures response and completion rates within the target timescale as this will better reflect true performance of repairs management than just focusing on completion rates. Due to the nature of many emergency or urgent repairs which may be complex, it is unlikely that all can be fully completed in a very short timescale. The HAPM survey therefore now takes into account repair requests that were responded to and made safe within the target timescale.



The target timescale for emergency repairs is 24 hours; for urgent repairs, it is 5-7 days and for routine repairs, it is 28-30 days.

	Emergency	Urgent	Routine
Requests Received	6,666	10,912	14,085
Completed or responded to in target timescale	5,901	9,999	13,377
% Completed or responded to in target timescale	88.52%	91.63%	94.97%

These figures show improved performance when compared to 2015 across the urgent and routine categories, representing the excellent performance regarding repairs across the voluntary housing sector. The amended wording of this indicator better captures the true performance of members in relation to repairs. This is especially noteworthy when you consider that repair requests increased significantly compared with 2015 across all categories.

Cost

HAPM participants were asked to provide information on the total amount spent on response repairs, cyclical maintenance and planned maintenance as well as the number of units that had each type of repairs or maintenance carried out.

- Cost per unit for Response Repairs (this includes routine, emergency and urgent repairs) - €207.23 per unit affected.
- Cost per unit for Cyclical Maintenance (e.g. painting or servicing equipment) - €140.29 per unit affected.
- Cost per unit for Planned Maintenance (e.g. replacing windows or roofing, upgrading insulation, major structural work) - €466.24 per unit affected.
- The average cost for a response repair (emergency, urgent and routine) was €142.18.

These figures show decreased repairs and maintenance costs per unit for response repairs and cyclical maintenance, with planned maintenance costs showing a significant decrease on 2015.

LANDLORD TENANT RELATIONS

Notices of termination served and enforced

Notices of Termination (NoTs) are served on tenants when the landlord wishes to terminate a tenancy. They are generally issued as a last resort once all other options at resolving the breach of tenancy have been attempted and failed.

During 2016, the procedures and legislation involved in issuing such notices changed as the housing association sector came under the remit of the Residential Tenancies (Amendment) Act 2015 and the Residential Tenancies Board on 7th April 2016. In fact by 2017, 26,000 housing association tenancies were registered with the RTB. Therefore the figures on terminations that HAPM has collected for 2016 will include both Notices of Termination issued in line with the RTA after 7th April 2016 and notices to quit issued under the old legislation prior to this.

Regardless of the procedure used, the reasons for issuing notices to quit or notices of termination are usually due to serious levels of rent arrears or ongoing anti-social behavior. A small number of Notices of Termination were issued in 2016 as the tenant had abandoned the property and a NoT had to be issued before possession of the property could be taken again by the housing association.

In 2016, 130 Notices to Quit and Notices of Termination were served by HAPM participants representing 0.69% of the total housing stock. This is a very small number overall, showing that most tenancies in the housing association sector are being managed well by the landlord and tenants are satisfied with the service.

Of the 130 NTQs or NoTs issued, 20 of these resulted in court or Residential Tenancies Board action with the others being resolved through the tenant leaving voluntarily or a new tenancy agreement being signed after rent arrears were paid off.

Complaints

HAPM participants recorded only 139 formal complaints in 2016 which represents only 0.73% of the housing stock, again demonstrating the overall high levels of tenant satisfaction in the housing association sector. 100% of all 2016 HAPM participants who answered the question have a Complaints Policy in place to deal with tenant and 3rd party complaints*. ICSH can provide templates for Complaints Policies if required.

Irish Council for Social Housing (ICSH)

For more information on HAPM, please contact:
Keelin McCarthy, 50 Merrion Square East, Dublin 2
Phone: 01 6618334 **Email:** keelin@icsh.ie

**In 2017, ICSH produced a first sector-wide Tenant Satisfaction Survey which is available at www.icsh.ie*



2016 PARTICIPANTS

Apex Housing Association	Mulranny Day Centre Housing
Banner Housing Association Ltd	New Hope Residential Centre
Caislean Nua Voluntary Housing Association	North and East Housing Association
Charleville Sheltered Housing Services Ltd	Novas Initiatives
Circle Voluntary Housing Association	Oaklee Housing Trust Limited
Clanmil Housing Association Ireland Limited	Orione Care
Cluid Housing Association	Owning Care for the Elderly
Daughters of Charity of St Vincent de Paul Service for Persons	Respond! Housing Association
Enniscorthy Community Housing Ltd	Saint John of God Housing Association
Escombe Housing Limited	Senior Citizens Concern Limited
Fold Housing Association Ireland Ltd	Sonas
Foscadh Housing Association	St Killian's Housing Association Limited
Galtan Limited	St Vincent De Paul Ballinamore
Good Shepherd Services	St Vincent De Paul Cavan
Grantstown Voluntary Housing Association	St Vincent de Paul Donegal
Housing Association for Integrated Living (HAIL)	St Vincent De Paul Ennis
KARE	St Vincent De Paul Glenties
Kilanerlin Sheltered Housing Association	St Vincent de Paul Ryansfield
Kilbolane Voluntary Housing Association	St Vincent de Paul St Colombas Conference
Kilkee Housing Association	The Iveagh Trust
Macroom Senior Citizens Housing Development Ltd	The Royal Hospital Donnybrook Voluntary Housing Association Ltd
Merrick House Limited	Thurles Lions Trust Housing Association Ltd
Mid West Simon Community	Tintean (Carlow Voluntary Housing Association)
MooreHaven Centre	Tuath Housing
Muiriosa Housing Association Limited	Villiers Housing Association Ltd

