

**WRITTEN QUESTION TO THE MINISTER FOR HOUSING AND COMMUNITIES  
BY DEPUTY C.S. ALVES OF ST. HELIER CENTRAL  
QUESTION SUBMITTED ON MONDAY 9th OCTOBER 2023  
ANSWER TO BE TABLED ON MONDAY 16th OCTOBER 2023**

**Question**

“Will the Minister provide annual statistics on the turnaround times over the last 3 years for homes provided by Andium and other housing trusts to become available on the Housing Gateway when they are vacated by tenants and not in need of complete refurbishment, broken down by mean, mode, and median average, and the maximum and minimum times?”

**Answer**

The Minister for Housing and Communities does not directly hold this information, but has received the following from two social housing providers – Andium Homes and Jersey Homes Trust.

**Andium Homes**

Andium Homes has a Key Performance Indicator for all standard relets, to include refurbishment works and statutory inspections and the time taken to allocate. These are published in their annual reports.

Andium Homes operate a ‘choice based’ lettings system, so advertise vacant homes prior to the refurbishment works being completed, in order to expedite the allocation.

Statistics for 2020 do not reflect a ‘business as usual’ performance, given the ‘Stay at Home’ Covid-19 restrictions. The data below, therefore, reflects years 2021 and 2022.

The following represents turnaround times to relet vacant properties during those periods. This does not include properties requiring major repairs, or the allocation of new supply as defined by UK benchmarking housing standards Housemark. The data does not, therefore, include 220 new/refurbished homes in 2021 and 305 new/refurbished homes in 2022.

Year	Total No Voids	Mean Days	Mode Days	Median Days	Max* Days	Min* Days
2021	212	25	20	23	71	1
2022	201	28	21	25	74	7

\* The maximum and minimum times relates to a small number of relets, so does not reflect the situation accurately. Homes become vacant for a whole host of reasons, with some offering swifter opportunities to relet, and others providing additional challenges.

<b>THE JERSEY HOMES TRUST</b>					
<b>Annual Benchmarking of Performance Indicators (2019 – 2021)</b>					
<b>against Performance Indicators of UK Housing Associations (2020 -2021)</b>					
	<b>UK Associations</b>		<b>Jersey Homes Trust</b>		
	<b>2020</b>	<b>2021</b>	<b>2021</b>	<b>2020</b>	<b>2019</b>
Average stock per provider	12,367	12,845	842	842	842
Rent loss from void properties	1.50%	1.90%	0.07%	0.20%	0.00%
Average re-let time (days)*	not reported	not reported	4.47	17.68	0.32
Rent arrears at year end	4.90%	4.90%	0.37%	0.69%	0.14%
Unrecoverable Debts	1.00%	0.70%	0.05%	0.32%	0.16%
Maintenance & Repairs per unit:					
Weekly	£39.78	£40.12	£46.17	£34.63	£42.40
Annual	£2,068	£2,086	£2,401	£1,801	£2,205
As percentage of Turnover	37.41%	36.84%	18.55%	14.32%	17.84%
Management cost per unit;					
Weekly	£23.14	£23.63	£22.96	£21.78	£21.44
Annual	£1,203	£1,229	£1,194	£1,132	£1,115
As percentage of Turnover	21.77%	21.71%	9.22%	9.01%	9.02%
Overall costs per unit:					
Weekly	£64.37	£64.46	£69.25	£57.21	£64.25
Annual	£3,347	£3,352	£3,601	£2,975	£3,341
As percentage of Turnover	60.54%	59.21%	27.82%	23.66%	27.03%
<b>NOTES:</b>					
<b>Management Cost</b> ” includes all administration costs, management fees, accountancy and audit fees, property insurances, P.I. Insurance and legal and professional fees.					
<b>To achieve like-for-like and meaningful comparisons:</b>					
All costs are nett of depreciation and impairment costs.					
JHT costs are nett of Foncier Rates (for which there is no UK equivalent).					
<b>*Re-let time:</b>					
Average re-let time calculated by number of void days divided by number of re-lets in year.					
<b>Sources:</b>					
The “2021 Global Accounts of private registered providers” published by the Regulator of Social Housing					
The independently audited Financial Statements of The Jersey Homes Trust and reports to Trustees by Managing Agents.					
<b>Unreported data in the UK statistics:</b>					
Re-let times: last reported in 2010 as 33.2 days.					