

Agenda item 7

Housing Management Advisory Board

7 September 2022

Performance information pack
QUARTER 1 2022-2023

Landlord services performance

Compliance performance (fire safety etc.)

**HOUSING MANAGEMENT ADVISORY BOARD
7 SEPTEMBER 2022**

**Report of the Head of Landlord
Services**

**LANDLORD SERVICES
PERFORMANCE**

Purpose of report

To consider performance at the end of quarter 1, 2022-2023, April to June 2022.

Recommendation

The board is asked to note and comment on performance for the first quarter of 2022-2023.

Targets met or within tolerance levels (performance is within 5% of the target)

(a) Repairs

Description	Target	Performance Q1
% Emergency repairs completed within 24 hours	100%	99.27% 1,968/2,147
% Responsive repairs for which appointments are made and kept	98.58%	97.90% 1,397/1,427
% Responsive repairs which are completed 'right first time'	96%	99.93% 1,478/1,479
% Urgent repairs completed on time	97%	93.51% 447/478

Note: The timescales that apply to the different categories of repairs are:
Emergency repairs – 24 hours
Urgent repairs – 5 days
Routine repairs – 28 days

(b) Rent collection

Description	Target	Performance Q1
% Rent collected (including rent arrears brought forward)	86.50%	87.87%

Rent arrears of current tenants as a percentage of the annual rent debit rent debit	4.0%	3.29%
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(c) Tenancy management

Description	Target	Performance Q1
% New tenancies sustained over twelve months	95%	100% 97/97
% New tenancy visits completed on target	95%	95.45% 42/44

(d) Supported housing

Description	Target	Performance Q1
% Support plans agreed with sheltered tenants/reviewed within time	100%	100% 719/719

(e) Customer satisfaction

Description	Target	Performance Q1
% Residents satisfied with Decent Homes work	95%	No data acquired
% Residents satisfied with the time taken to complete the Decent Homes work	95%	No data acquired
% Lifeline customers satisfied with the way their alarm call was dealt with	99.50%	98.21% 55/56

(f) Rent arrears and universal credit

The arrears and universal credit performance indicators for quarter 1 2022-2023 are attached in **appendix 1**.

Targets not met within a 5% tolerance

(a) Repairs

Description	Target	Performance Q1
% Routine repairs completed on time	97.00%	85.16% 769/903
% Responsive repairs completed within timescales	97%	91.66% 1968/2147
Average number of days taken to carry out standard re-let repairs	14 days	67.02 days

Commentary:

Owing to the recurring problem of recruiting to vacant posts, we are undertaking further recruitment drives to fill those posts in day-to-day repairs and voids, which is affecting our ability to achieve these targets.

(b) Gas servicing

Description	Target	Performance Q1
% Properties with a valid gas safety certificate	100%	93.49% 4,829/5,165

Commentary:

Our contractor PH Jones has recently had a turn around in gas engineers. It has secured additional resource and has made significant progress dealing with the backlog.

(c) ASB

Description	Target	Performance Q1
% ASB complainants satisfied with the way their case was dealt with	86.00%	No data acquired

Commentary:

Owing to there being two vacant posts within the ASB team the anti-social behaviour team leader has been unable to spend time reviewing cases for closure as she is currently also managing cases to ensure that high-risk matters are dealt with. A survey is only carried out when a case has been closed; therefore no surveys have been conducted in this quarter.

(d) Complaints

Description	Target	Performance Q1
% Complaints responded to within timescales (stages 0 and 1)	95%	85.42% 82/96

Commentary: Stage 0 complaints responses did not hit target in April, due to staff absence and work load, whilst this improved in May and June the overall target for the quarter was not met.

(e) Customer satisfaction

Description	Target	Performance Q1
% Tenants satisfied with responsive repairs (overall)	97.4%	90% 81/90
% Tenants satisfied with the time taken to complete the repair	97.60%	91.11% 82/90
% Tenants satisfied that the operative arrived on time	98.57%	91.11% 82/90

Commentary:

Owing to resource problems, non urgent work is taking longer to schedule. The team is working with our contractor to batch and programme this type of work. We strive to arrive at tenants' homes at the allotted times; however, operatives can be affected by traffic conditions or occasionally a job may take longer to complete which can affect subsequent customers.

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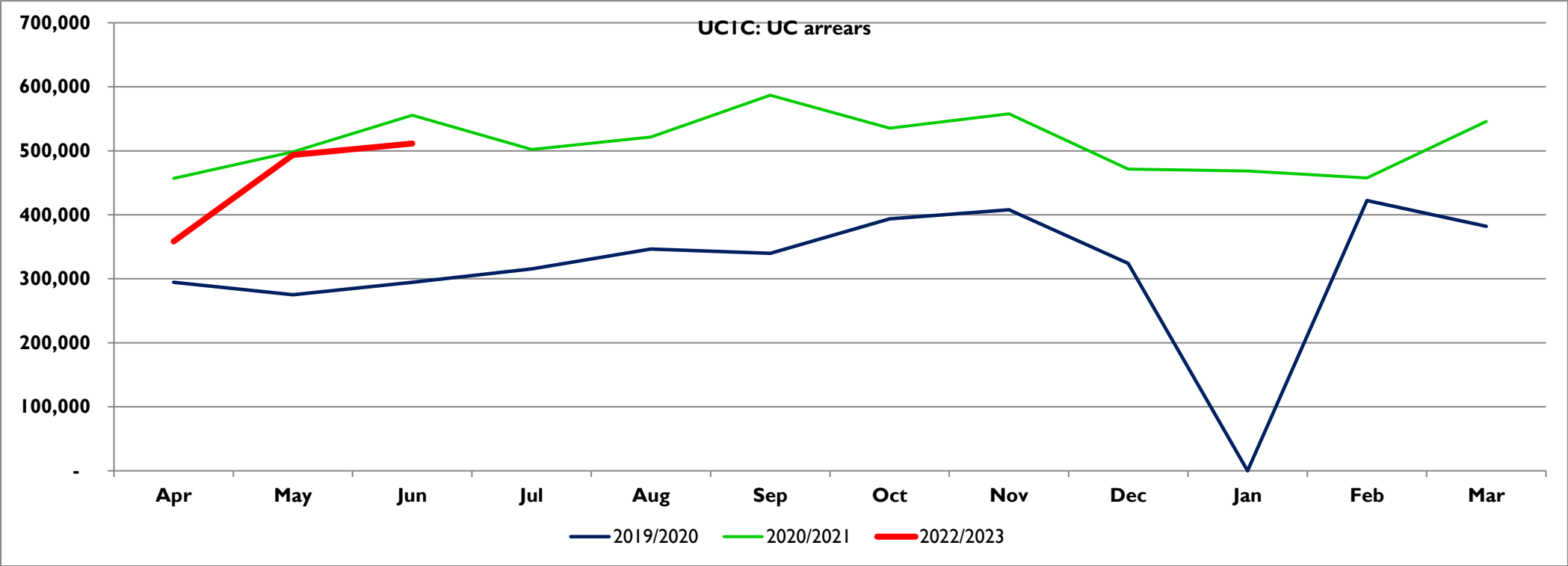
APPENDIX 1: RENT ARREARS AND UNIVERSAL CREDIT

Q1: April - June 2022: Landlord services – rent arrears and universal credit performance indicators

KPI ref	Description	Q1 22/23	Q4 21/22	Q3 21/22	Q2 21/22
UC1A	Number of tenants in receipt of universal credit	1,680	1,636	1,588	1,543
UC1B	Percentage of tenants in receipt of universal credit and who are in arrears	57.4%	46.3%	56.9%	59.9%
UC1C	Total arrears of tenants in receipt of universal credit and who are in arrears	£511.353	£411,694	£506,974	£499,437
UC1D	Average debt of tenants in receipt of universal credit and who are in arrears	£530	£544	£561	£540
UC2A	Number of tenants not in receipt of universal credit	3,469	3,535	3,631	3,673
UC2B	Percentage of tenants not in receipt of universal credit and in arrears	24.0%	11.2%	21.5%	26.0%
UC2C	Non-UC arrears	£204,056	£291.872	£235,072	£251,726
UC2D	Average debt of tenants not in receipt of UC and who are in arrears	£245	£737	£324	£264

UC1C Total debt of tenants in receipt of universal credit and who are in arrears (£s)

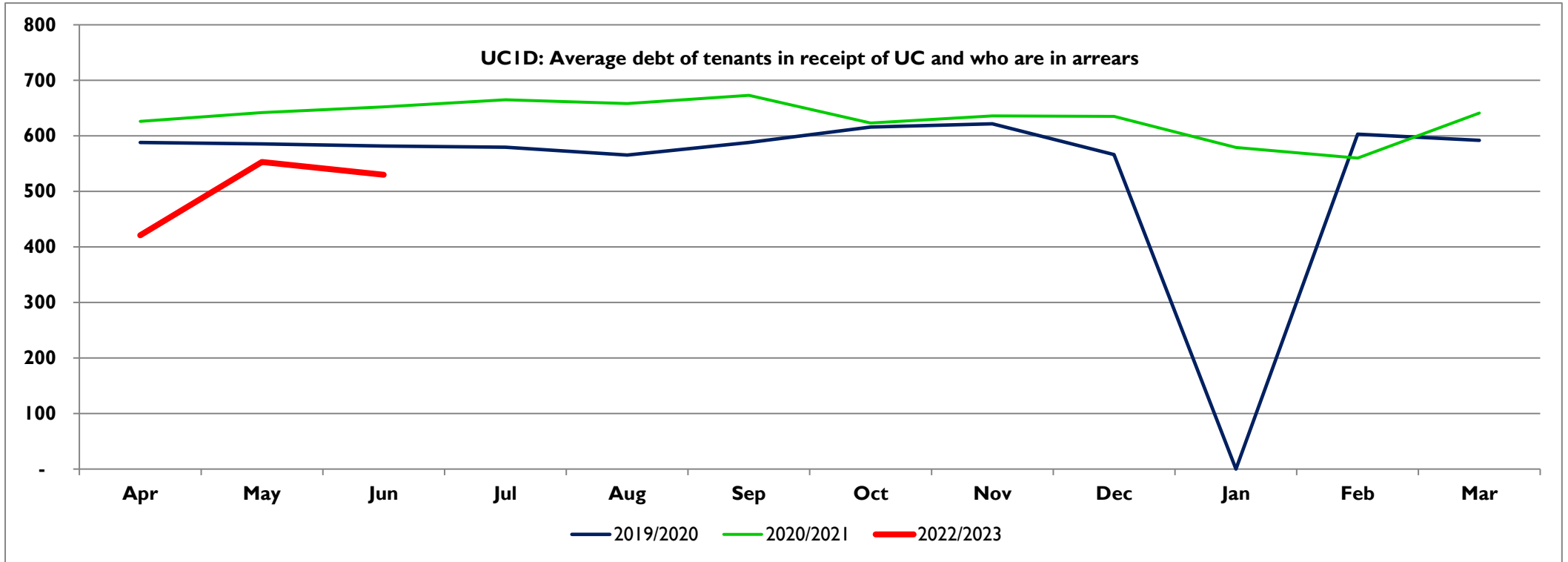
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2020/21	456,913	498,413	555,479	501,988	521,649	586,825	535,319	557,596	471,446	468,523	457,397	545,701
2021/22	447,403	459,255	479,363	433,410	469,519	499,437	533,958	573,458	506,974	480,473	501,352	411,694
2022/23	358,330	493,558	511,353									



UC1D

Average debt of UC tenants who are in rent arrears (£s)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2020/21	626	642	652	665	658	673	623	636	635	579	560	641
2021/22	548	550	550	544	554	540	546	568	561	561	561	544
2022/23	421	553	530									



KPI	DESCRIPTION	TARGET	ACTUAL	%	COMMENTARY
1	GAS COMPLIANCE				
	PROPERTIES WITH A CURRENT CP12	5,164	4,920	95.27%	We have 335 properties out of compliance. There has been a sudden increase in OOC properties. PHJ have attributed this to a spate of failures due to previous lack of maintenance and the loss of two engineers. PHJ is drafting in temporary engineers to recover some of the backlog (40 services p/w) and we have asked that it seeks further support until the deterioration is recovered.
	CAPPED PROPERTIES WITH A CURRENT CP12 (VOID)		252	5%	5% of our properties are capped and void.
	CAPPED PROPERTIES WITH A CURRENT CP12 (NOT VOID)		94		2% of our tenanted properties do not have use of gas appliances.
	COMMUNAL BOILERS WITH A CURRENT CP12	15	15	100%	All communal boiler systems are compliant.
	SOLID FUEL APPLIANCES WITH A CURRENT CERTIFICATE	54	50	93%	Five properties are out of compliance. A review with the tenancy team is required re legal action to gain access and remove appliances which are unsafe if the tenant does not undertake remedial actions. One property is habitually out of compliance and we are waiting for some certificates from April to arrive.
	TOTAL REPAIRS COMPLETED IN PRIORITY	456	397	87%	91% of repairs were completed within priority during June
CUSTOMER SATISFACTION (98%)	37	37	100%	Audits received: 92% customer satisfaction.	
1a.	AUDITING - ASSURANCE				
	COMPLETED GAS AUDITS - MAIN GAS CONTRACT	10%	37	8%	547 audits now completed
	COMPLETED SOLID FUEL AUDITS				
2	SMOKE ALARM & CO COMPLIANCE - RECONCILIATION PROJECT				

	No. properties with a battery smoke alarm		2,237		Exercise to validate alarms in dwellings is now underway
	No. properties with hard-wired smoke detection		2,645		
	No. properties with both battery and hard-wired detection		306		
	No. properties: unknown/missing data		9		
	No. properties with individual smoke detection connected to Lifeline with communal fire alarm systems		405		
	PROPERTIES WITH A CO ALARM INSTALLED		5,602		Reconciliations are required. This work is outstanding owing to a lack of information on the QL system
3	FIRE SAFETY				
	FIRE ALARM - SIX-MONTHLY	20	19	95%	Monthly data sheet being received confirming dates and certificate details for each site. Certificates for one site are late and are being checked.
	EMERGENCY LIGHTING: DURATION TEST - ANNUAL	48	48	100%	Monthly data sheet being received confirming dates and certificate details for each site
	EMERGENCY LIGHTING: FLICK TESTING - MONTHLY	277	277	100%	Monthly data sheet being received confirming dates and certificate details for each site
	FIRE RISK ASSESSMENT	297	297	100%	FRAs for all domestic sites are complete. Looking at where commercial FRAs are now wanted and will start requesting these.
	FIRE EXTINGUISHER	14	14	100%	14 sites have fire extinguishers/blankets installed (47 components)
	FRA RECOMMENDATIONS: IMMEDIATE/AS SOON AS PRACTICABLE	349	103	29.51%	IA 1 in progress 245 not started - ST 0 in progress, 42 not started, NU 0 in progress, 16 Not started
	FRA RECOMMENDATIONS - SHORT-TERM	328	286	87.20%	
	FRA RECOMMENDATIONS: NON-URGENT	111	95	85.59%	
	FRA RECOMMENDATIONS: LONG-TERM	-	-	NA	
	FRA RECOMMENDATIONS: ASSET PROTECTION ONLY	-	-	NA	
	FRA RECOMMENDATIONS: TOTAL	788	484	61.42%	

4	WATER SAFE				
	LEGIONELLA MONITORING: MONTHLY	15	15	100%	Monthly, quarterly and annual checks are taking place at all courts . New checks on temperature at targeted outlets at each court are to be introduced adding robustness to SE checks which are monthly. A number of risk assessment and proposals have been introduced and we are progressing a programme of biocide dosing unit installation as a preventative measure. Fielding Court, Arnold Smith House and Sorrell court units are installed and running.
5	LIFTS & STAIRLIFTS				
	PASSENGER LIFT: SIX-MONTHLY	4	4	100%	Stair lifts, hoist, passenger – 203 with 15 outstanding services continuing to be scheduled
	STAIRLIFT: ANNUAL SERVICE	203	184	91%	
6	ASBESTOS				
	Communal areas for reinspection 20/21	493	493	100%	
	Total properties with an asbestos survey	5,530	5,530	100%	Reconciliation is continuing: 5,530 properties have been identified from the validation of CBC data and has been passed to MCP. Checks for properties not on Alpha Tracker (surveys since eoy 2018) are complete - surveys predating this Alpha Tracker are in the process of being uploaded up to a separate documents folder where they will be available to view but without the additional features provided by the Alpha Tracker. Waiting for data from Paul McM re some properties thought not to have surveys. However we will attempt to validate this during upload process from prem sys to AT
	COMPLETED ASBESTOS AUDITS: assurance testing				Audits completed with assurances issued on works carried out - further auditing to be completed on licensed works as necessary
7	Electrical condition reports (periodic testing) inc PAT testing				
	Sheltered schemes: PAT testing	14	14	100%	PAT testing complete

APPENDIX 3: ANTI-SOCIAL BEHAVIOUR: QUARTER 1 - APRIL TO JUNE 2022-2023

1. Incidents of ASB reported by estate: quarter 1 2022/2023

Estate	Q1 22/23	Q4 21/22	Q3 21/22	Q2 21/22
Anstey	17	8	8	11
Barrow Upon Soar	4	8	9	9
Birstall	3	10	7	5
Loughborough - Ashby Road	9	10	14	15
Loughborough - Bell Foundry	31	77	108	59
Loughborough - General	10	24	12	43
Loughborough - Shelthorpe	30	22	20	54
Loughborough - Thorpe Acre	8	5	6	4
Loughborough - Town Centre Central	6	12	15	16
Loughborough - Warwick Way	32	57	73	56
Mountsorrel	17	16	4	35
Quorn	2	4	4	5
Rest of Charnwood	3	17	8	10
Rothley	0	2	3	7
Shepshed	21	45	34	30
Sileby	11	31	19	41
Syston	51	21	17	15
Thurmaston	6	6	5	1
Woodhouse Eaves	7	19	8	9
Grand total	268	394	374	425

2. Case closure: quarter 1 2022/2023

CASES CLOSED DURING QUARTER 1	Q1 22/23	Q4 21/22	Q3 21/22	Q2 21/22
Numbers of cases closed	68	238	48	150
Total time open (days)	4,758	42,995	4,351	15,015
Average length of time open (days)	70	181	91	100

3. Case resolution rate: quarter 1 2022-2023

CASES CLOSED DURING QUARTER 1	Q1 22/23	Q4 21/22	Q3 21/22	Q2 21/22
Numbers of cases closed	68	238	48	150
of which were resolved	63	229	46	99
Case resolution rate (%)	93%	96%	96%	66%

Any cases that were duplicates or entered in error have been excluded from this calculation.

4. Case closure and reasons for closure when unresolved: quarter 1 2022-2023

Case resolution - unresolved cases' reason for closure	
Reason for closure when unresolved	Nos
No perpetrator identified	3
Insufficient evidence to take further action/progress case	2
TOTAL	5

5. Case closure by disposal (action status at point of closure): quarter 1 2022/2023

Disposal type	Q1 22/23	Q4 21/22	Q3 21/22	Q2 21/22
Advice	0	2	0	52
Verbal warning	0	0	0	2
Written warning	2	5	1	7
Community protection advice/warning letter (CPW)	0	1	0	1
Mediation	0	2	0	6
Acceptable behaviour contract	0	0	0	0
Community protection notice (CPN)	0	1		
Injunction	0	0	0	0
Tenancy – extension to introductory tenancy	0	0	0	0
Notice of possession proceedings	0	0	0	0
Notice of seeking possession	0	0	0	1
Suspended possession order (SPO)	0	0	0	0
Outright possession order	0	0	0	0
Criminal behaviour order (CBO)	0	0	0	0
Closure order	0	0	0	0
Eviction order	0	1	0	0
No further action at complainant's request	14	38	2	19
No further action – reported for information only	3	5	0	4
No further action – no perpetrator identified	3	8	2	14
No further action - other	12	62	5	32
No further action – evidence not provided	30	80	27	45
Other (in this case non-engagement by complainant)	127	385	303	209
Referred to the police	2	6	0	0
Referred to the tenancy and estate management team	1	3	0	0
Referred to the environmental protection team	0	0	0	0
Alleged perpetrator ended tenancy	0	0	0	0
Complainant moved	0	1	0	0
GRAND TOTAL	194	600	340	392

6. Open cases at the end of quarter 1 2022/2023

Cases open	Q1 22/23	Q4 21/22	Q3 21/22	Q2 21/22
Numbers of cases	314	248	406	372
Total time open (days)	57,459	38,633	16,359	34,135
Average length of time open (days)	183	156	403	92

7. Repeat complainants

Repeat and anonymous complainants for cases opened during quarter 1 2022/2023	
Anonymous/no victim or complainant	10
Reported twice	8
Reported three times or more	1
TOTAL	19

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