

Agenda item 8

Housing Management Advisory Board

9 November 2022

Performance information pack

QUARTER 2 2022-2023

Landlord services performance

Compliance performance (fire safety etc.)

**HOUSING MANAGEMENT ADVISORY BOARD
9 SEPTEMBER 2022**

**Report of the Landlord Services
Manager and the Repairs &
Investment Manager**

ITEM 8 LANDLORD SERVICES PERFORMANCE

Purpose of report

To consider performance at the end of quarter 2, 2022-2023, July to September 2022.

Recommendation

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

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

(a) Repairs

Description	Target	Performance Q2
% Emergency repairs completed within 24 hours	100%	99.56% 1,806/1,814
% Responsive repairs for which appointments are made and kept	98.58%	98.45% 3,048/3,096
% Responsive repairs which are completed 'right first time'	96%	99.94% 3,169/3,171
% Urgent repairs completed on time	97%	95.34% 942/988
% Responsive repairs completed within timescales	97%	94.40% 4,534/4,803

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 Q2	Performance Q2
% Rent collected (including rent arrears brought forward)	90.50%	92.79%
Rent arrears of current tenants as a percentage of the annual rent debit rent debit	3.85%	3.41%

(c) Tenancy management

Description	Target	Performance Q2
% New tenancies sustained over twelve months	95%	99.44% 178/179
% New tenancy visits completed on target	95%	96.15% 75/78

(d) Supported housing

Description	Target	Performance Q2
% Support plans agreed with sheltered tenants/reviewed within time	100%	99.86% 717/718

(e) Customer satisfaction

Description	Target	Performance Q2
% Residents satisfied with Decent Homes work	95%	
% Residents satisfied with the time taken to complete the Decent Homes work	95%	
% Lifeline customers satisfied with the way their alarm call was dealt with	99.50%	98.98% 97/98
% ASB complainants satisfied with the way their case was dealt with	86.00%	100% 1/1

(f) Rent arrears and universal credit

The arrears and universal credit performance indicators for quarter 2 2022-2023 are attached in **appendix 1**.

(g) ASB

Description	Target	Performance Q1
% ASB complainants satisfied with the way their case was dealt with	86.00%	100%

Commentary:

Many cases have been closed on the basis that the incident generating the case was part of an existing 'master' case; so these cases do not generate a survey. Cases closed through non-engagement do not generate a survey as well.

Targets not met within a 5% tolerance

(a) Repairs

Description	Target	Performance Q2
% Routine repairs completed on time	97.00%	89.91% 1,845/2,052
Average number of days taken to carry out standard re-let repairs	14 days	73.45 days

Commentary:

Recruitment to vacant positions in the team has been challenging in what is a difficult labour market. It is expected that performance will improve as posts are recruited to and supporting contractors mobilised.

A detailed action plan is in place in respect of void performance improvement.

(b) Gas servicing

Description	Target	Performance Q2
% Properties with a valid gas safety certificate	100%	98.84% 5,096/5,156

Commentary:

We had 60 properties out of compliance as at the beginning of October. These were all passed back to us for legal action by the contractor as our no-access procedure had been exhausted. 'Letters before action' have been sent to all 60 tenants and these are waiting to go through the legal procedure to obtain warrants for access. We are waiting court dates for nine properties.

(c) Complaints

Description	Target	Performance Q2
% Complaints responded to within timescales (stages 0 and 1)	95%	80.61% 158/196

Commentary:

Stage 0 complaints responses did not hit target in the three months of quarter 2 through workload. Stage 1 complaints reached target in August and September.

(d) Customer satisfaction

Description	Target	Performance Q2
% Tenants satisfied with responsive repairs (overall)	97.4%	90.87% 438/482
% Tenants satisfied with the time taken to complete the repair	97.60%	90.25% 435/482
% Tenants satisfied that the operative arrived on time	98.57%	93.98% 453/482

Commentary:

As capacity is increased in the repairs team, and repairs completed faster, customer satisfaction is expected to improve. The number of repairs completed over the period exceeds the number completed last year.

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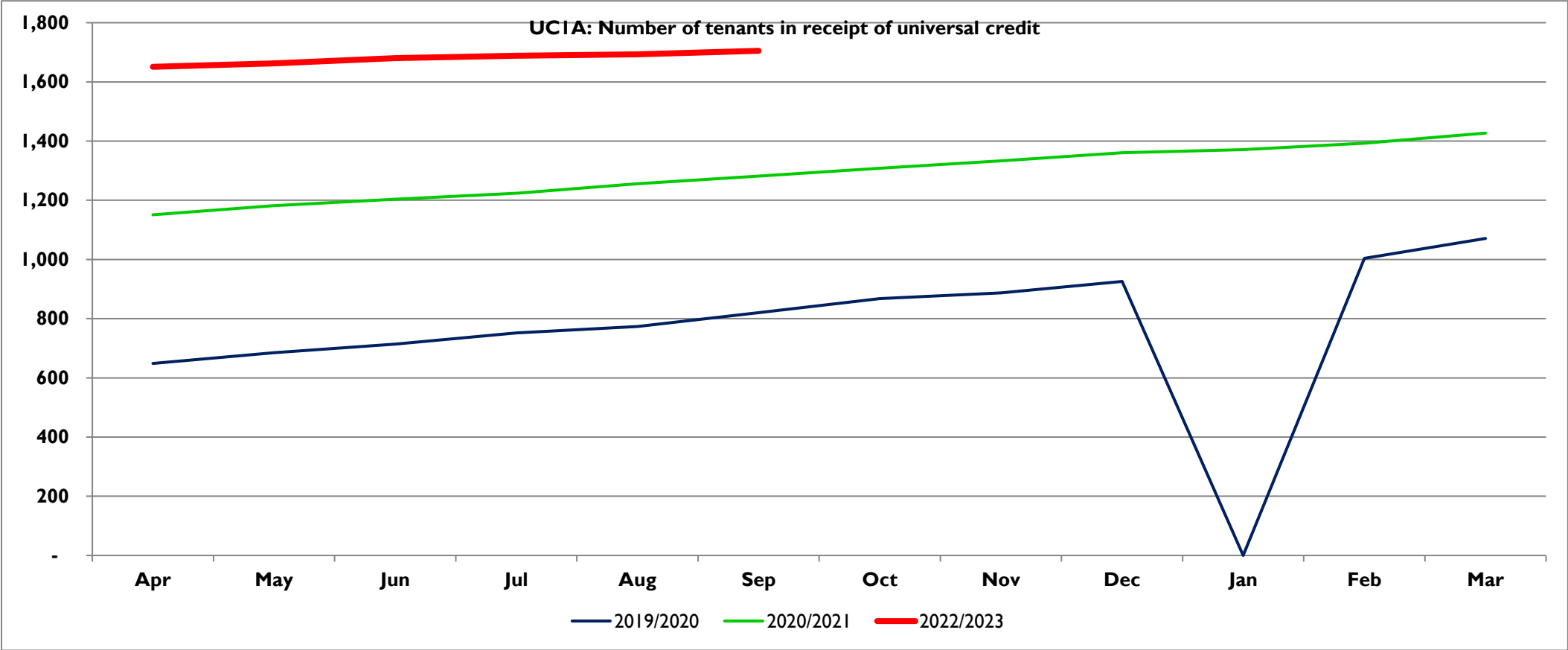
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Q1: April - June 2022: Landlord services – rent arrears and universal credit performance indicators

KPI ref	Description	Q2 22/23	Q1 22/23	Q4 21/22	Q3 21/22
UC1A	Number of tenants in receipt of universal credit	1,705	1,680	1,636	1,588
UC1B	Percentage of tenants in receipt of universal credit and who are in arrears	58.5%	57.4%	46.3%	56.9%
UC1C	Total arrears of tenants in receipt of universal credit and who are in arrears	532,820	£511,353	£411,694	£506,974
UC1D	Average debt of tenants in receipt of universal credit and who are in arrears	534	£530	£544	£561
UC2A	Number of tenants not in receipt of universal credit	3,392	3,469	3,535	3,631
UC2B	Percentage of tenants not in receipt of universal credit and in arrears	25.0%	24.0%	11.2%	21.5%
UC2C	Non-UC arrears	£204,759	£204,056	£291,872	£235,072
UC2D	Average debt of tenants not in receipt of UC and who are in arrears	£241	£245	£737	£324

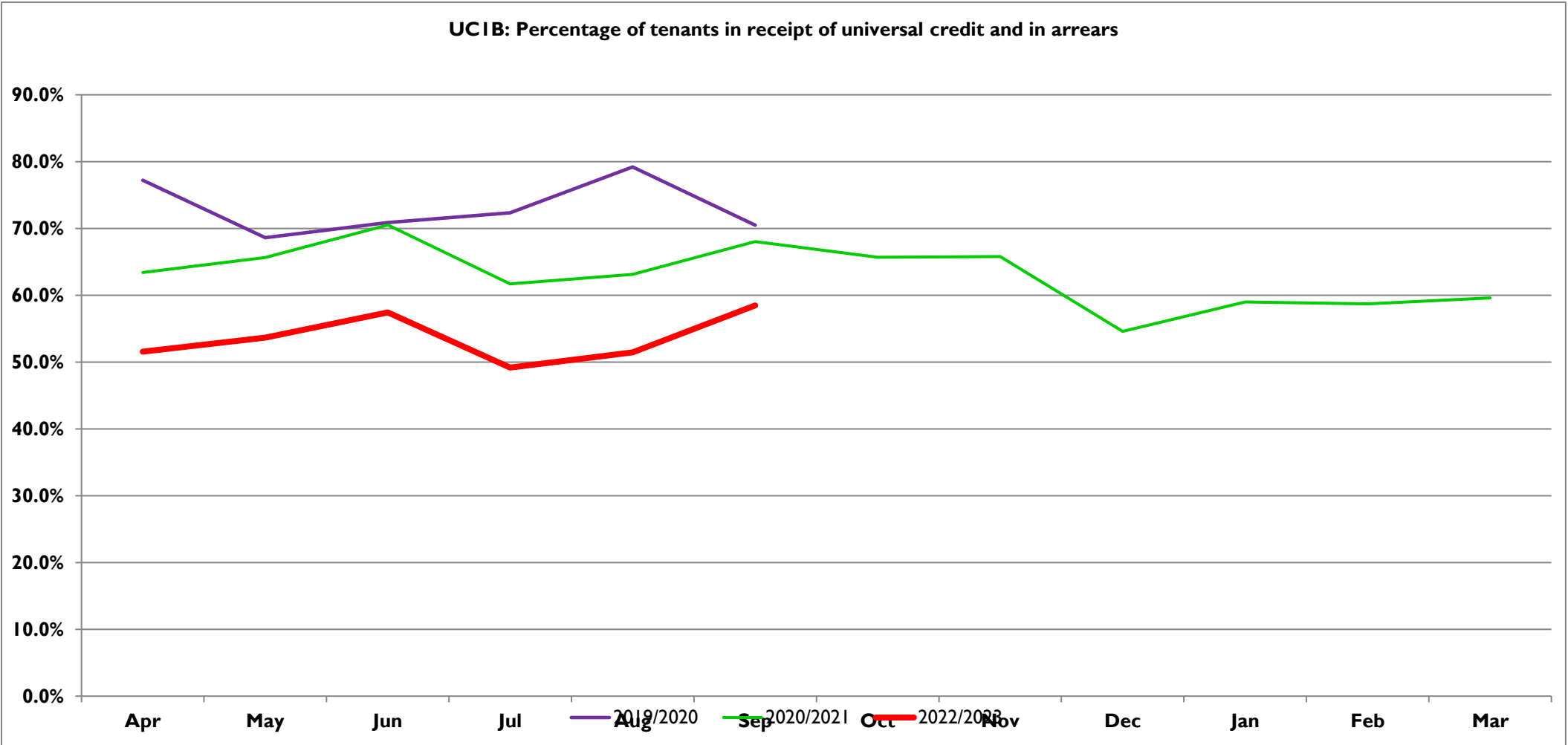
UC1A Number of tenants in receipt of universal credit

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2020/21	1,151	1,182	1,204	1,224	1,256	1,282	1,308	1,333	1,361	1,371	1,393	1,427
2021/22	1,450	1,459	1,480	1,496	1,514	1,543	1,567	1,578	1,588	1,605	1,618	1,636
2022/23	1,651	1,663	1,680	1,688	1,693	1,705						



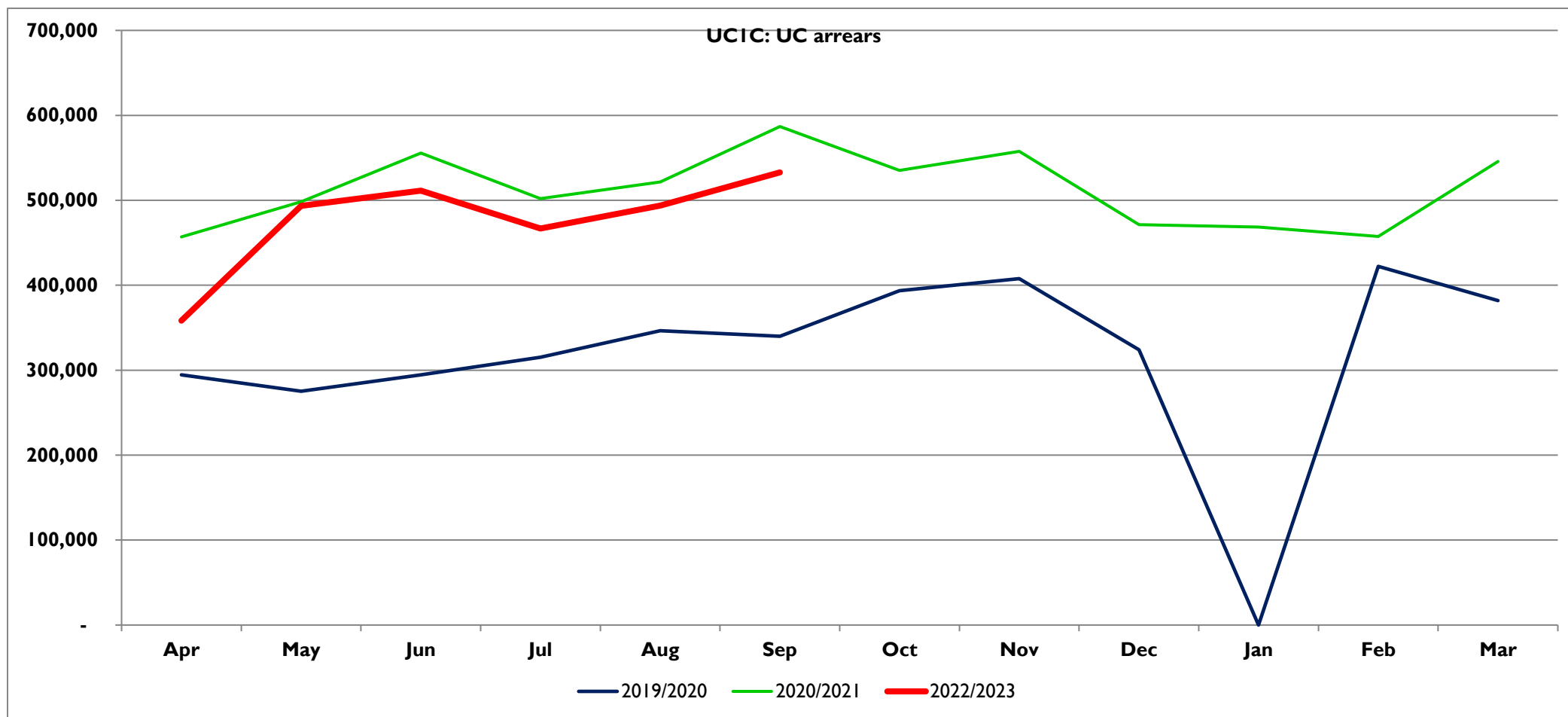
UC1B Percentage of tenants in receipt of universal credit and who are in arrears

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2020/21	63.4%	65.7%	70.5%	61.7%	63.1%	68.0%	65.7%	65.8%	54.6%	59.0%	58.7%	59.6%
2021/22	56.3%	57.2%	58.9%	53.2%	56.0%	59.9%	62.4%	64.0%	56.9%	53.4%	55.3%	46.3%
2022/23	51.5%	53.6%	57.4%	49.2%	51.4%	58.5%						



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

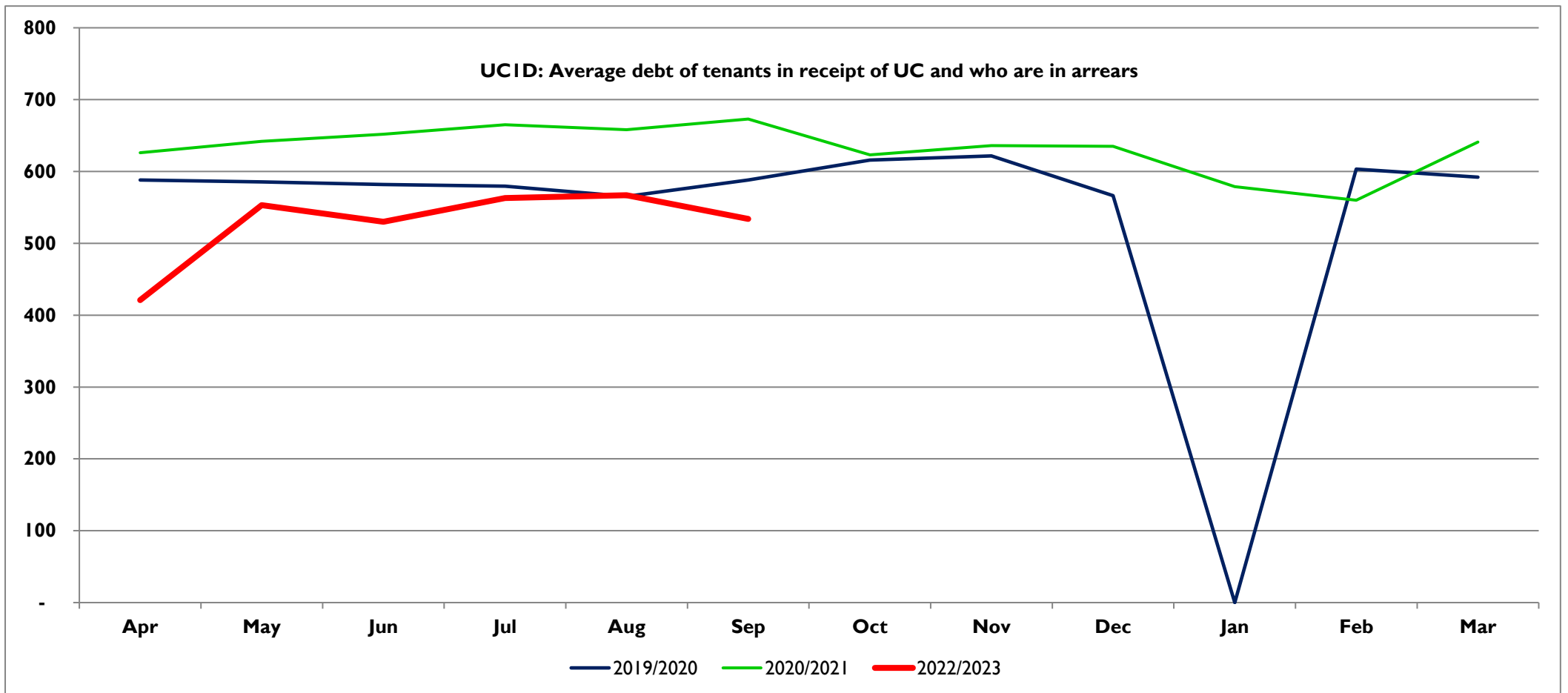
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2020/21	456,913	498,413	555,479	501,988	521,649	586,825	535,319	557,596	471,446	468,523	457,397	545,701
2021/22	447,403	459,255	479,363	433,410	469,519	499,437	533,958	573,458	506,974	480,473	501,352	411,694
2022/23	358,330	493,558	511,353	466,874	493,626	532,820						



UC1D

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

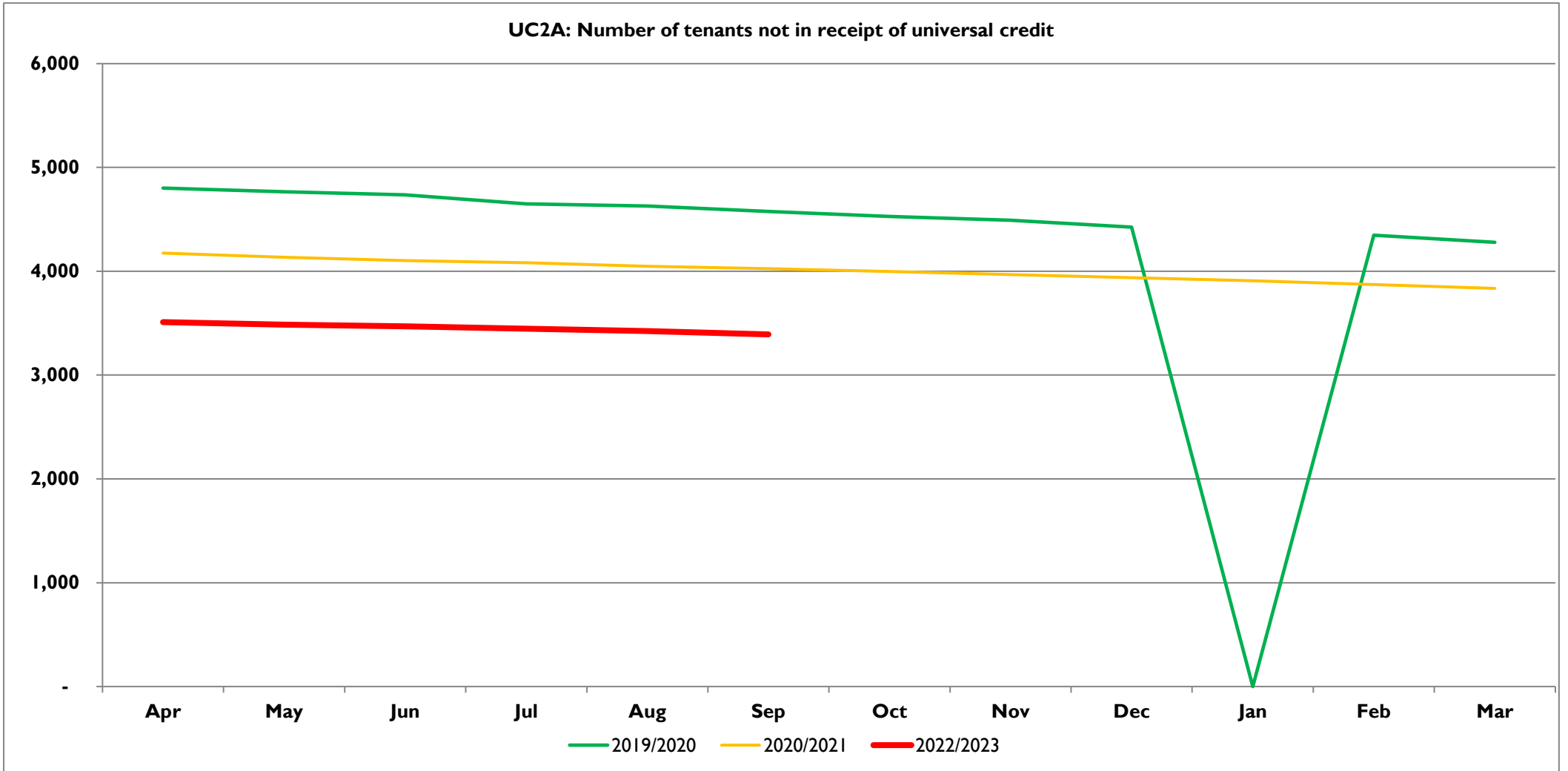
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2020/21	626	642	652	665	658	673	623	636	635	579	560	641
2021/22	548	550	550	544	554	540	546	568	561	561	561	544
2022/23	421	553	530	563	567	534						



UC2A

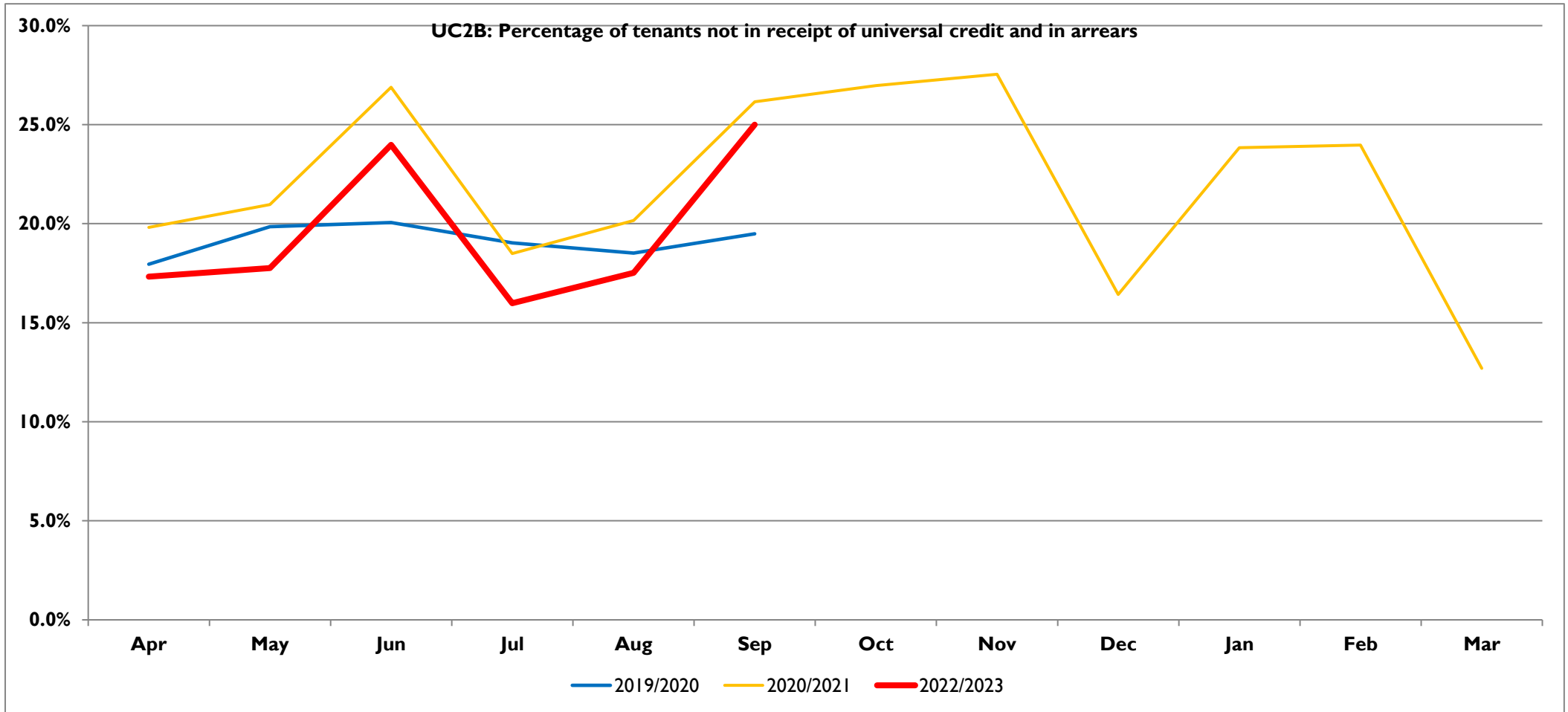
Number of tenants not in receipt of universal credit

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2020/21	4,175	4,134	4,102	4,083	4,048	4,026	3,997	3,968	3,938	3,909	3,871	3,835
2021/22	3,819	2,781	3,742	3,731	3,715	3,673	3,657	3,632	3,631	3,594	3,576	3,535
2022/23	3,510	3,485	3,469	3,347	3,424	3,392						



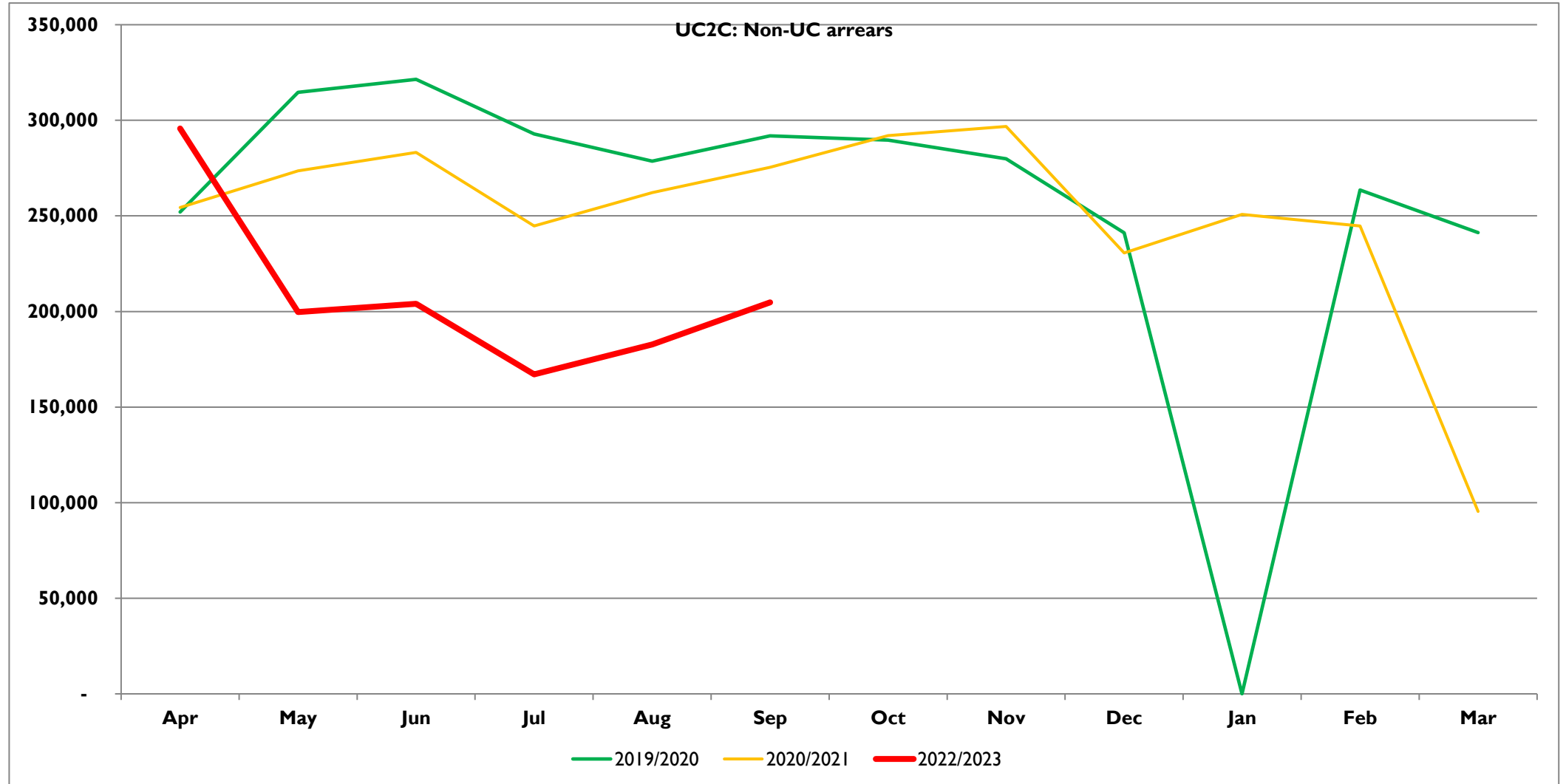
UC2B Percentage of tenants not in receipt of universal credit and who are in arrears

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2020/21	19.8%	21.0%	26.9%	18.5%	20.2%	26.2%	27.0%	27.5%	16.4%	23.8%	24.0%	12.7%
2021/22	24.5%	25.4%	25.5%	27.7%	19.5%	26.0%	27.0%	27.4%	21.5%	18.9%	19.9%	11.2%
2022/23	17.3%	17.85	24.0%	16.0%	17.5%	25.0%						



UC2C Total debt of tenants not in receipt of universal credit and who are in arrears (£s)

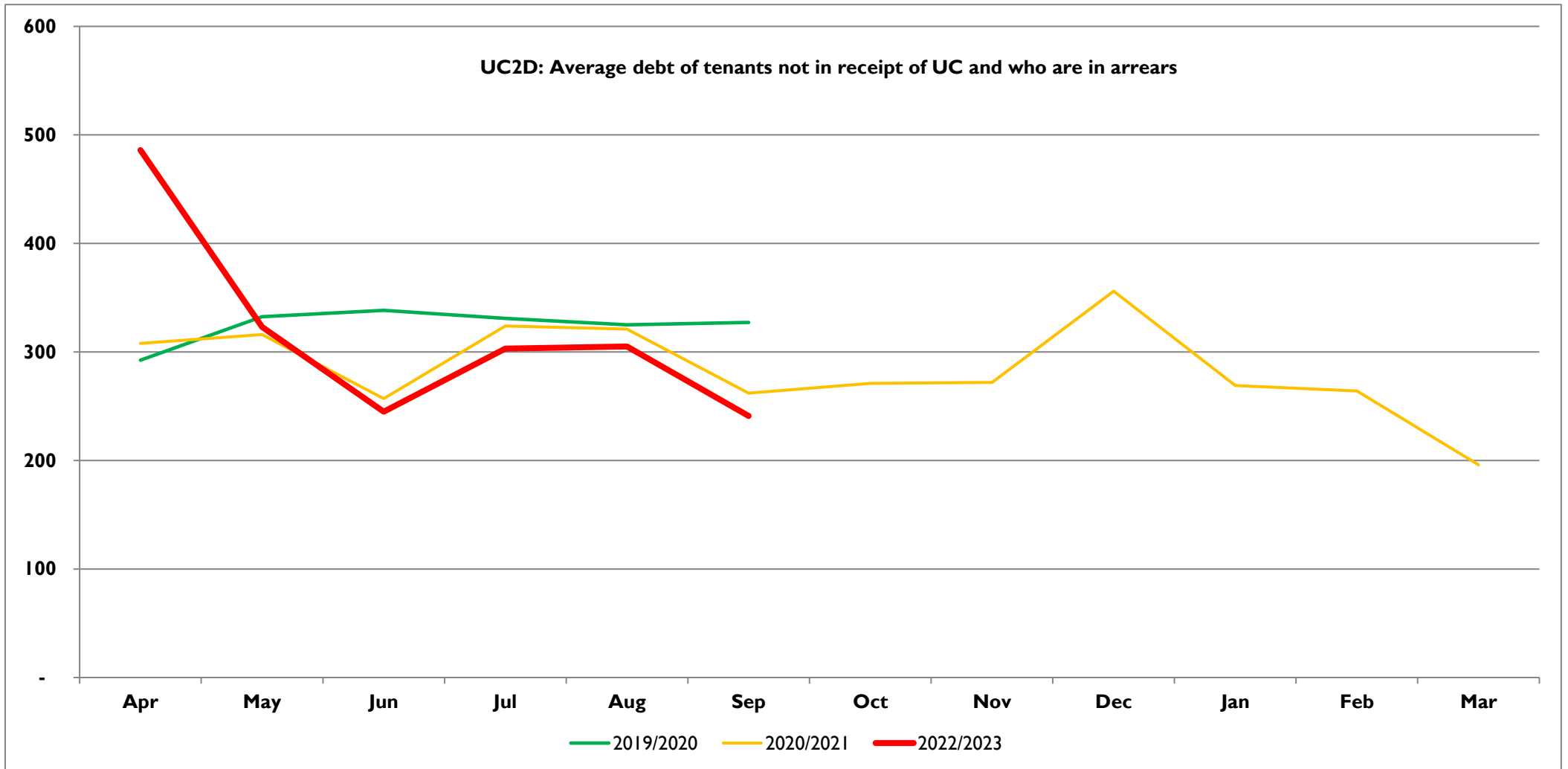
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2020/21	254,390	273,554	283,214	244,743	262,125	275,364	291,946	296,785	230,642	250,803	244,717	95,418
2021/22	194,618	237,495	255,020	225,598	235,617	251,726	275,614	286,350	253,072	240,285	249,489	291,872
2022/23	295,720	199,645	204,056	167,116	182,810	204,759						



UC2D

Average debt of tenants not in receipt of universal credit and who are in rent arrears (£s)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2020/21	308	316	257	324	321	262	271	272	356	269	264	196
2021/22	208	337	267	219	325	264	279	288	324	353	351	737
2022/23	486	323	245	303	305	241						



COMPLIANCE REPORT QUARTER 2 2022-2023

KPI	DESCRIPTION	TARGET	ACTUAL	%	COMMENTARY
I	GAS COMPLIANCE				
	PROPERTIES WITH A CURRENT CP12	5,162	5,060	98.02%	We had 102 properties out of compliance at the end of August; but this figure was actually down to 84 at the end of September and will now vary slightly as we move back to a ten-month cycle. 82 of the 84 are legal cases and efforts are being made to obtain warrants or otherwise gain access e.g. visit by gas compliance surveyor
	CAPPED PROPERTIES WITH A CURRENT CP12 (VOID)		291	6%	6% of our properties are capped and void
	CAPPED PROPERTIES WITH A CURRENT CP12 (NOT VOID)		112	2%	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	47	87%	Seven properties are out of compliance. The Compliance Team is working with the tenancy team re legal action to gain access and remove appliances which are unsafe if the tenant does not undertake remedial actions.
	TOTAL REPAIRS COMPLETED IN PRIORITY	3,058	2,578	84%	
	CUSTOMER SATISFACTION (98%)	214	196	92%	Audits received showing 92% customer satisfaction.
Ia.	AUDITING - ASSURANCE				
	COMPLETED GAS AUDITS - MAIN GAS CONTRACT	0	544	8%	544 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 still outstanding owing to a lack of information on the QL system
3	FIRE SAFETY				
	FIRE ALARM - SIX-MONTHLY	20	16	80%	Monthly data sheet being received confirming dates and certificate details for each site. Certificates for four sites 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%	FRA's for all domestic sites are complete. We are looking at where commercial FRA's are now wanted and will start requesting these by end of February.
	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%	Immediate action on one is in progress; 245 have not yet not started - Short-term: 0 in progress; 42 not started. Non-urgent: 0 in progress; 16 not started. The majority of these actions will be completed by the newly appointed first safety contractor.
	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 SAFETY				

	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 22 outstanding services continuing to be scheduled
	STAIRLIFT: ANNUAL SERVICE	203	181	89%	
6	ASBESTOS				
	Communal areas for reinspection 22/23	493	493	100%	
	Surveys requested in the month				
	Total surveys requested previously	-	-	0%	The programme was provided to MCP last year and the majority of tenants did not respond to appointments or refused as they were not aware of works. Currently waiting for programme list from the assets team.
	Total properties with an asbestos survey	5,530	5,530	100%	Waiting for data from the LS health & safety team regarding some properties thought not to have surveys.
	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
	Compliant dwellings	5,480	4,148	76%	
	Compliant communal areas	338	292	86%	

APPENDIX 3: ANTI-SOCIAL BEHAVIOUR: QUARTER 2 - JULY TO SEPTEMBER 2022-2023

1. Incidents of ASB reported by estate: quarter 2 2022/2023

Estate	Q2 22/23	Q1 22/23	Q4 21/22	Q3 21/22
Anstey	2	17	8	8
Barrow Upon Soar	3	4	8	9
Birstall	1	3	10	7
Loughborough - Ashby Road	5	9	10	14
Loughborough - Bell Foundry	12	31	77	108
Loughborough - General	7	10	24	12
Loughborough - Shelthorpe	18	30	22	20
Loughborough - Thorpe Acre	1	8	5	6
Loughborough - Town Centre Central	7	6	12	15
Loughborough - Warwick Way	70	32	57	73
Mountsorrel	31	17	16	4
Quorn	2	2	4	4
Rest of Charnwood	4	3	17	8
Rothley	7	0	2	3
Shepshed	35	21	45	34
Sileby	17	11	31	19
Syston	22	51	21	17
Thurmaston	3	6	6	5
Woodhouse Eaves	4	7	19	8
Grand total	251	268	394	374

2. Case closure: quarter 2 2022/2023

CASES CLOSED DURING QUARTER 2	Q2 22/23	Q1 22/23	Q4 21/22	Q3 21/22
Numbers of cases closed	145	68	238	48
Total time open (days)	29,534	4,758	42,995	4,351
Average length of time open (days)	204	70	181	91

3. Case resolution rate: quarter 2 2022-2023

CASES CLOSED DURING QUARTER 2	Q2 22/23	Q1 22/23	Q4 21/22	Q3 21/22
Numbers of cases closed	148	68	238	48
of which were resolved	143	63	229	46
Case resolution rate (%)	97%	93%	96%	96%

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 2 2022-2023

Case resolution - unresolved cases' reason for closure	
Reason for closure when unresolved	Nos
No perpetrator identified	5
TOTAL	5

5. Case closure by disposal (action status at point of closure): quarter 2 2022/2023

Disposal type	Q2 22/23	Q1 22/23	Q4 21/22	Q3 21/22
Advice	7	0	2	0
Verbal warning	0	0	0	0
Written warning	3	2	5	1
Community protection advice/warning letter (CPW)	0	0	1	0
Mediation	4	0	2	0
Acceptable behaviour contract	0	0	0	0
Community protection notice (CPN)	0	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	0
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	2	0	1	0
No further action at complainant's request	17	14	38	2
No further action – reported for information only	2	3	5	0
No further action – no perpetrator identified	5	3	8	2
No further action - other	17	12	62	5
No further action – evidence not provided	47	30	80	27
Other (in this case non-engagement by complainant)	224	127	385	303
Referred to the police	3	2	6	0
Referred to the tenancy and estate management team	1	1	3	0
Referred to the environmental protection team	0	0	0	0
Alleged perpetrator ended tenancy	3	0	0	0
Complainant moved	2	0	1	0
GRAND TOTAL	337	194	600	340

6. Open cases at the end of quarter 2 2022/2023

Cases open	Q2 22/23	Q1 22/23	Q4 21/22	Q3 21/22
Numbers of cases	209	314	248	406
Total time open (days)	48,341	57,459	38,633	16,359
Average length of time open (days)	231	183	156	403

7. Repeat complainants

Repeat and anonymous complainants for cases opened during quarter 2 2022/2023	
Anonymous/no victim or complainant	1
Reported twice	17
Reported three times or more	13
TOTAL	31

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