

Housing Management Advisory Board

6 September 2023

Performance information pack

QUARTER 1 2023-2024

Landlord services performance
Compliance performance (fire safety etc.)

**HOUSING MANAGEMENT ADVISORY BOARD
6 SEPTEMBER 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 1, 2023-2024, April to June 2023.

Recommendation

The board is asked to note and comment on performance for the first quarter of this financial year.

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%	100% 919/919
% Responsive repairs for which appointments are made and kept	98.58%	100% 1598/1598
% Urgent repairs completed on time	97%	97.36% 516/530
% Responsive repairs completed within timescales	97%	97.69% 2285/2339

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 and arrears

Description	Target Q1	Performance Q1
% Rent collected (including rent arrears brought forward)	86.75%	89.02%
Rent arrears of current tenants as a percentage of the annual rent debit	3.50%	3.01%

(c) Tenancy management

Description	Target	Performance Q1
% New tenancies sustained over twelve months	95%	100% 63/63
% New tenancy visits completed on target	95%	98.67% 74/75

(d) Supported housing

Description	Target	Performance Q1
% Support plans agreed with sheltered tenants/reviewed within time	100%	99.90% 717/718

(e) Customer satisfaction

Description	Target	Performance Q1
% Residents satisfied with Decent Homes work	95%	100% 24/24
% Lifeline customers satisfied with the way their alarm call was dealt with	99.50%	100% 38/38

% Tenants satisfied that the operative arrived on time	98.57%	100% 6/6
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(f) Voids

Please see appendix 1 for voids graphs.

Targets not met within a 5% tolerance

(a) Repairs

Description	Target	Performance Q1
Average number of days taken to carry out standard re-let repairs	14 days	71.69 days

Commentary:

An additional voids contractor is to be appointed, subject to Council approval for the budget. Again, subject to full Council approval additional resources to manage voids will be recruited to.

Description	Target	Performance Q1
% Routine repairs completed on time	97%	96.18% 856/890

Commentary:

The Repairs section are lacking resources in three skill set areas, which are bricklayers, carpenters and plasterers, which are effecting our ability to hit the routine repairs completion times. We are advertising at present for permanent posts which is due to close in mid-September. We have two temporary bricklayers starting in August and temporary posts being advertised for plasterers and carpenters.

(b) Gas servicing

Description	Target	Performance Q1
% Properties with a valid gas safety certificate	100%	98.68% 5,077/5,145

Commentary: The contractor has past back a number of properties 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

Description	Target	Performance Q1
% Complaints responded to within timescales (stages 0 and 1)	95%	45.16% 42/93

Commentary:

Additional resources to support the response to complaints will be recruited to. The decrease in performance correlates with a new requirement to provide a written response to all formal complaints. A first informal complaints stage has been removed in line with a national standard set out by the Housing Ombudsman. Many complaints were previously resolved informally. These complaints now have to be dealt with on a formal basis.

(d) Customer satisfaction

Description	Target	Performance Q1
% Tenants satisfied with responsive repairs (overall)	97.4%	83.33% 5/6
% Tenants satisfied with the time taken to complete the repair	97.60%	83.33% 5/6

Commentary: A low number of surveys have been completed due to service pressure on the administrative team. An electronic i.e. email or text message survey mechanism is being explored.

% Residents satisfied with the time taken to complete the Decent Homes work	95%	17% 4/24
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Commentary: The figures are based on surveys received for our capital works in bathrooms and kitchens which were taking longer than our target deadline this has led to a very low score from our customers .On a positive note when the work is completed of the 24 surveyed they were all happy with the finished product.

% ASB complainants satisfied with the way their case was dealt with	86.00%	66.66% 2/3
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We are continuing to receive a low level of completed ASB satisfaction surveys, which therefore distorts percentage satisfaction figures when, as here, only one person is not satisfied.

Although we only had three surveys completed we attempted to complete 19. We try to contact by telephone three times then post out the survey.

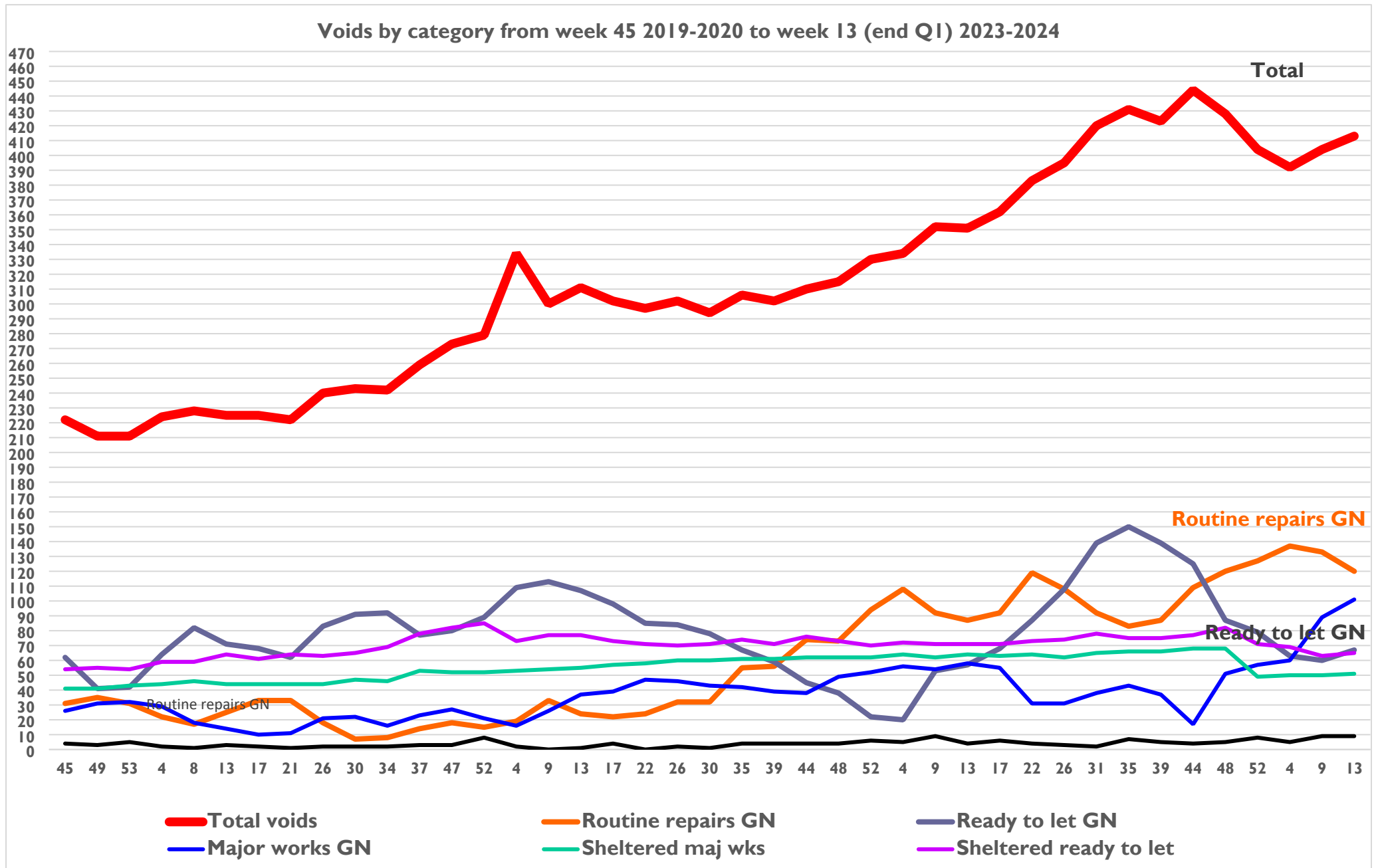
We have met HouseMark (sector benchmarking service) to ascertain if there is anything else we could do to increase the number of completed surveys we are receiving but they advised that whilst the return is low based on the number, we are attempting to survey it is a comparable completion rate in respect of the sector generally. We are, however, examining the feasibility of carrying out dynamic satisfaction surveys through the life of an ASB case rather than surveying only when a case has been closed. HouseMark advises that this method might elicit greater numbers of returned surveys.

We are also in the process of making the survey available on line to see if this increases the completion rate.

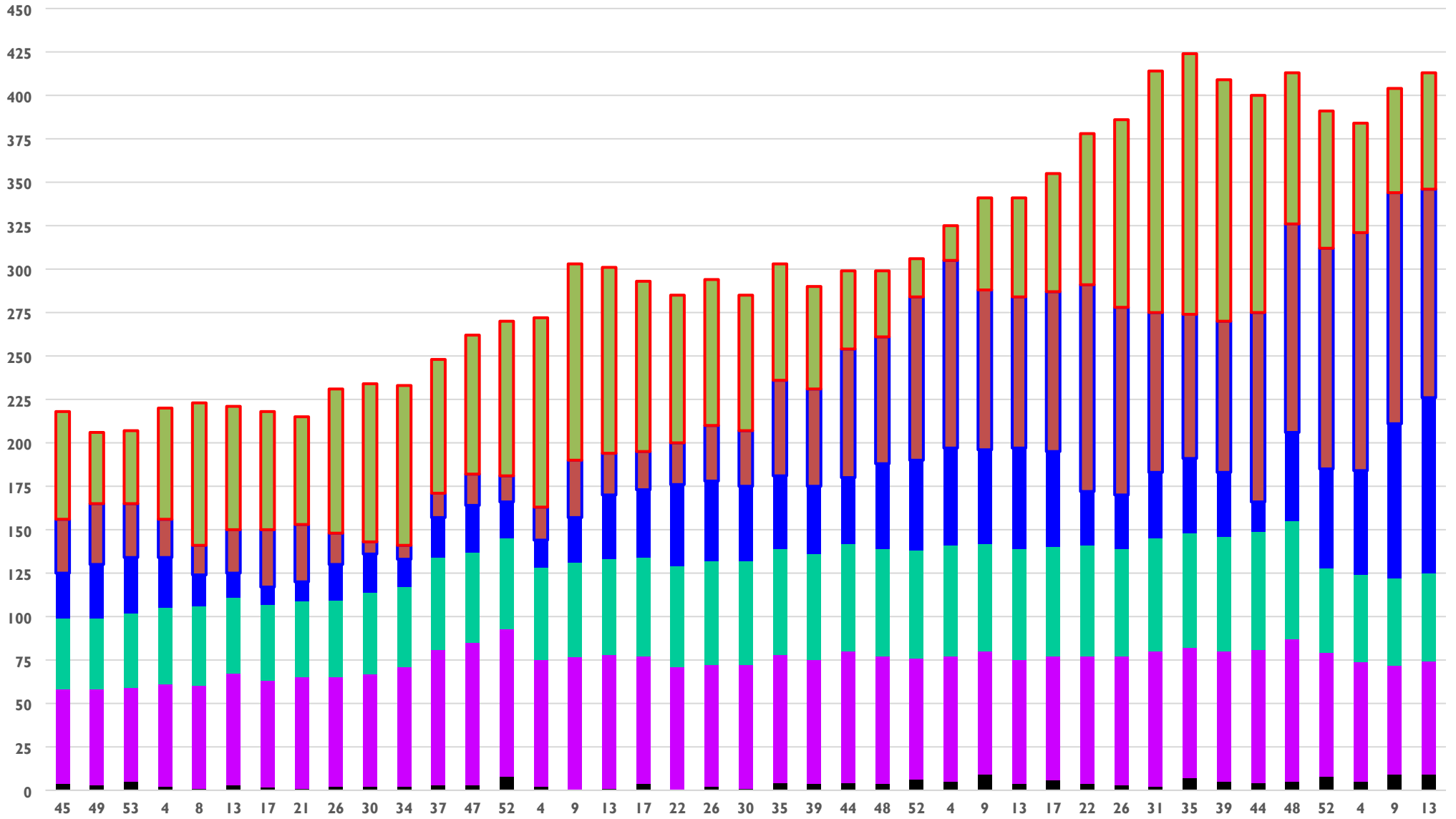
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APPENDIX 1: VOID PERFORMANCE

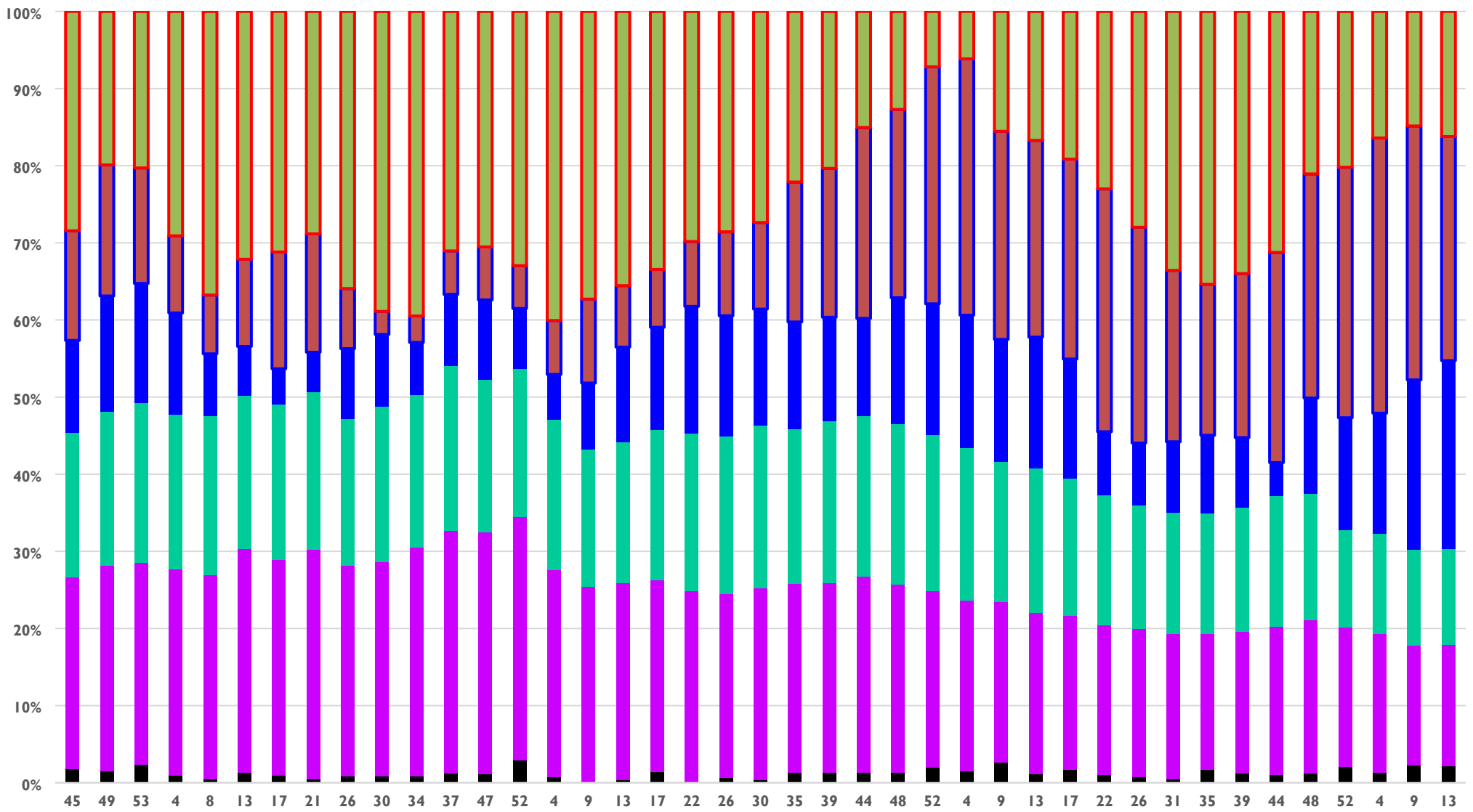


All voids by category (excl held for decant) 2019-2020 to 2023-2024 - stacked bar chart



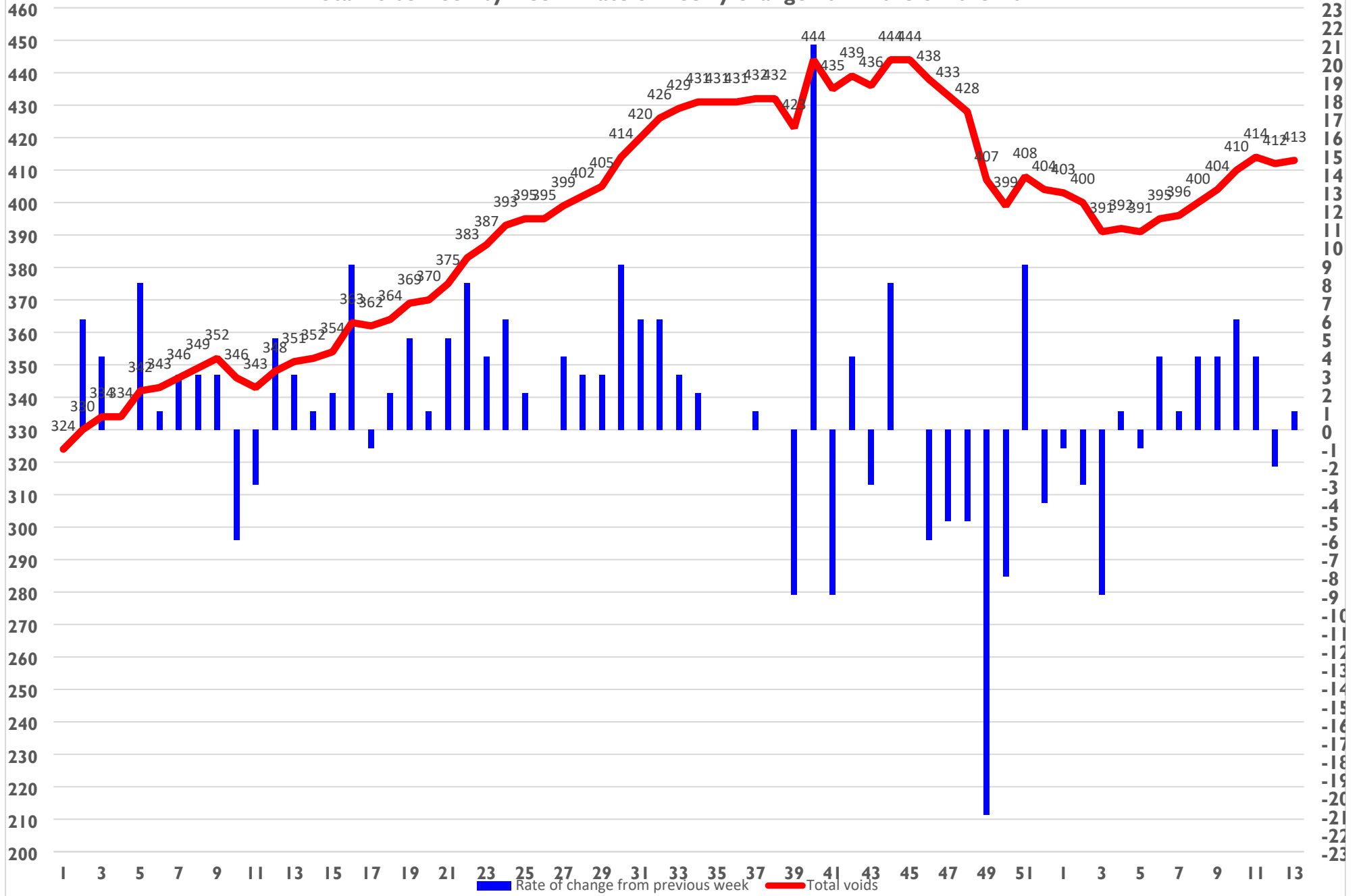
Sheltered routine repairs
 Sheltered ready to let
 Sheltered maj wks
 Major works GN
 Routine repairs GN
 Ready to let GN

All voids by category (excl held for decant) 2019-2020 to 2023-2024 - 100% stacked bar chart



Sheltered routine repairs
 Sheltered ready to let
 Sheltered maj wks
 Major works GN
 Routine repairs GN
 Ready to let GN

Total voids week by week + rate of weekly change 2022-2023 & 2023-2024



COMPLIANCE REPORT AS AT THE END OF QUARTER I 2023-2024

KPI	DESCRIPTION	TARGET	ACTUAL	%	QUARTER I COMMENTARY
1	GAS COMPLIANCE				
	PROPERTIES WITH A CURRENT CP12	5,145	5,070	98.54%	We had 75 properties out of compliance at the end of June And these were all at Legal. Legal efforts continue to obtain warrants to gain access and we are preparing further legal packs.
	CAPPED PROPERTIES WITH A CURRENT CP12 (VOID)		330	6%	6% of our properties are capped and void
	CAPPED PROPERTIES WITH A CURRENT CP12 (NOT VOID)		124	2%	2% of our tenanted properties do not have use of gas appliances.
	COMMUNAL BOILERS WITH A CURRENT CP12	14	14	100%	
	SOLID FUEL PROPERTIES WITH CURRENT CERT	42	39	93%	Three properties were out of compliance. Servicing has been attempted at all properties and attempts continue
	TOTAL REPAIRS COMPLETED IN PRIORITY	1,104	983	89%	96% of repairs were completed within priority during June
	URGENT REPAIRS TOTAL	98	65	66%	64% of urgent repairs were completed within priority during June
	NON URGENT REPAIRS TOTAL	510	475	93%	92% of all other repairs were completed within priority during
	CUSTOMER SATISFACTION (98%)	108	103	95%	Audits received 100% customer satisfaction during June
1a.	AUDITING - ASSURANCE				
	COMPLETED GAS AUDITS - MAIN GAS CONTRACT	0	108	#REF!	
	COMPLETED SOLID FUEL AUDITS				
2	SMOKE ALARM & CO COMPLIANCY - RECONCILIATION PROJECT				
	No. Properties with Battery Smoke Alarm	#N/A	2,237		ALL PROPERTIES ARE CHECKED AT GAS TEST FOR APPROPRAITELY LOCATED AND WORKING SMOKE AND CO DETECTION. 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
	No. Properties with Hard Wired Smoke Detection	#N/A	2,645		
	No. Properties with both Battery and Hard Wired Detection	#N/A	306		
	No. Properties - Unknown/Missing Data	#N/A	9		
	No. Props with individual smoke detction connected to life-line with communal fire alarm systems		405		
	ALL PROPERTIES WITH A CONFIRMED WORKING SMOKE ALARM	5,458	4,955	90.78%	
	GAS PROPERTIES WITH A CONFIRMED WORKING SMOKE ALARM	5,143	4,955	96.34%	
GAS PROPERTIES WITH A CONFIRMED WORKING CO ALARM	5,143	4,448	86.49%		

3	FIRE SAFETY				
	FIRE ALARM - SIX-MONTHLY	20	20	100%	
	EMERGENCY LIGHTING - DURATION TEST - ANNUAL	52	52	100%	
	EMERGENCY LIGHTING - FLICK TESTING - MONTHLY	235	230	98%	Five certificates missing owing to access problems. Remaining problems will be resolved this month with keysafes for cupboards being fitted
	FIRE RISK ASSESSMENT	297	297	100%	185 FRAs have been completed during June. A further 107 will be ordered during July.
	FIRE EXTINGUISHER	10	9	90%	Babington Court was missed and will be actioned this week
	FRA RECOMMENDATIONS - IMMEDIATE/AS SOON AS PRACTICABLE	349	202	58%	IA 2 in progress 145 not started - ST 0 in progress, 42 not started, NU 0 in progress, 16 not started. The majority of these are with assets - Waiting on Harmony to start updating Assets master sheet for fire works.
	FRA RECOMMENDATIONS - SHORT TERM	328	286	87%	
	FRA RECOMMENDATIONS - NON URGENT	111	95	86%	
	FRA RECOMMENDATIONS - LONG TERM	-	-	NA	
	FRA RECOMMENDATIONS - ASSET PROTECTION ONLY	-	-	NA	
FRA RECOMMENDATIONS - TOTAL	788	484	61%		
4	WATER SAFE				
	LEGIONELLA MONITORING - MONTHLY	14	14	100%	Monthly, quarterly and annual checks are taking place at all sheltered schemes. New risk assessments are being received. 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. St Michael's Court is in the process of being decommissioned.
5	LIFTS & STAIRLIFTS				
	PASSENGER LIFT - SIX-MONTHLY	5	5	100%	A number of access problems have been reported - this tends to be backed up by insurers visits which also have access issues. Actively chasing with Premier
	STAIRLIFT - ANNUAL SERVICE	195	180	92%	
6	ASBESTOS				
	Communals for reinspection 20/21	493	493	100%	
	Surveys requested in month	31	1	3%	
	Total surveys requested previously	2,237	1,664	74%	Second contractor starting work now. Update due Fri 21. No new orders sent to MCP
	Total properties with an asbestos survey	5,530	5,530	100%	Waiting for data from Paul McM re 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 INCL PAT TESTING)					
	Sheltered schemes PAT testing		14	14	100%	PAT testing - UP TO DATE
	ELECTRIC TESTING COMPLIANCE DWELLINGS		5,472	4,698	85.86%	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.
ELECTRIC TESTING COMPLIANCE COMMUNALS		315	315	100%		

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

1. Summary of caseload during quarter 1 2023-2024

No. open ASB cases b/f from end Q4 2022-2023	91
New cases opened during quarter 1 2023-2024	138
Cases closed during quarter 1 2023-2024	118
No open ASB cases at the end of Q1 c/f to Q2	111

2. Incidents of ASB reported by estate: quarter 1 2023-2024

Estate	Q1 23/24	Q4 22/23	Q3 22/23	Q2 22/23
Anstey	4	5	0	2
Barrow Upon Soar	0	2	1	3
Birstall	6	3	0	1
Loughborough - Ashby Road	11	15	5	5
Loughborough - Bell Foundry	35	48	26	12
Loughborough - General	6	14	13	7
Loughborough - Shelthorpe	19	9	11	18
Loughborough - Thorpe Acre	9	3	5	1
Loughborough - Town Centre Central	9	3	4	7
Loughborough - Warwick Way	45	50	67	70
Mountsorrel	18	6	10	31
Quorn	3	3	3	2
Rest of Charnwood	20	5	5	4
Rothley	6	5	2	7
Shepshed	61	31	17	35
Sileby	12	28	16	17
Syston	27	20	20	22
Thurmaston	2	2	0	3
Woodhouse Eaves	19	5	2	4
Grand total	312	257	207	251

2. Case closure: quarter 1 2023-2024

CASES CLOSED DURING QUARTER 1	Q1 23/24	Q4 22/23	Q3 22/23	Q2 22/23
Numbers of cases closed	118	93	73	145
Total time open (days)	6,042	8,365	10,428	29,534
Average length of time open (days)	51	90	143	204

3. Case resolution rate: quarter 1 2023-2024

CASES CLOSED DURING QUARTER 1	Q1 23/24	Q4 22/23	Q3 22/23	Q2 22/23
Numbers of cases closed	118	93	73	148
of which were resolved	106	87	55	143
Case resolution rate (%)	90%	94%	75%	97%

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 2023-2024

Case resolution - unresolved cases' reason for closure	
Reason for closure when unresolved	Nos
No perpetrator identified	12
TOTAL	12

5. Case closure by disposal (action status at point of closure): quarter 1 2023-2024

Disposal type	Q1 23/24	Q4 22/23	Q3 22/23	Q2 22/23
Advice	3	2	19	7
Verbal warning	0	0	2	0
Written warning	3	4	3	3
Community protection advice/warning letter (CPW)	1	1	1	0
Mediation	2	1	4	4
Acceptable behaviour contract	0	0	0	0
Community protection notice (CPN)	0	1	1	0
Injunction	0	0	1	0
Tenancy – extension to introductory tenancy	0	0	0	0
Notice of possession proceedings	0	0	0	0
Notice of seeking possession	0	1	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	1	0	2
No further action at complainant's request	16	20	19	17

No further action – reported for information only	2	3	2	2
No further action – no perpetrator identified	12	5	18	5
No further action - other	9	23	59	17
No further action – evidence not provided	60	32	45	47
Other (in this case non-engagement by complainant)	157	92	115	224
Referred to the police	0	1	0	3
Referred to the tenancy and estate management team	0	0	0	1
Referred to the environmental protection team	0	0	0	0
Alleged perpetrator ended tenancy	0	0	0	3
Complainant moved	0	0	0	2
GRAND TOTAL	265	187	289	337

6. Open cases at the end of quarter 1 2023-2024

Cases open	Q1 23/24	Q4 22/23	Q3 22/23	Q2 22/23
Numbers of cases	111	91	65	209
Total time open (days)	10,731	7,814	8,699	48,341
Average length of time open (days)	93	86	134	231

7. Repeat complainants

Repeat complainants for cases opened during quarter 1 2023-2024	
Reported twice	32
Reported three times or more	14
TOTAL	46

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