

COVID-19 Impact Monitoring Executive Summary

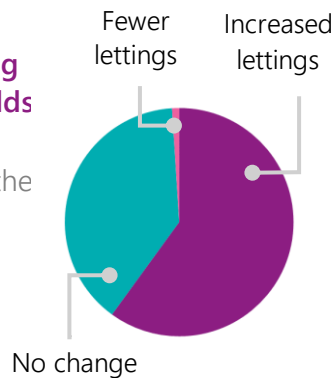
November 2020

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 eighth in our series, with data up to the end of October 2020. We have found that the demand for data and the desire to understand impact to make decisions has continued with 115 participants this month.

Homelessness

60% of landlords are expecting lettings to homeless households to increase over winter

This represents an increase on the proportion of landlords that experienced an increase in homelessness during the first wave of the pandemic.



Over a quarter of landlords are prioritising homeless lettings

As a result, around one in four lettings were made to households identified as statutorily homeless during October – almost 9,000 households across the UK.



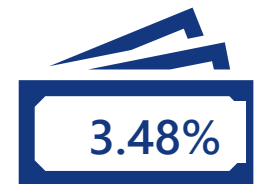
Gas

Despite the second wave of COVID-19 infections, access issues improved across the sector and gas compliance remained stable at 99.1%.



Arrears

The period of relative stability since June extended into October with arrears falling marginally to 3.48% however this varies depending on local conditions.



Supporting tenants

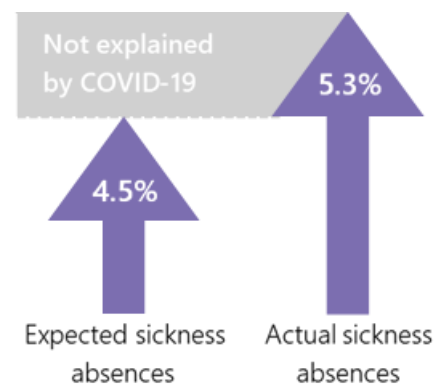
70% of participants told us about the work they are doing to support tenants during the second wave

Greater contact, partnership and cross-agency working, signposting/advice and hardship funds were some of the main ways the sector is providing extra support.

Sickness

Sickness levels increased to 5.3% but more than half of absences aren't explained by increases in COVID-19 infections.

Where staff are supporting the health and wellbeing of staff, absences were close to 22% lower.



Lettings

Vacancy rates are still 36% higher than they were during 2019/20 – we estimate that to fill these empty homes the sector would need to maintain current levels of lettings activity for the rest of 2020.

36%



Repairs

The number of urgent and routine jobs recorded by landlords during October remains greater than the 2019 average putting completion targets under pressure.



For more information about how HouseMark is supporting the sector through COVID-19, please contact elaine.middleton@housemark.co.uk