

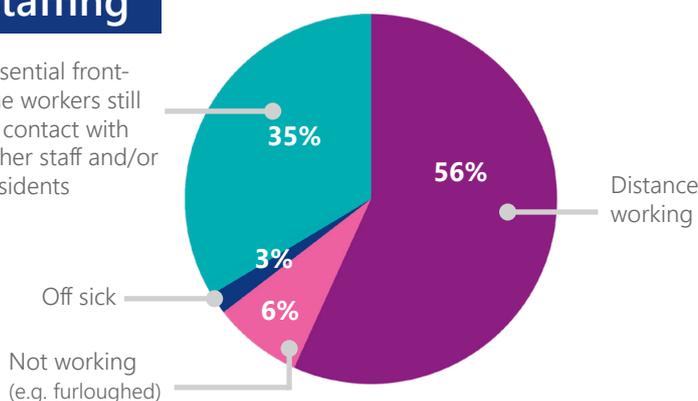
COVID-19 Impact Monitoring Executive Summary

July 2020

Accessing real time data to make evidence-based decisions has never been more crucial. As landlords shift focus from managing the crisis to restarting and reimagining services, we are starting to see the emerging shape of the sector's 'new normal'. Our COVID-19 Impact Assessment monthly analysis is the only report to cover the UK sector-wide. This is the fourth in our series, with data up to the end of June 2020. We have found that the demand for data and the desire to understand impact to make decisions has continued unabated with over 150 participants again this month.

Staffing

Essential front-line workers still in contact with other staff and/or residents



The number of staff well but not working (e.g. due to furlough) halved over June as 77% of landlords brought staff back to work. As a result, nine out of ten sector staff were back working in June, with 56% of all staff continuing to work virtually. This signals a fundamental change in how and where we work. Overnight channel shift has led to significant changes in behaviour for organisations, employees and customers.

Service delivery

75%

A staggering 75% of landlords are planning to take a different approach to service delivery in the new normal with only 8% electing for business as usual.

Gas Safety

In May landlords reported an average of 89% of gas safety certificates renewed within target. Although as renewals are spread through the year, overall compliance remained above 99%. In June this position had improved to 93%, showing clear signs of recovery. Two thirds of landlords reported in-month figures of 95% or above.



Tenant satisfaction

Over half (57%) of landlords reported that satisfaction had moved in a positive direction since March.

A bounce in satisfaction is not uncommon in times of national crises however figures may also have been influenced by certain services being suspended as well as the phenomenal efforts landlords made to get in touch with their tenants and check on their well-being.

57%

Repairs

x2



The number of reported non-emergency repairs doubled over June as landlords resume full service – with landlords completing 62% of those reported.

Anti-social behaviour

↑ 10%

increase in reports of anti-social behaviour between May and June

ASB has increased by 60% since March when lockdown measures were first introduced.

Arrears

↑ 2.9% increase in arrears

Arrears increased a further 2.9% in June and now sits at 3.47% of total rent - this suggests that the majority of the sector is now over the first peak in arrears, however we expect there to be another spike when the Government's job retention scheme ends in October.

Lettings

The number of lettings doubled in June over the month bringing them close to March levels.

There are now 50,000 properties empty but available to let in the sector (twice as many as we would expect to see) - this equates to almost £5m in lost income for every week these properties are un-tenanted.