

Housing Management Advisory Board

22 March 2023

Performance information pack

**QUARTER 3 2022-2023**

Landlord services performance

Compliance performance (fire safety etc.)

**HOUSING MANAGEMENT ADVISORY BOARD  
22 MARCH 2023**

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

**LANDLORD SERVICES  
PERFORMANCE**

Purpose of report

To consider performance at the end of quarter 3, 2022-2023, October to December 2022.

Recommendation

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

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

(a) Repairs

<b>Description</b>	<b>Target</b>	<b>Performance Q3</b>
% Emergency repairs completed within 24 hours	100%	99.68% 6,736/7,164
% Responsive repairs for which appointments are made and kept	98.58%	98.70% 4,490/4,549
% Responsive repairs which are completed 'right first time'	96%	99.93% 4583/4,586
% Urgent repairs completed on time	97%	94.88% 1,261/1,329
% Responsive repairs completed within timescales	97%	95.52% 6,867/7,189

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 Q3	Performance Q3
% Rent collected (including rent arrears brought forward)	95.38%	95.47%
Rent arrears of current tenants as a percentage of the annual rent debit rent debit	3.75%	2.86%

(c) Tenancy management

Description	Target	Performance Q3
% New tenancies sustained over twelve months	95%	99.18% 242/244
% New tenancy visits completed on target	95%	95.60% 87/91

(d) Supported housing

Description	Target	Performance Q3
% Support plans agreed with sheltered tenants/reviewed within time	100%	100% 718/718

(e) Customer satisfaction

Description	Target	Performance Q3
% Residents satisfied with Decent Homes work	95%	100% 21/21
% Residents satisfied with the time taken to complete the Decent Homes work	95%	100% 21/21

% Lifeline customers satisfied with the way their alarm call was dealt with	99.50%	99.31% 144/145
% Tenants satisfied that the operative arrived on time	98.57%	94.36% 569/603

Targets not met within a 5% tolerance

(a) Repairs

Description	Target	Performance Q3
% Routine repairs completed on time	97.00%	91.95% 2,798/3,043
Average number of days taken to carry out standard re-let repairs	14 days	71.05 days

Commentary: The targets were not met owing to lack of resources. We have now recruited plasterers, bricklayers and joiners, who started in the middle of January. This will have a positive effect on our targets. The void operatives have been assisting responsive repairs due to a spike in reporting as a consequence of the cold weather before Christmas which has had an effect on re-let times.

(b) Gas servicing

Description	Target	Performance Q3
% Properties with a valid gas safety certificate	100%	99.05% 5,100/5,149

Commentary: A number of properties have been passed back to us by the contractor as they have exhausted the number of access attempts as per their no access procedure. Warrants now have to be applied for and there are delays in the legal process but this action is ongoing.

(c) Complaints

<b>Description</b>	<b>Target</b>	<b>Performance Q3</b>
% Complaints responded to within timescales (stages 0 and 1)	95%	75.72% 237/313

Commentary: Owing to the volume of repair team leaders' work, this has had an effect on how quickly we can respond to complaints .

(d) Customer satisfaction

<b>Description</b>	<b>Target</b>	<b>Performance Q3</b>
% Tenants satisfied with responsive repairs (overall)	97.4%	92.04% 555/603
% Tenants satisfied with the time taken to complete the repair	97.60%	91.21% 550/603
% ASB complainants satisfied with the way their case was dealt with	86.00%	22.2% 2/9

Commentary:

ASB satisfaction is being affected by the low number of surveys that have been completed as you only need one person to be dissatisfied to affect the results. Complainants are contacted by phone to complete the survey, however for those we cannot contact we issue the survey in the post with a pre-paid envelope but the return rate for surveys posted is low.

Customers have commented that they have been dissatisfied because it has taken the team longer than we would have wished to book in the appointment due to lack of resources which should see an improvement following our recruitment campaign .

Officers to contact:

Deborah Bartlett

Repairs and Investment Manager

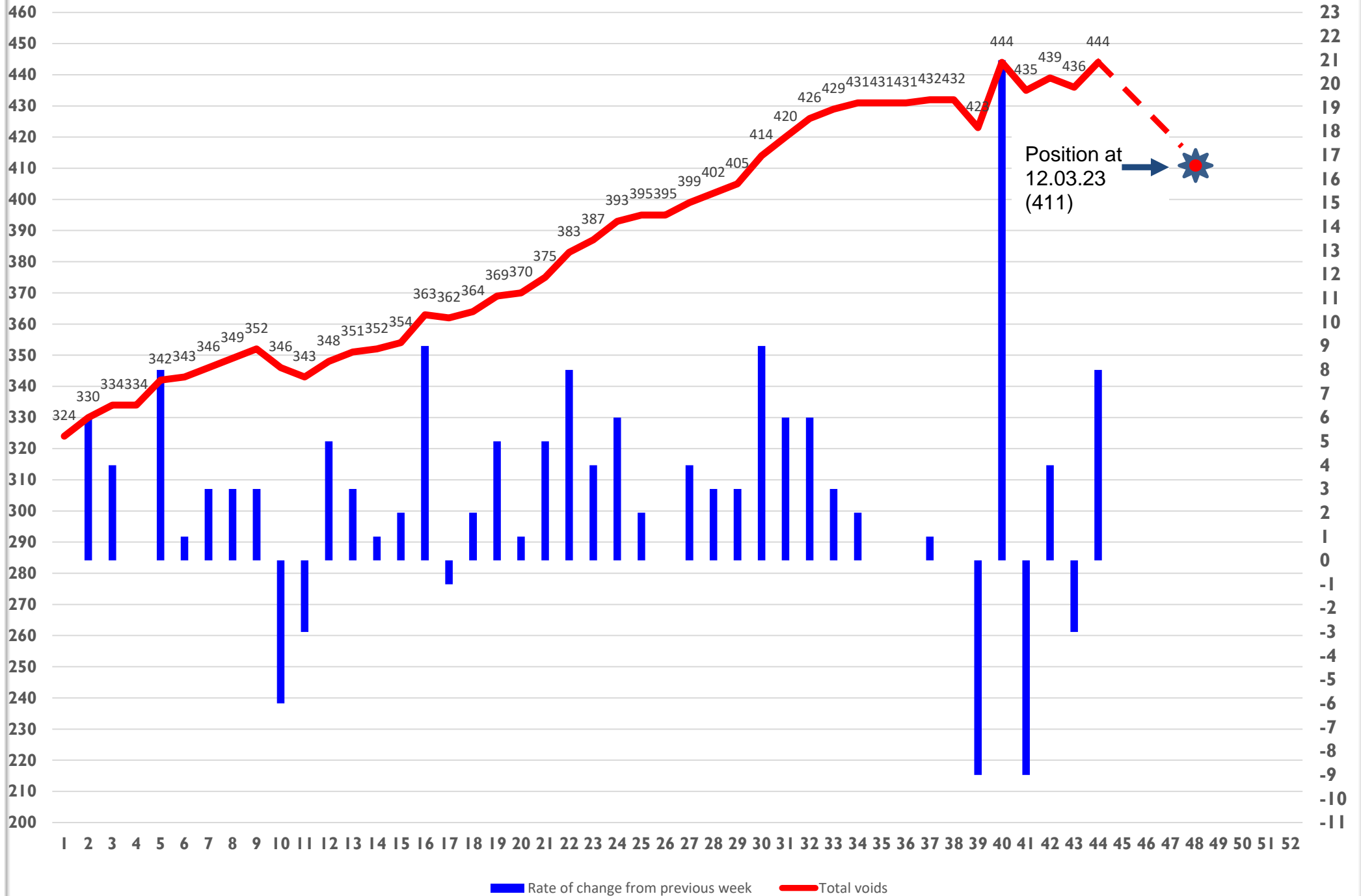
[deborah.bartlett@charnwood.gov.uk](mailto:deborah.bartlett@charnwood.gov.uk)

01509 634501

Andrew Staton  
Landlord Services Manager  
[andrew.staton@charnwood.gov.uk](mailto:andrew.staton@charnwood.gov.uk)  
01509 634608

**APPENDIX 1: VOID PERFORMANCE**

**Total voids week by week + rate of weekly change 2022-2023**



**COMPLIANCE REPORT AS AT THE END OF QUARTER 3 2022-2023**

KPI	DESCRIPTION	TARGET	ACTUAL	%	COMMENTARY
I	<b>GAS COMPLIANCE</b>				
	<b>PROPERTIES WITH A CURRENT CP12</b>	5,149	5,100	99.05%	We had 49 properties out of compliance at the end of Dec And these were all at legal stage.EL10. Legal efforts have resumed to obtain warrants to gain access along with visits by the gas compliance surveyor to request access.
	<b>CAPPED PROPERTIES WITH A CURRENT CP12 (VOID)</b>		332	6%	6% of our properties are capped and void
	<b>CAPPED PROPERTIES WITH A CURRENT CP12 (NOT VOID)</b>		113	2%	2% of our tenanted properties do not have use of gas appliances.
	<b>COMMUNAL BOILERS WITH A CURRENT CP12</b>	15	15	100%	All communal boiler systems are compliant.
	<b>SOLID FUEL PROPERTIES WITH CURRENT CERT</b>	43	39	91%	4 properties out of compliance. Services/certs being chased
	<b>TOTAL REPAIRS COMPLETED IN PRIORITY</b>	5,430	4,717	87%	83% of repairs were completed within priority during Dec
	<b>CUSTOMER SATISFACTION (98%)</b>	442	424	96%	Audits received 100% customer satisfaction.
	Ia.	<b>AUDITING - ASSURANCE</b>			
<b>COMPLETED GAS AUDITS - MAIN GAS CONTRACT</b>		0	424	0%	
<b>COMPLETED SOLID FUEL AUDITS</b>					
2	<b>SMOKE ALARM &amp; CO COMPLIANCY - RECONCILIATION PROJECT</b>				
	<b>No. properties with battery smoke alarm</b>		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		
	<b>ALL PROPERTIES WITH A CONFIRMED WORKING SMOKE ALARM</b>	5,490	4,540	83%	WORKING/TESTED ALARMS IN LOCATIONS TO SATISFY NEW REGS. COUNTS MAY BE UNDER REPORTED AS QL DOES NOT HOLD DETAILS OF WHICH FLOOR A COMPONENT IS LOCATED ON AND ONLY THOSE WHERE A FLOOR MAY BE ASSUMED ARE INCLUDED. INCLUDES SMOKE DETECTION IN SCHEMES
	<b>GAS PROPERTIES WITH A CONFIRMED WORKING SMOKE ALARM</b>	5,149	4,127	80%	WORKING/TESTED ALARMS IN LOCATIONS TO SATISFY NEW REGS. COUNTS MAY BE UNDER REPORTED AS QL DOES NOT HOLD DETAILS OF WHICH FLOOR A COMPONENT IS LOCATED ON AND ONLY THOSE WHERE A FLOOR MAY BE ASSUMED ARE INCLUDED
	<b>GAS PROPERTIES WITH A CONFIRMED WORKING CO ALARM</b>	5,149	3,564	69%	
<b>3</b>	<b>FIRE SAFETY</b>				
	<b>FIRE ALARM - SIX-MONTHLY</b>	20	20	100%	
	<b>EMERGENCY LIGHTING - DURATION TEST - ANNUAL</b>	-	-	-	Access / some document issues / and errors on scheduling owing to later than expected mobilisation data issues, expected to be resolved for next reporting period.
	<b>EMERGENCY LIGHTING - FLICK TESTING - MONTHLY</b>	288	273	95%	
	<b>FIRE RISK ASSESSMENT</b>	297	297	100%	All FRA areas inspected. Commercial (shop) FRA responsibility has been confirmed as lying with the leaseholder or tenant as a legal obligation regardless of wording of leases or tenancy agreements
	<b>FIRE EXTINGUISHER</b>	14	14	100%	14 sites have fire extinguishers/blankets installed (47 components)
	<b>FRA RECOMMENDATIONS - IMMEDIATE/AS SOON AS PRACTICABLE</b>	349	103	29.51%	
	<b>FRA RECOMMENDATIONS - SHORT TERM</b>	328	286	87.20%	IA 1 in progress 245 not started - ST 0 in progress, 42 not started, NU 0 in progress, 16 Not started. The majority of these have been passed to specialist fire safety works contractor/s.
	<b>FRA RECOMMENDATIONS - NON URGENT</b>	111	95	85.59%	
	<b>FRA RECOMMENDATIONS - LONG TERM</b>	-	-	N/A	

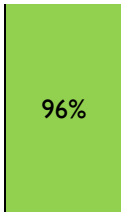
	<b>FRA RECOMMENDATIONS - ASSET PROTECTION ONLY</b>	-	-	N/A	
	<b>FRA RECOMMENDATIONS - TOTAL</b>	788	484	61.42%	
4	<b>WATER SAFE</b>				
	<b>LEGIONELLA MONITORING - MONTHLY</b>	15	15	100%	Monthly, quarterly and annual checks are taking place at all courts . New risk assessments have been requested. Installation of remote temperature monitoring and some level of automatic flushing being investigated. Written schemes of control to be developed along with checks on processes/documentation to be implemented in 2023
5	<b>LIFTS &amp; STAIRLIFTS</b>				
	<b>PASSENGER LIFT - SIX-MONTHLY</b>	4	4	100%	Stair lifts, hoist, passenger – 199 with 27 outstanding services continue to be scheduled but will be raising with contractor to resolve.
	<b>STAIRLIFT - ANNUAL SERVICE</b>	199	172	86%	
6	<b>ASBESTOS</b>				
	<b>Communals for reinspection 20/21</b>	-	-	0%	
	<b>Surveys requested in month</b>	-	-	0%	REORGANISATION TAKING PLACE AT MCP - DISCREPANCIES BETWEEN OUR REQUEST LIST AND MCP. CURRENTLY BEING ADDRESSED WITH RESOLUTION EXPECTED 23 JAN 2023
	<b>Total surveys requested previously</b>	-	-	0%	
	<b>Total properties with an asbestos survey</b>	5,530	5,530	100%	Waiting for data from Paul McM re some properties thought not to have surveys.
	<b>COMPLETED ASBESTOS AUDITS - assurance testing</b>				Audits completed with assurances issued on works carried out - further auditing to be completed on licensed works as necessary
7	<b>Electrical condition reports (periodic testing) inc PAT testing</b>				
	<b>Sheltered schemes: PAT testing</b>	14	14	100%	PAT testing complete
	<b>ELECTRIC TESTING COMPLIANCE DWELLINGS</b>	5,493	4,571	83%	

ELECTRIC TESTING COMPLIANCE COMMUNALS



326

313



96%

The number of comunal areas has dropped. As some blocks have been visited it has been established they are physically part of another block (although separate on QL) and are fed as a circuit from the other block. Therefore, from an electrical point of view, some blocks don't exist as there is no consumer unit in that block. This has positively affected the figure.

**APPENDIX 3: ANTI-SOCIAL BEHAVIOUR: QUARTER 3 - OCTOBER TO DECEMBER 2022**

**1. Incidents of ASB reported by estate: quarter 3 2022/2023**

<b>Estate</b>	<b>Q3 22/23</b>	<b>Q2 22/23</b>	<b>Q1 22/23</b>	<b>Q4 21/22</b>
Anstey	0	2	17	8
Barrow Upon Soar	1	3	4	8
Birstall	0	1	3	10
Loughborough - Ashby Road	5	5	9	10
Loughborough - Bell Foundry	26	12	31	77
Loughborough - General	13	7	10	24
Loughborough - Shelthorpe	11	18	30	22
Loughborough - Thorpe Acre	5	1	8	5
Loughborough - Town Centre Central	4	7	6	12
Loughborough - Warwick Way	67	70	32	57
Mountsorrel	10	31	17	16
Quorn	3	2	2	4
Rest of Charnwood	5	4	3	17
Rothley	2	7	0	2
Shepshed	17	35	21	45
Sileby	16	17	11	31
Syston	20	22	51	21
Thurmaston	0	3	6	6
Woodhouse Eaves	2	4	7	19
<b>Grand total</b>	<b>207</b>	<b>251</b>	<b>268</b>	<b>394</b>

**2. Case closure: quarter 3 2022/2023**

<b>CASES CLOSED DURING QUARTER 3</b>	<b>Q3 22/23</b>	<b>Q2 22/23</b>	<b>Q1 22/23</b>	<b>Q4 21/22</b>
<b>Numbers of cases closed</b>	<b>73</b>	<b>145</b>	<b>68</b>	<b>238</b>
<b>Total time open (days)</b>	<b>10,428</b>	<b>29,534</b>	<b>4,758</b>	<b>42,995</b>
<b>Average length of time open (days)</b>	<b>143</b>	<b>204</b>	<b>70</b>	<b>181</b>

**3. Case resolution rate: quarter 3 2022-2023**

<b>CASES CLOSED DURING QUARTER 3</b>	<b>Q3 22/23</b>	<b>Q2 22/23</b>	<b>Q1 22/23</b>	<b>Q4 21/22</b>
<b>Numbers of cases closed</b>	<b>73</b>	<b>148</b>	<b>68</b>	<b>238</b>
<b>of which were resolved</b>	<b>55</b>	<b>143</b>	<b>63</b>	<b>229</b>
<b>Case resolution rate (%)</b>	<b>75%</b>	<b>97%</b>	<b>93%</b>	<b>96%</b>

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 3 2022-2023

Case resolution - unresolved cases' reason for closure	
Reason for closure when unresolved	Nos
No perpetrator identified	17
NFA – insufficient evidence to take further action/progress	1
<b>TOTAL</b>	<b>18</b>

5. Case closure by disposal (action status at point of closure): quarter 3 2022/2023

Disposal type	Q3 22/23	Q2 22/23	Q1 22/23	Q4 21/22
Advice	19	7	0	2
Verbal warning	2	0	0	0
Written warning	3	3	2	5
Community protection advice/warning letter (CPW)	1	0	0	1
Mediation	4	4	0	2
Acceptable behaviour contract	0	0	0	0
Community protection notice (CPN)	1	0	0	1
Injunction	1	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	0	2	0	1
No further action at complainant's request	19	17	14	38
No further action – reported for information only	2	2	3	5
No further action – no perpetrator identified	18	5	3	8
No further action - other	59	17	12	62
No further action – evidence not provided	45	47	30	80
Other (in this case non-engagement by complainant)	115	224	127	385
Referred to the police	0	3	2	6
Referred to the tenancy and estate management team	0	1	1	3

Referred to the environmental protection team	0	0	0	0
Alleged perpetrator ended tenancy	0	3	0	0
Complainant moved	0	2	0	1
<b>GRAND TOTAL</b>	<b>289</b>	<b>337</b>	<b>194</b>	<b>600</b>

6. Open cases at the end of quarter 3 2022/2023

Cases open	Q3 22/23	Q2 22/23	Q1 22/23	Q4 21/22
Numbers of cases	65	209	314	248
Total time open (days)	8,699	48,341	57,459	38,633
Average length of time open (days)	134	231	183	156

7. Repeat complainants

Repeat and anonymous complainants for cases opened during quarter 3 2022/2023	
Anonymous/no victim or complainant	0
Reported twice	13
Reported three times or more	11
<b>TOTAL</b>	<b>24</b>

Officers to contact:

Andrew Staton  
Landlord Services Manager  
[andrew.staton@charnwood.gov.uk](mailto:andrew.staton@charnwood.gov.uk)  
01509 634952

Claire Westrup  
Principal Officer – Tenancy and Income Management  
[claire.westrup@charnwood.gov.uk](mailto:claire.westrup@charnwood.gov.uk)  
01509 634604