

COVID-19 Impact Monitoring Executive Summary

December 2020

Accessing real time data to make evidence-based decisions has never been more crucial. Our monthly COVID-19 impact analysis is the only report to cover the UK sector-wide. This is the ninth in our series, with data up to the end of November 2020. We have found that the demand for data and the desire to understand impact to make decisions has continued with 117 participants this month.

Arrears

After five months of stable figures, we recorded a 6% rise in arrears during November.

Current tenant arrears rose by £62m across the sector during November - pushing the sector total to a record high of £1.1bn. We expect arrears will continue to rise through the winter months before starting to stabilise at the end of the financial year. At which point we forecast arrears will be 35% higher than they were in March 2020.

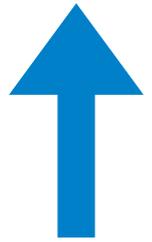


Sickness

4.7% of working days were lost in November across the sector

This equates to almost 150,000 days during the month. Compared to equivalent data from 2019, this represents an increase of 20%.

20%



Staff satisfaction

82% of sector staff are satisfied with their employer

Almost two-thirds of participants are checking on staff wellbeing by proactively staying in regular contact with employees and carrying out regular staff surveys.



Overall satisfaction

8 out of 10 tenants are still satisfied with the service received

45% of participants stated that satisfaction levels had remained stable through the pandemic. Most landlords experiencing a reduction in satisfaction said that it was small – around two percentage points.



Repairs

Non-emergency repairs reporting dropped by 10% during November

Even with this reduction, the number of responsive repairs recorded in November remained 12% higher than 'normal' expectations. It is unclear if the change is due to clearing backlogs or apprehension about reporting repairs given higher infection rates.

10%



Transactional satisfaction

64% of tenants were satisfied with how their complaint was handled

Complainant satisfaction remains stable and some landlords are receiving fewer complaints than expected.



78% of complainants were satisfied with how their ASB case was handled

In a year with unprecedented volumes of ASB cases, satisfaction has increased by 4 percentage points.



90% of tenants were satisfied with their repair

With additional restrictions across most of the country, repairs satisfaction has remained constant.

