

Housing Management Advisory Board

8 November 2023

Performance information pack

**QUARTER 2 2023-2024**

Landlord services performance  
Compliance performance (fire safety etc.)

**HOUSING MANAGEMENT ADVISORY BOARD  
8 NOVEMBER 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 2, 2023-2024, July to September 2023.

Recommendation

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

Tenant satisfaction performance measures

The Regulator of Social Housing has required that a suite of measures, known as 'TSMs', is maintained and reported upon. These measures are both qualitative and quantitative. The qualitative measures are reported on through annual tenant perception surveys; the quantitative measures are continuous performance reporting and are now set out for members' information here.

<b>Description</b>	<b>April to September 2023/2024</b>
% of homes that do not meet the Decent Homes Standard (annual)	Annual Figure
% of homes for which all required gas safety checks have been carried out	97.88%
% if homes for which all required fire risk assessments have been carried out	100%
% of homes for which all required asbestos management surveys or re-inspections have been carried out	100%
% if homes for which all required legionella risk assessments have been carried out	100%
% of homes for which all required communal	

passenger lift safety checks have been carried out	100%
Number of ASB cases opened per 1,000 homes	7.36
Number of ASB cases opened per 1,000 homes that involve hate incidents	0.89
% Complaints responded to within timescales (Stage 1)	47.12%
% Complaints responded to within timescales (stage 2)	70%
Number of complaints received per 1,000 homes (stage 1)	37.22
Number of complaints received per 1,000 homes (stage 2)	2.02
% Repairs completed within target timescale - non emergency	71.86%
% Repairs completed within target timescale - emergency	69.81%

## Comments

- Three new Resident Liaison Officers are being put in place to support the prevention and management of complaints.
- Additional administrative resources are being put in place to support the performance / contract management of repairs contractors.

More detailed repairs data which shows the difference in performance between in-house services and contracted services is below. Category A is an emergency repair. The other categories B-G are non-emergency.

<b>RP02 - Repairs Completed within target timescale (all DLO and Contracted) - Non-emergency responsive repairs completed within the target timescale (Categories B - G)</b>	April- June	July	Aug	Sept
Percentage Completed within Target Timescale	71.66%	71.38%	71.08%	73.76%
Number Completed within Target Timescale	2076	606	747	711
Number Not Completed within Target Timescale	821	243	304	253
Number of orders	2897	849	1051	964
<b>YTD</b>	<b>71.66%</b>	<b>71.60%</b>	<b>71.48%</b>	<b>71.86%</b>

<b>RP02 - Repairs Completed within target timescale (all DLO and Contracted) - Emergency responsive repairs completed within the target timescale (Category A)</b>				
Percentage Completed within Target Timescale	78.07%	70.56%	70.67%	40.58%
Number Completed within Target Timescale	356	127	106	56
Number Not Completed within Target Timescale	100	53	44	82
Number of orders	456	180	150	138
<b>YTD</b>	<b>78.07%</b>	<b>75.94%</b>	<b>74.94%</b>	<b>69.81%</b>

<b>RP02 - Repairs Completed within target timescale (DLO) - Non-emergency responsive repairs</b>	April- June	July	Aug	Sept
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<b>completed within the target timescale (Categories B - G)</b>				
Percentage Completed within Target Timescale	81.61%	83.37%	83.95%	80.55%
Number Completed within Target Timescale	1633	416	518	530
Number Not Completed within Target Timescale	368	83	99	128
Number of orders	2001	499	617	658

<b>RP02 - Repairs Completed within target timescale (DLO) - Emergency responsive repairs completed within the target timescale (Category A)</b>	April- June	July	Aug	Sept
Percentage Completed within Target Timescale	84.49%	83.33%	84.13%	82.81%
Number Completed within Target Timescale	207	60	53	53
Number Not Completed within Target Timescale	38	12	10	11
Number of orders	245	72	63	64

<b>RP02 - Repairs Completed within target timescale (Contracts) - Non-emergency responsive repairs completed within the target timescale (Categories B - G)</b>	April- June	July	Aug	Sept
Percentage Completed within Target Timescale	49.44%	54.29%	52.76%	59.15%
Number Completed within Target Timescale	443	190	229	181
Number Not Completed within Target Timescale	453	160	205	125

Number of orders	896	350	434	306
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<b>RP02 - Repairs Completed within target timescale (Contractors) - Emergency responsive repairs completed within the target timescale (Category A)</b>	April- June	July	Aug	Sept
Percentage Completed within Target Timescale	70.62%	62.04%	60.92%	4.05%
Number Completed within Target Timescale	149	67	53	3
Number Not Completed within Target Timescale	62	41	34	71
Number of orders	211	108	87	74

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

(a) Rent collection and arrears

<b>Description</b>	<b>Target Q2</b>	<b>Performance Q2</b>
% Rent collected (including rent arrears brought forward)	91.25%	93.77%
Rent arrears of current tenants as a percentage of the annual rent debit rent debit	3.65%	2.90%

(b) Tenancy management

<b>Description</b>	<b>Target</b>	<b>Performance Q2</b>
% New tenancies sustained over twelve months	95%	100% 89/89
% New tenancy visits completed on target	95%	96.77% 120/124

(c) Supported housing

<b>Description</b>	<b>Target</b>	<b>Performance Q2</b>
% Support plans agreed with sheltered tenants/reviewed within time	100%	100% 718/718

(d) Customer satisfaction

<b>Description</b>	<b>Target</b>	<b>Performance Q2</b>
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% Residents satisfied with Decent Homes work	95%	n/a
% Lifeline customers satisfied with the way their alarm call was dealt with	99.50%	98.84% 85/86
% Tenants satisfied that the operative arrived on time	98.57%	100% 40/40

(e) Voids

Please see appendix 1 for voids graphs.

Targets not met within a 5% tolerance (including TSM measures)

- (a) Repairs (the wider data set is under review in light of new TSM data. Voids data is below.

Description	Target	Performance Q2
Average number of days taken to carry out standard re-let repairs	14 days	66.32 days

Commentary:

- Principal Officer - Voids post created, and interviews scheduled for early November 23.
- A contract for void repair works to supplement the activity of the in-house team is currently out to tender.
- Voids processes are under review.

(d) Customer satisfaction

Description	Target	Performance Q2
% Tenants satisfied with responsive repairs (overall)	97.4%	89.13% 36/40



% Tenants satisfied with the time taken to complete the repair	97.60%	84.78% 34/40
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Commentary:

Satisfaction levels have been affected due to the time it takes to book in some appointments due to resources for example plastering work, which leads to frustrations and is reflected in the score given by customers.

% Residents satisfied with the time taken to complete the Decent Homes work	95%	n/a
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Commentary: Contract is being mobilised; no customer satisfaction forms have been completed for the new contractor.

% ASB complainants satisfied with the way their case was dealt with	86.00%	64.29% 9/14
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Commentary: Whilst the target has not been met there has been an increase in satisfaction from 33.33% at the end of quarter 1 to 64.29%. At the end of quarter 2 we had attempted to complete 42 surveys since the start of the financial year by phone, email, post and via the online survey.

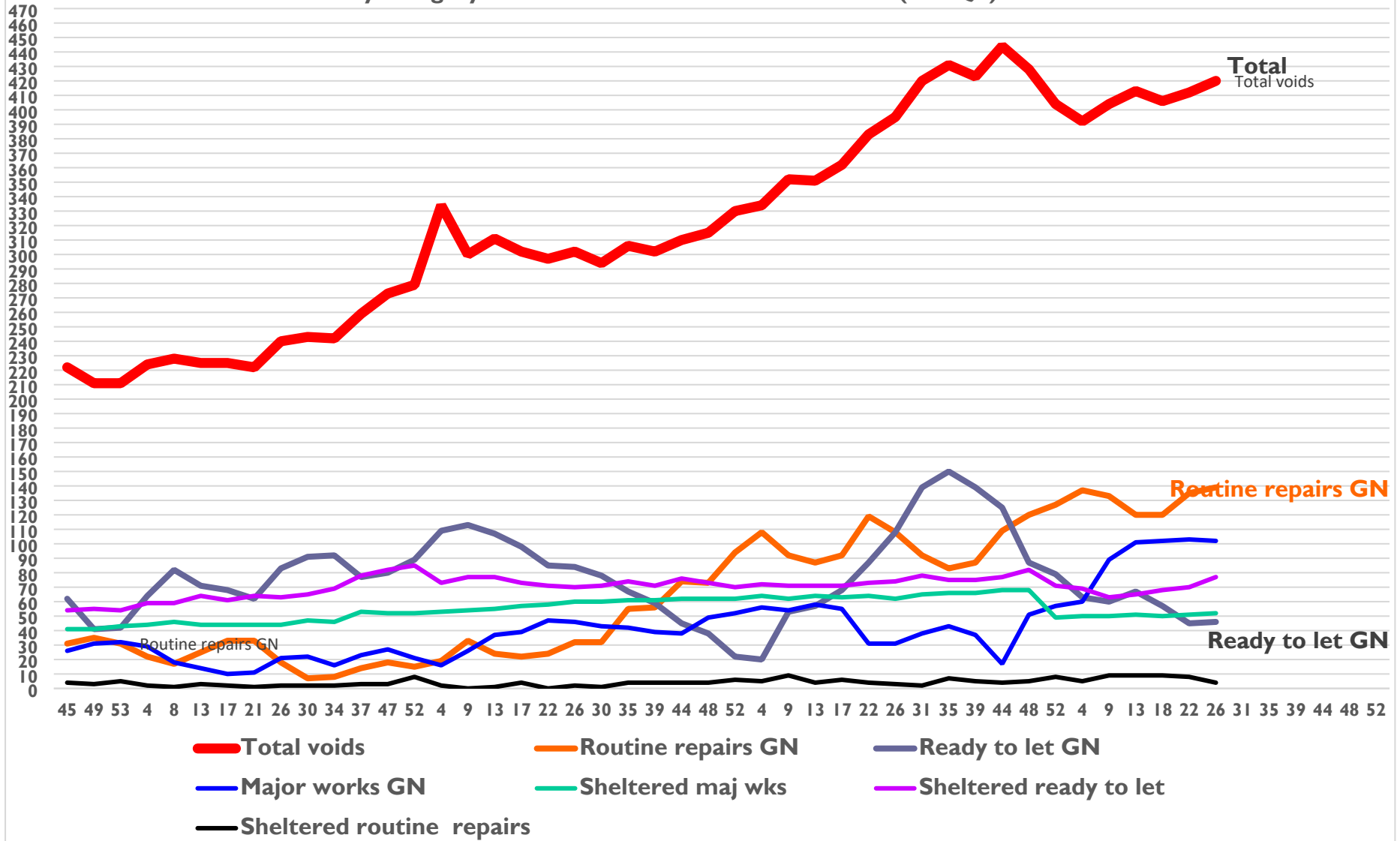
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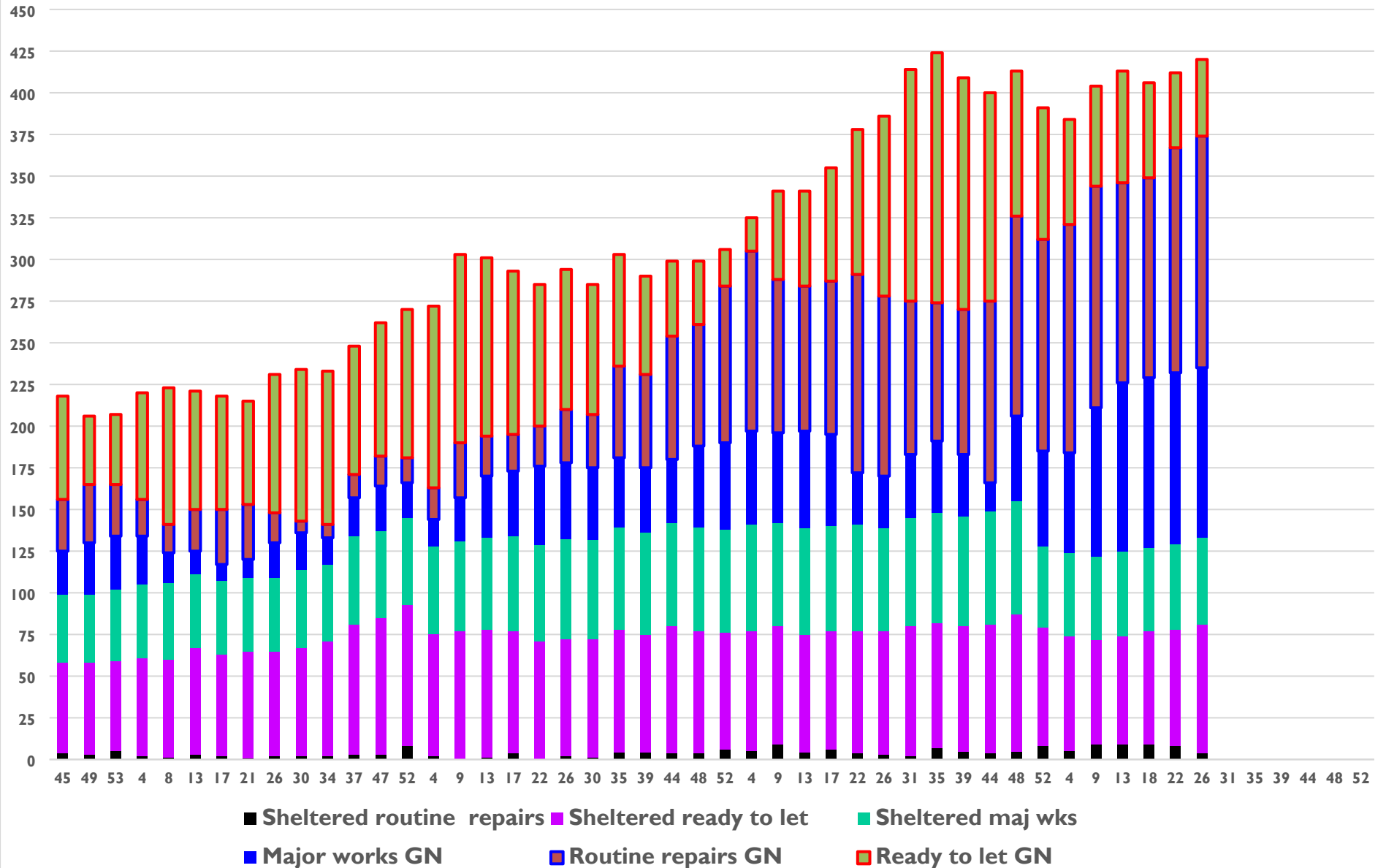
**APPENDIX 1: VOID PERFORMANCE**

Voids by category from week 45 2019-2020 to week 26 (end Q2) 2023-2024

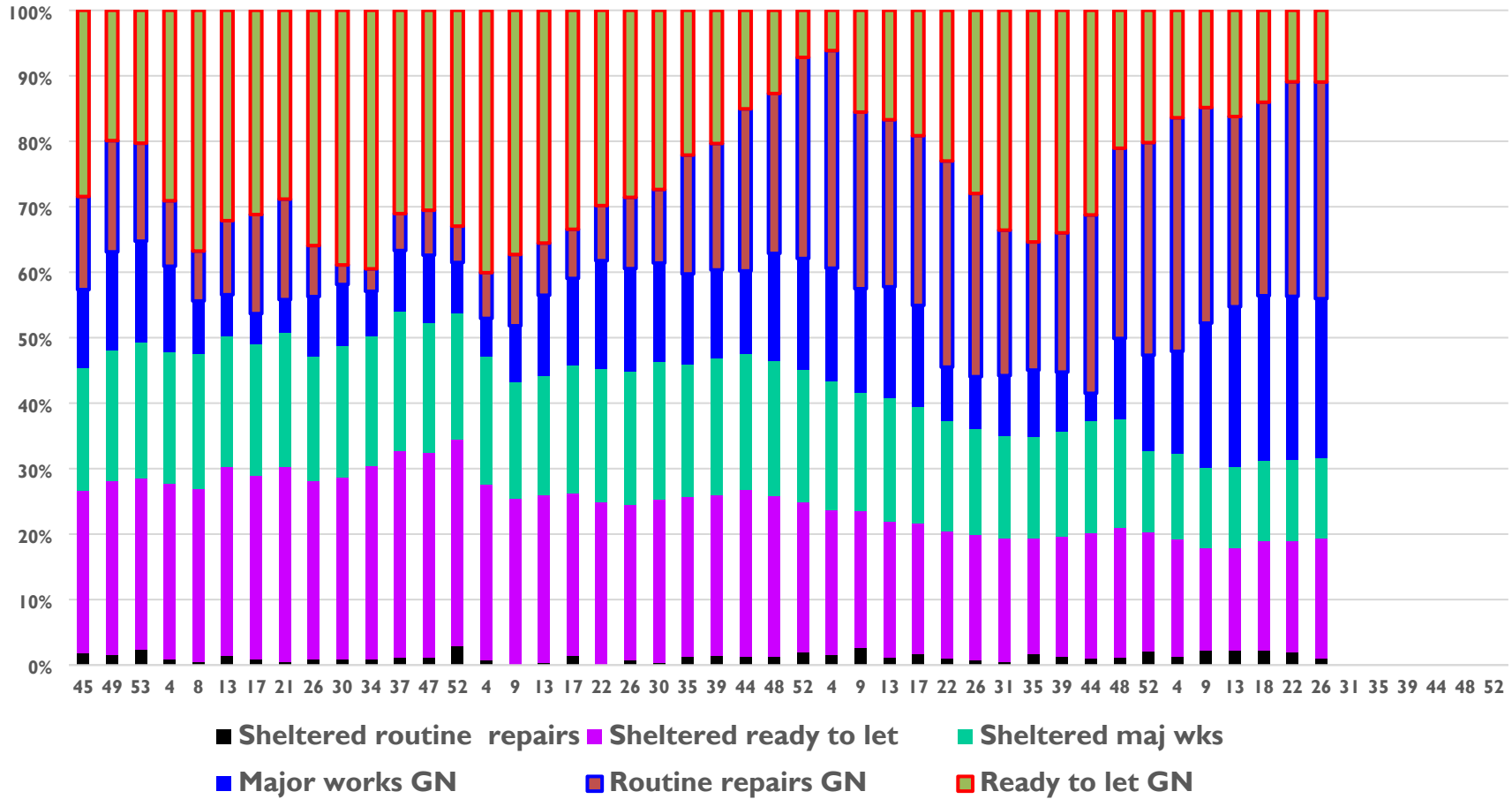




All voids by category (excl held for decant) 2019-2020 to 2023-2024 - stacked bar chart



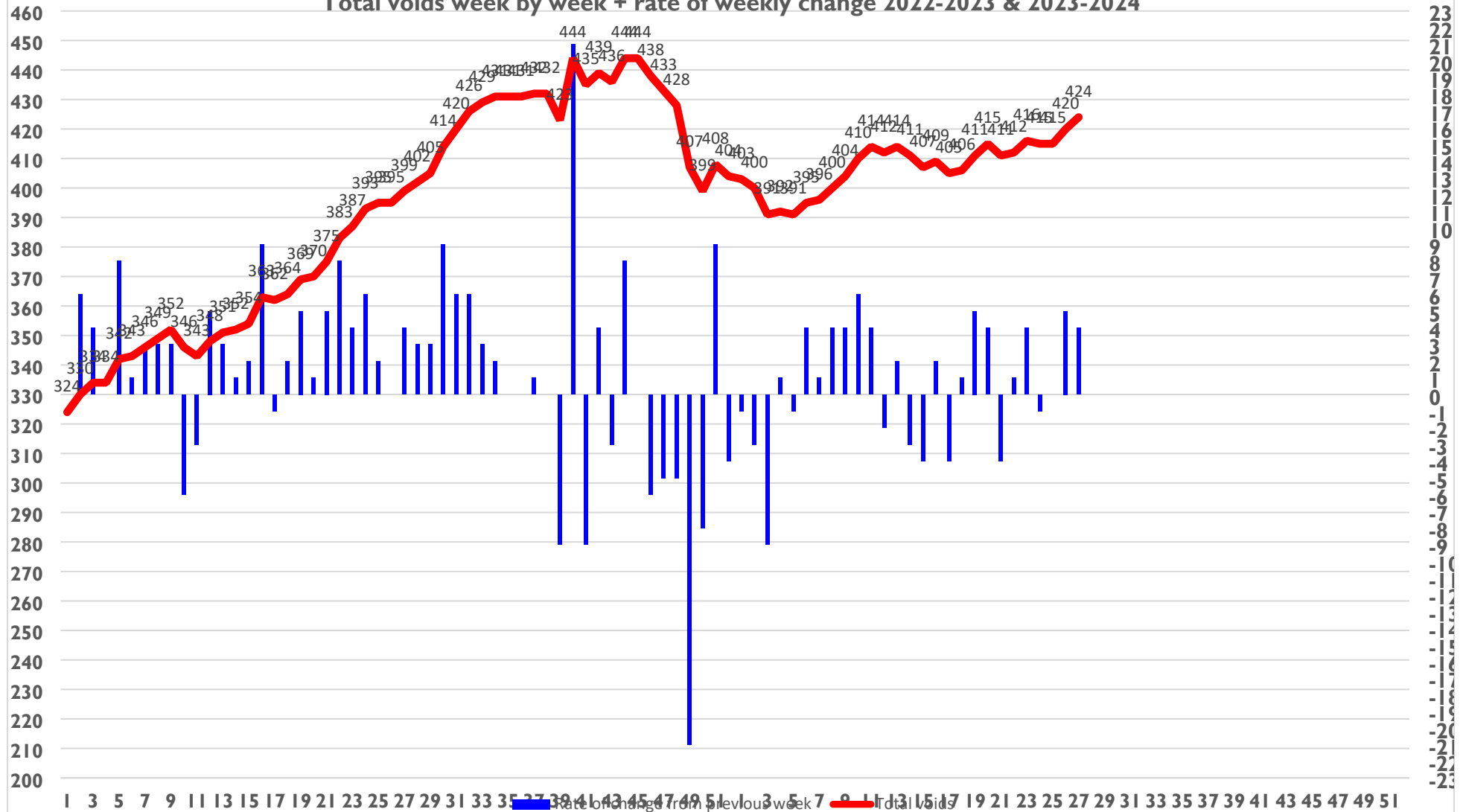
All voids by category (excl held for decant) 2019-2020 to 2023-2024 - 100% stacked bar chart







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



**COMPLIANCE REPORT AS AT THE END OF QUARTER 2 2023-2024 (EXCLUDING ITEMS NOW INCLUDED IN TSM MEASURES)**

KPI	DESCRIPTION	TARGET	ACTUAL	%	QUARTER 2 COMMENTARY
1	<b>GAS COMPLIANCE</b>				
	<b>CAPPED PROPERTIES WITH A CURRENT CP12 (VOID)</b>		355	7%	7% of our properties are capped and void
	<b>CAPPED PROPERTIES WITH A CURRENT CP12 (NOT VOID)</b>		116	2%	2% of our tenanted properties do not have use of gas appliances.
	<b>COMMUNAL BOILERS WITH A CURRENT CP12</b>	14	14	100%	
	<b>SOLID FUEL PROPERTIES WITH CURRENT CERT</b>	42	35	83%	Seven properties were out of compliance. Three of these are void so are not in use - any appliances will be removed or fireplaces bricked up before relet. Servicing has been attempted at all properties and attempts continue
	<b>TOTAL REPAIRS COMPLETED IN PRIORITY</b>	2,374	2,160	91%	90% of repairs were completed within priority during September
	<b>URGENT REPAIRS TOTAL</b>	220	152	69%	67% of urgent repairs were completed within priority during September
	<b>NON URGENT REPAIRS TOTAL</b>	1,658	1,565	94%	94% of all other repairs were completed within priority during September
	<b>CUSTOMER SATISFACTION (98%)</b>	220	213	97%	Audits received 95% customer satisfaction during September
1a.	<b>AUDITING - ASSURANCE</b>				
	<b>COMPLETED GAS AUDITS - MAIN GAS CONTRACT</b>	0	220	11%	
	<b>COMPLETED SOLID FUEL AUDITS</b>				
2	<b>SMOKE ALARM &amp; CO COMPLIANCY - RECONCILIATION PROJECT</b>				
	<b>No. properties with battery smoke alarm</b>	#N/A	2,237		
	<b>No. properties with hard-wired smoke detection</b>	#N/A	2,645		
	<b>No. properties with both battery and hard-wired detection</b>	#N/A	306		

	No. properties - unknown/missing data	#N/A	9		
	No. properties with individual smoke detection connected to life-line with communal fire alarm systems	#N/A	405		
	<b>ALL PROPERTIES WITH A CONFIRMED WORKING SMOKE ALARM</b>	5,458	5,013	91.85%	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>	5,143	5,013	97.47%	
	<b>GAS PROPERTIES WITH A CONFIRMED WORKING CO ALARM</b>	5,143	4,629	90.01%	
<b>3</b>	<b>FIRE SAFETY (SEE ALSO TSM MEASURES)</b>				
	<b>FIRE ALARM - SIX-MONTHLY</b>	20	20	100%	
	<b>EMERGENCY LIGHTING - DURATION TEST - ANNUAL</b>	24	24	100%	
	<b>EMERGENCY LIGHTING - FLICK TESTING - MONTHLY</b>	252	252	100%	One certificate is missing because of access problems
	<b>FIRE EXTINGUISHER</b>	14	14	100%	Babington was missed and will be actioned this week
	<b>AUTOMATIC OPENING VENTS</b>	6	6	100%	
	<b>FRA RECOMMENDATIONS - IMMEDIATE/AS SOON AS PRACTICABLE</b>	349	205	59%	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 - Harmony are beginning to pass back updates but the reference number needed to link their sheet back to the master sheet appears to have been corrupted prior to their data extract. I will attempt to fix this for next month so that these figures can be adjusted.
	<b>FRA RECOMMENDATIONS - SHORT TERM</b>	328	286	87%	
	<b>FRA RECOMMENDATIONS - NON URGENT</b>	111	95	86%	
	<b>FRA RECOMMENDATIONS - LONG TERM</b>	-	-		
	<b>FRA RECOMMENDATIONS - ASSET PROTECTION ONLY</b>	-	-		
	<b>FRA RECOMMENDATIONS - TOTAL</b>	788	586	74%	
<b>4</b>	<b>WATER SAFE – SEE TSM MEASURES</b>				
<b>5</b>	<b>LIFTS &amp; STAIRLIFTS (SEE ALSO TSM MEASURES)</b>				
	<b>STAIRLIFT - ANNUAL SERVICE</b>	196	170	87%	

6	<b>ASBESTOS – SEE TSM MEASURES</b>					
7	<b>ELECTRICAL CONDITION REPORTS (PERIODIC TESTING INCL PAT TESTING)</b>					
	<b>Sheltered schemes PAT testing</b>		14	14	100%	PAT Testing - UP TO DATE. Due again in March 2024
	<b>ELECTRIC TESTING COMPLIANCE DWELLINGS</b>		5,462	4,735	86.69%	Additional contractor will be used to help increase pace of FWT testing but trend is upwards
	<b>ELECTRIC TESTING COMPLIANCE COMMUNALS</b>		316	316	100%	

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

#### 1. Summary of caseload during quarter 2 2023-2024

<b>No. open ASB cases b/f from end Q1 2023-2024</b>	<b>111</b>
<b>New cases opened during quarter 2 2023-2024</b>	<b>101</b>
<b>Cases closed during quarter 2 2023-2024</b>	<b>121</b>
<b>No open ASB cases at the end of Q2 c/f to Q3</b>	<b>91</b>

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

<b>Estate</b>	<b>Q2 23/24</b>	<b>Q1 23/24</b>	<b>Q4 22/23</b>	<b>Q3 22/23</b>
Anstey	5	4	5	0
Barrow Upon Soar	3	0	2	1
Birstall	2	6	3	0
Loughborough - Ashby Road	20	11	15	5
Loughborough - Bell Foundry	19	35	48	26
Loughborough - General	8	6	14	13
Loughborough - Shelthorpe	14	19	9	11
Loughborough - Thorpe Acre	1	9	3	5
Loughborough - Town Centre Central	3	9	3	4
Loughborough - Warwick Way	46	45	50	67
Mountsorrel	19	18	6	10
Quorn	1	3	3	3
Rest of Charnwood	13	20	5	5
Rothley	14	6	5	2
Shepshed	74	61	31	17
Sileby	13	12	28	16

Syston	41	27	20	20
Thurmaston	5	2	2	0
Woodhouse Eaves	13	19	5	2
<b>Grand total</b>	<b>314</b>	<b>312</b>	<b>257</b>	<b>207</b>

**2. Case closure: quarter 2 2023-2024**

<b>CASES CLOSED DURING QUARTER 2</b>	<b>Q2 23/24</b>	<b>Q1 23/24</b>	<b>Q4 22/23</b>	<b>Q3 22/23</b>
<b>Numbers of cases closed</b>	<b>121</b>	118	93	73
<b>Total time open (days)</b>	<b>10,431</b>	6,042	8,365	10,428
<b>Average length of time open (days)</b>	<b>86</b>	51	90	143

**3. Case resolution rate: quarter 2 2023-2024**

<b>CASES CLOSED DURING QUARTER 2</b>	<b>Q2 23/24</b>	<b>Q1 23/24</b>	<b>Q4 22/23</b>	<b>Q3 22/23</b>
<b>Numbers of cases closed</b>	<b>121</b>	118	93	73
<b>of which were resolved</b>	<b>114</b>	106	87	55
<b>Case resolution rate (%)</b>	<b>94%</b>	90%	94%	75%

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 2023-2024**

<b>Case resolution - unresolved cases' reason for closure</b>	
<b>Reason for closure when unresolved</b>	<b>Nos</b>
<b>No perpetrator identified</b>	<b>7</b>
<b>TOTAL</b>	<b>7</b>

5. **Case closure by disposal (action status at point of closure): quarter 2 2023-2024**

<b>Disposal type</b>	<b>Q2 23/24</b>	<b>Q1 23/24</b>	<b>Q4 22/23</b>	<b>Q3 22/23</b>
<b>Advice</b>	<b>11</b>	<b>3</b>	<b>2</b>	<b>19</b>
<b>Verbal warning</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b>Written warning</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>3</b>
<b>Community protection advice/warning letter (CPW)</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>
<b>Mediation</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>4</b>
<b>Acceptable behaviour contract</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Community protection notice (CPN)</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>
<b>Injunction</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Tenancy – extension to introductory tenancy</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Notice of possession proceedings</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Notice of seeking possession</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>

<b>Suspended possession order (SPO)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Outright possession order</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Criminal behaviour order (CBO)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Closure order</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Eviction order</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>0</b>
<b>No further action at complainant's request</b>	<b>30</b>	<b>16</b>	<b>20</b>	<b>19</b>
<b>No further action – reported for information only</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>2</b>
<b>No further action – no perpetrator identified</b>	<b>7</b>	<b>12</b>	<b>5</b>	<b>18</b>
<b>No further action - other</b>	<b>11</b>	<b>9</b>	<b>23</b>	<b>59</b>
<b>No further action – evidence not provided</b>	<b>31</b>	<b>60</b>	<b>32</b>	<b>45</b>
<b>Other (in this case non-engagement by complainant)</b>	<b>18</b>	<b>157</b>	<b>92</b>	<b>115</b>
<b>Referred to the police</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>
<b>Referred to the tenancy and estate management team</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Referred to the environmental protection team</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Alleged perpetrator ended tenancy</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Complainant moved</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>GRAND TOTAL</b>	<b>121</b>	<b>265</b>	<b>187</b>	<b>289</b>

**6. Open cases at the end of quarter 2 2023-2024**

<b>Cases open</b>	<b>Q2 23/24</b>	<b>Q1 23/24</b>	<b>Q4 22/23</b>	<b>Q3 22/23</b>
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<b>Numbers of cases</b>	<b>78</b>	111	91	65
<b>Total time open (days)</b>	<b>7,151</b>	10,731	7,814	8,699
<b>Average length of time open (days)</b>	<b>92</b>	93	86	134

**7. Repeat complainants**

<b>Repeat complainants for cases opened during quarter 2 2023-2024</b>	
<b>Reported twice</b>	7
<b>Reported three times or more</b>	17
<b>TOTAL</b>	<b>24</b>

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