

Housing Management Advisory Board

20 March 2024

Performance information pack

QUARTER 3 2023-2024

Landlord services performance
Compliance performance (fire safety etc.)

**HOUSING MANAGEMENT ADVISORY BOARD
20 MARCH 2024**

**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, 2023-2024, October to December 2023.

Recommendation

The board is asked to note and comment on performance for the third 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.

Description	April to December 2023/2024
% 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	98.36%
% of homes for which all required fire risk assessments have been carried out	97.62%
% of homes for which all required asbestos management surveys or re-inspections have been carried out	100%
% of 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	6.58

Number of ASB cases opened per 1,000 homes that involve hate incidents	0.86
% Complaints responded to within timescales (stage 1)	47.51%
% Complaints responded to within timescales (stage 2)	64.71%
Number of complaints received per 1,000 homes (stage 1)	5.27
Number of complaints received per 1,000 homes (stage 2)	0.31
% Repairs completed within target timescale – non-emergency	71.47%
% Repairs completed within target timescale - emergency	69.52%

Comments

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

RP02 - Repairs completed within target timescale (all DLO and contracted) - Non-emergency responsive repairs completed within the target timescale (Categories B - G)	April-December	October	November	December
Percentage completed within target timescale	71.47%	66.38%	73.12%	65.34%
Number completed within target timescale	6276	766	835	458
Number not completed within target timescale	2505	388	307	243
Number of orders	8781	1154	1142	701
YTD	71.47%	71.85%	71.66%	71.47%

RP02 - Repairs completed within target timescale (all DLO and contracted)- Emergency responsive repairs completed within the target timescale (Category A)	April-December	October	November	December
Percentage completed within target timescale	66.45%	69.34%	63.21%	51.44
Number completed within target timescale	1030	147	134	107
Number not completed within target timescale	520	65	78	101
Number of orders	1550	212	212	208
YTD	69.52%	74.03%	68.15%	69.52%

RP02 - Repairs completed within target timescale (DLO) - Non-emergency responsive repairs completed within the target timescale (Categories B - G)	April-December	October	November	December
Percentage completed within target timescale	81.89%	77.53%	81.85%	81.58%
Number completed within target timescale	4693	597	654	372
Number not completed within target timescale	1038	173	145	84
Number of orders	5731	770	799	456

RP02 - Repairs completed within target timescale (DLO) - Emergency responsive repairs completed within the target timescale (Category A)	April- December	October	November	December
Percentage completed within target timescale	84.91%	85.06%	85.25%	89.23%
Number completed within target timescale	557	74	52	58
Number not completed within target timescale	99	13	9	7
Number of orders	656	87	61	65

RP02 - Repairs completed within target timescale (contractors) - Non-emergency responsive repairs completed within the target timescale (Categories B - G)	April- December	October	November	December
Percentage completed within target timescale	51.90%	44.01%	52.77%	35.10%
Number completed within target timescale	1583	169	181	86
Number not completed within target timescale	1467	215	162	159
Number of orders	3050	384	343	245

RP02 - Repairs completed within target timescale (contractors) - Emergency responsive repairs completed within the target timescale (Category A)	April- December	October	November	December
Percentage completed within target timescale	58.26%	58.40%	54.30%	34.27%
Number completed within target timescale	522	73	82	49
Number not completed within target timescale	374	52	69	94
Number of orders	896	125	151	143

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

(a) Rent collection and arrears

Description	Target Q3	Performance Q3
% Rent collected (including rent arrears brought forward)	95.45%	96.13%
Rent arrears of current tenants as a percentage of the annual rent debit rent debit	3.25%	2.41%

(b) Tenancy management

Description	Target	Performance Q3
% New tenancies sustained over twelve months	95%	100% 136/136
% New tenancy visits completed on target	95%	96.73% 148/153

(c) Supported housing

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

(d) Customer satisfaction

Description	Target	Performance Q3
% Residents satisfied with Decent Homes work	95%	
% Lifeline customers satisfied with the way their alarm call was dealt with	99.50%	99.25% 132/133
% Tenants satisfied that the operative arrived on time	98.57%	

(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 Q3
Average number of days taken to carry out standard re-let repairs	14 days	57.91 days

Commentary: The Jeakins Weir contracts for major and standard void works are mobilising and output of completed void properties will increase in the last quarter of the financial year. This will have a positive effect on our targets.

(b) Customer satisfaction

Description	Target	Performance Q3
% Tenants satisfied with responsive repairs (overall)	97.4%	89.13% 41/46
% Tenants satisfied with the time taken to complete the repair	97.60%	84.78% 39/46

Commentary: Plumbing and joinery repair work are still running over target dates, which is affecting the KPI. We are achieving the agreed targets for plastering works. An analysis of resources is required and the possibility of working with sub-contractors to reduce the workload for the in-house team.

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

Commentary: The Jeakins Weir contract has now been mobilised and work in kitchen and bathrooms is under way. Customer satisfaction forms will start to filter through once completed properties are handed over in the quarter of this financial year.

Description	Target	Performance Q3
% ASB complainants satisfied with the way their case was dealt with	86.00%	65% 13/20

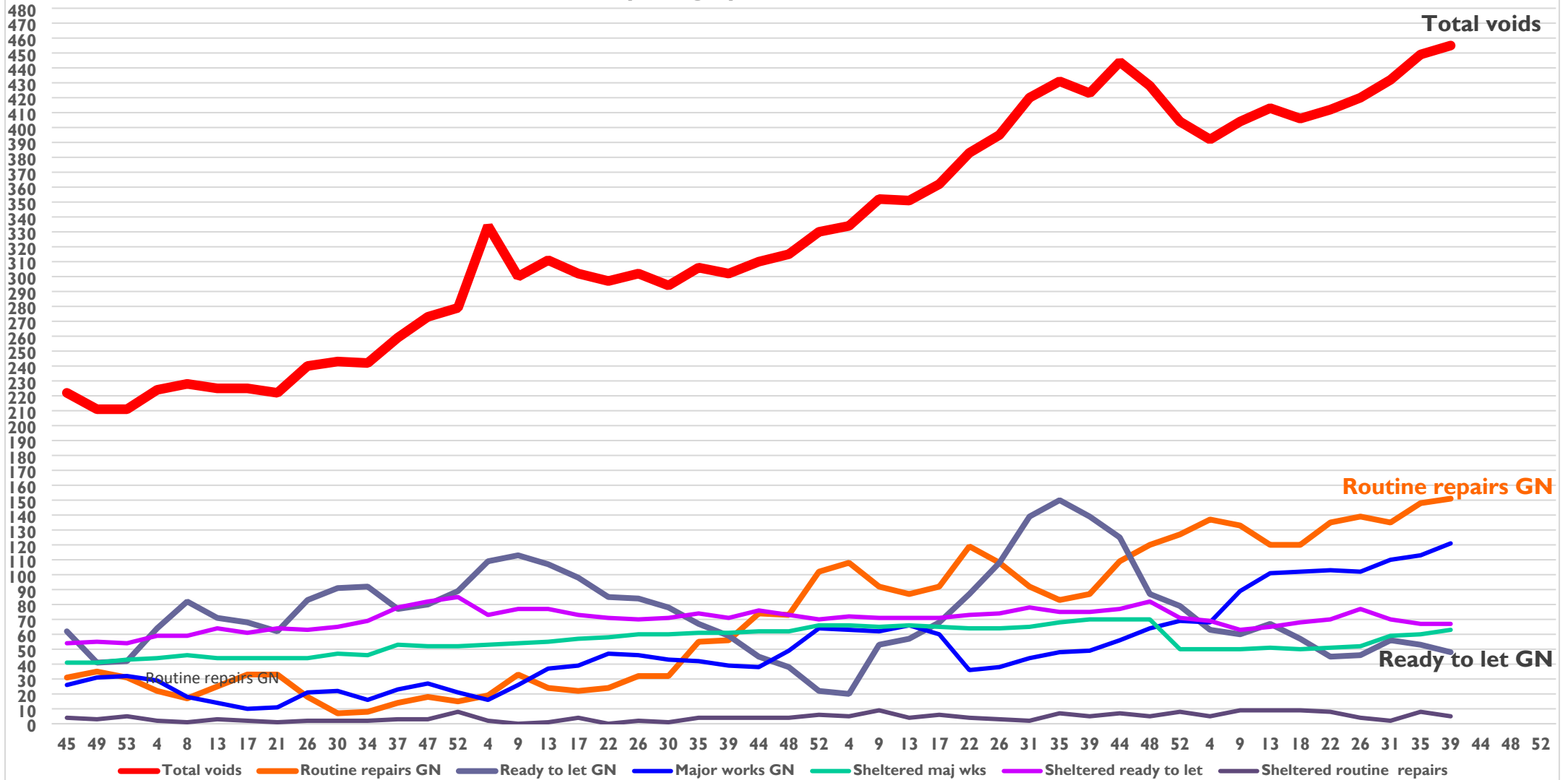
Commentary: Performance continues to be affected by the low number of completed surveys. From April 2023 to 31 December 2023 we have attempted to complete 61 surveys.

Officers to contact: Deborah Bartlett
Repairs and Investment Manager
deborah.bartlett@charnwood.gov.uk
01509 634501

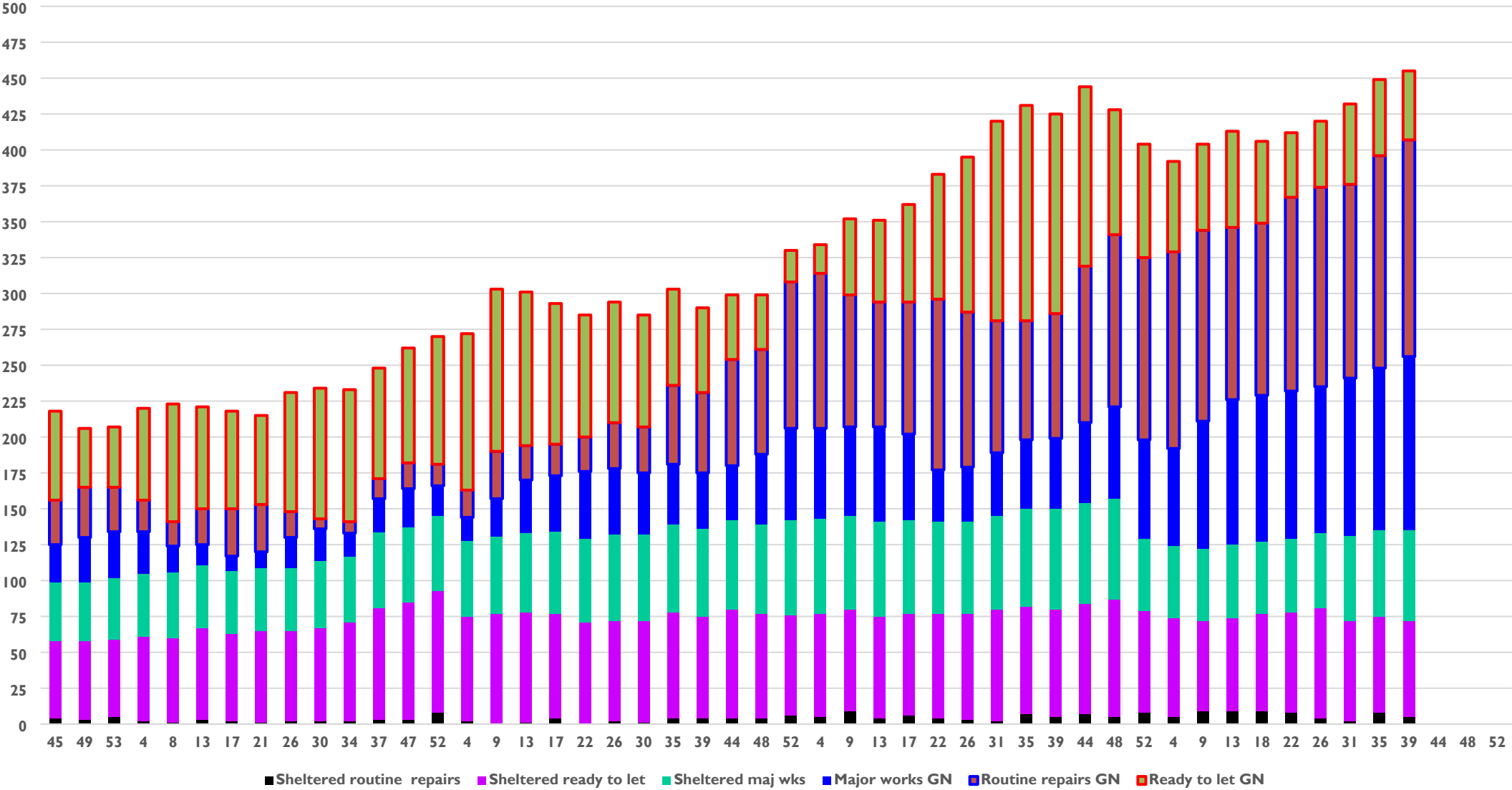
Andrew Staton
Landlord Services Manager
andrew.staton@charnwood.gov.uk
01509 634608

APPENDIX 1: VOID PERFORMANCE

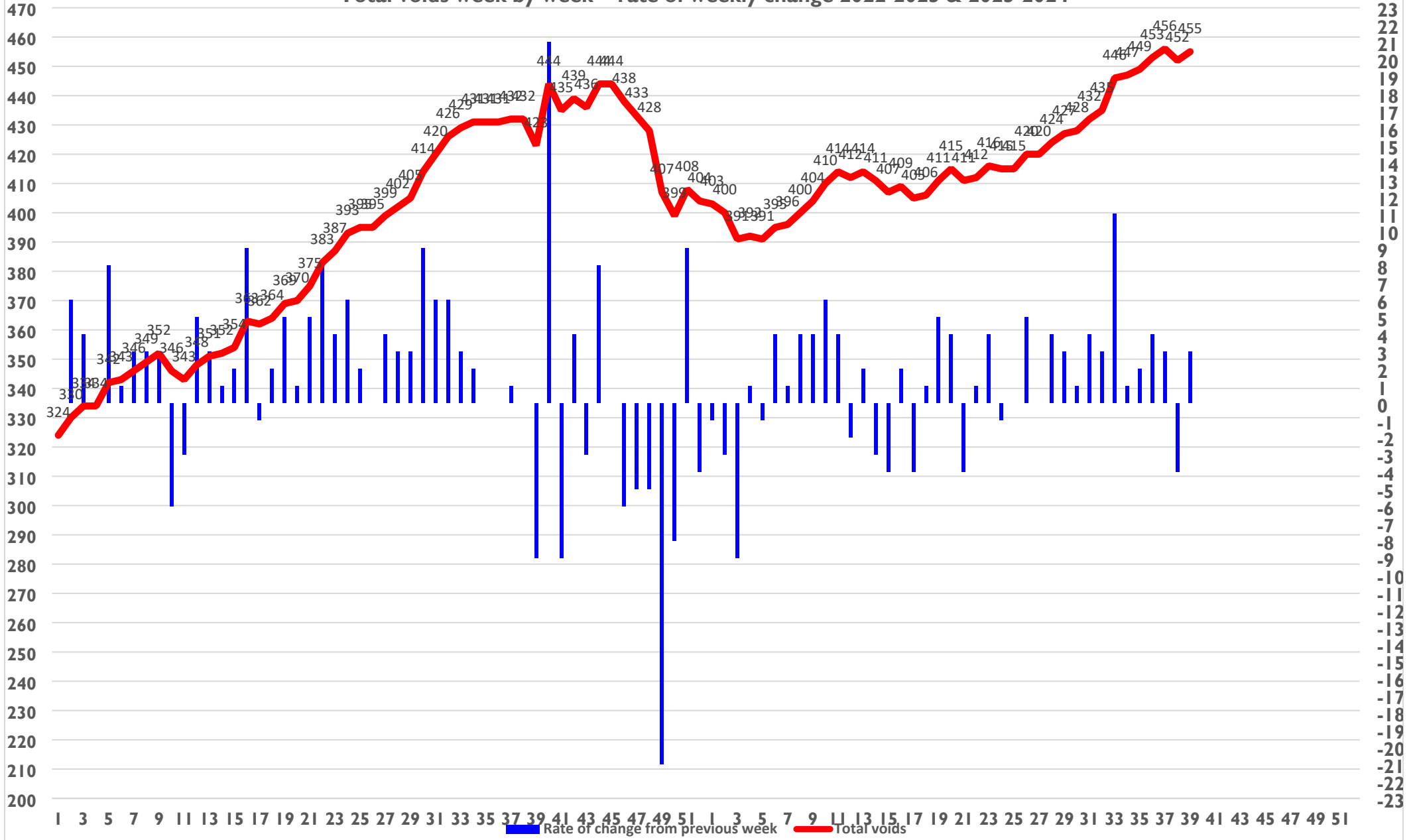
Voids by category from week 45 2019-2020



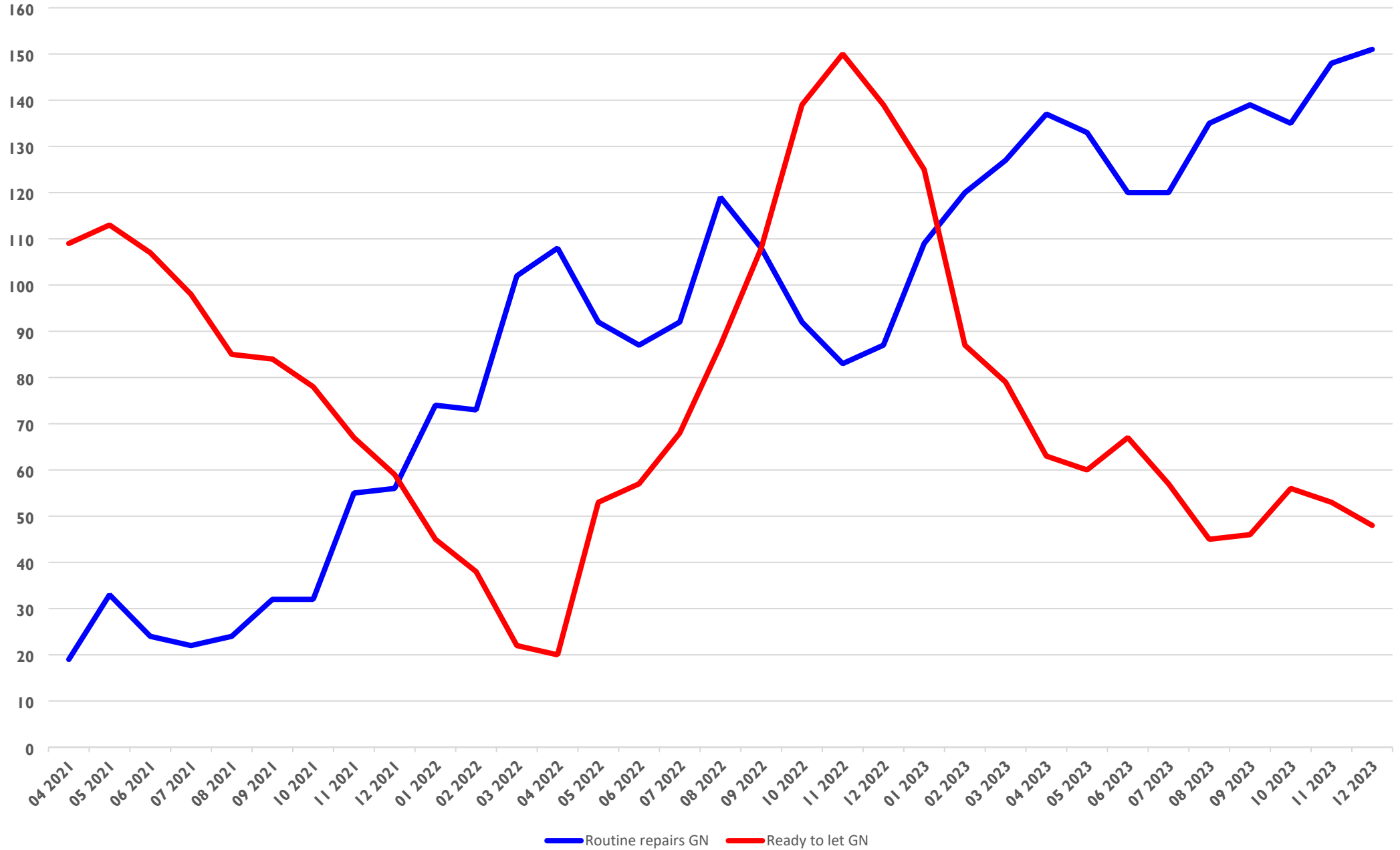
All voids by category 2019-2020 to 2023-2024 - stacked bar chart



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



GN voids: line chart for routine repairs and ready to let properties



COMPLIANCE REPORT AS AT THE END OF QUARTER 3 2023-2024 (EXCLUDING ITEMS NOW INCLUDED IN TSM MEASURES)

KPI	DESCRIPTION	TARGET	ACTUAL	%	DECEMBER COMMENTARY
I	GAS COMPLIANCE				
	PROPERTIES WITH A CURRENT CPI2	5,134	5,050	98.36%	We had 84 properties out of compliance at the end of December And these were all at Legal. Legal efforts continue to obtain warrants to gain access and we are preparing further legal packs. There is the possibility of more cases being handled at court at one time being progressed with Legal although we are waiting on the outcome of a meeting with NWLDC on producing packs for us but this has been rescheduled
	CAPPED PROPERTIES WITH A CURRENT CPI2 (VOID)		366	7.13%	7% of our properties are capped and void
	CAPPED PROPERTIES WITH A CURRENT CPI2 (NOT VOID)		110	2.14%	2% of our tenanted properties do not have use of gas appliances.
	COMMUNAL BOILERS WITH A CURRENT CPI2	14	14	100.00%	
	SOLID FUEL PROPERTIES WITH CURRENT CERT	50	43	86.00%	Seven properties were out of compliance. One of these has agreed to have the fireplace bricked up and three are void and awaiting confirmation that any open fireplaces are bricked up or appliances removed. Servicing has been attempted at all properties and attempts continue
	TOTAL REPAIRS COMPLETED IN PRIORITY	3,738	3,395	90.82%	89% of repairs were completed within priority during December
	URGENT REPAIRS TOTAL	536	390	72.76%	75% of urgent repairs were completed within priority during December
	NON URGENT REPAIRS TOTAL	2,706	2,562	94.68%	96% of all other repairs were completed within priority during December
	CUSTOMER SATISFACTION (98%)	322	314	97.52%	Audits received 100% customer satisfaction during December
Ia.	AUDITING - ASSURANCE				
	COMPLETED GAS AUDITS - MAIN GAS CONTRACT	10%	322	10.52%	
	COMPLETED SOLID FUEL AUDITS				
2	SMOKE ALARM & CO COMPLIANCE - RECONCILIATION PROJECT				

	No. properties with individual smoke detection connected to life-line with communal fire alarm systems	#N/A	405		
	ALL PROPERTIES WITH A CONFIRMED WORKING SMOKE ALARM	5,458	5,033	92.21%	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
	GAS PROPERTIES WITH A CONFIRMED WORKING SMOKE ALARM	5,143	5,033	97.86%	
	GAS PROPERTIES WITH A CONFIRMED WORKING CO ALARM	5,143	4,690	91.19%	
3	FIRE SAFETY				
	FIRE ALARM - 6 MONTHLY	5	5	100.00%	
	EMERGENCY LIGHTING - DURATION TEST - ANNUAL	14	14	100.00%	
	EMERGENCY LIGHTING - FLICK TESTING - MONTHLY	273	272	99.63%	One 'No access' case
	FIRE RISK ASSESSMENT	287	294	102.44%	Three FRAs were omitted from the order and are still needed. FRA actions are being compared with the current list and will start to be issued in January
	FIRE EXTINGUISHER	14	14	100.00%	
	AUTOMATIC OPENING VENTS	6	6	100.00%	
	FRA RECOMMENDATIONS - IMMEDIATE/AS SOON AS PRACTICABLE	349	205	58.74%	IA: two 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.
	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	586	74.37%	
4	WATER SAFE				

	LEGIONELLA MONITORING - MONTHLY	14	14	100.00%	Monthly, quarterly and annual checks are taking place at all courts . New risk assessments are being received. Installation of remote temperature monitoring and some level of automatic flushing being investigated. Base written schemes of control in progress - Sally progressing tablets for housekeepers to allow roll out of app based flushing
5	LIFTS & STAIRLIFTS				
	PASSENGER LIFT - 6 MONTHLY	5	5	100.00%	Some access issues continue for Premier and insurers visits. Actively chasing
	STAIRLIFT - ANNUAL SERVICE	196	172	87.76%	
6	ASBESTOS				
	Communals for reinspection 20/21	490	370	75.51%	120 surveys are overdue and being chased.
	Surveys requested in month	-	-	0.00%	
	Total surveys requested previously	2,275	1,685	74.07%	Second contractor starting work now. Will discuss KPIs for inclusion next month
	Total properties with an asbestos survey	5,530	5,530	100.00%	Waiting for data from Paul McM re some properties thought not to have surveys.
	COMPLETED ASBESTOS AUDITS - assurance testing			0.00%	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				
	Courts' PAT testing	14	14	100.00%	PAT testing - UP TO DATE. Due again in March 2024
	ELECTRIC TESTING COMPLIANCE DWELLINGS	5,460	4,856	88.94%	Hayden has been instructed to use Neweys to help increase pace of FWT testing but trend is upwards
	ELECTRIC TESTING COMPLIANCE COMMUNALS	316	316	100.00%	

APPENDIX 3: ANTI-SOCIAL BEHAVIOUR: QUARTER 3 - OCTOBER TO DECEMBER 2023

1. Summary of caseload during quarter 3 2023-2024

No. open ASB cases b/f from end Q2 2023-2024	78
New cases opened during quarter 3 2023-2024	92
Cases closed during quarter 3 2023-2024	78
No open ASB cases at the end of Q3 c/f to Q4	92

2. Incidents of ASB reported by estate: quarter 3 2023-2024

Estate	Q3 23/24	Q2 23/24	Q1 23/24	Q4 22/23
Anstey	11	5	4	5
Barrow Upon Soar	6	3	0	2
Birstall	1	2	6	3
Loughborough - Ashby Road	4	20	11	15
Loughborough - Bell Foundry	25	19	35	48
Loughborough - General	5	8	6	14
Loughborough - Shelthorpe	7	14	19	9
Loughborough - Thorpe Acre	1	1	9	3
Loughborough - Town Centre Central	6	3	9	3
Loughborough - Warwick Way	29	46	45	50
Mountsorrel	14	19	18	6
Quorn	6	1	3	3
Rest of Charnwood	4	13	20	5
Rothley	7	14	6	5
Shepshed	31	74	61	31
Sileby	13	13	12	28
Syston	32	41	27	20
Thurmaston	1	5	2	2
Woodhouse Eaves	4	13	19	5
Grand total	207	314	312	257

2. Case closure: quarter 3 2023-2024

CASES CLOSED DURING QUARTER 3	Q3 23/24	Q2 23/24	Q1 23/24	Q4 22/23
Numbers of cases closed	78	121	118	93
Total time open (days)	5,923	10,431	6,042	8,365
Average length of time open (days)	76	86	51	90

3. Case resolution rate: quarter 3 2023-2024

CASES CLOSED DURING QUARTER 3	Q3 23/24	Q2 23/24	Q1 23/24	Q4 22/23
Numbers of cases closed	78	121	118	93
of which were resolved	75	114	106	87
Case resolution rate (%)	96%	94%	90%	94%

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 2023-2024

Case resolution - unresolved cases' reason for closure	
Reason for closure when unresolved	Nos
No perpetrator identified	3
TOTAL	3

5. Case closure by disposal (action status at point of closure): quarter 3 2023-2024

Disposal type	Q3 23/24	Q2 23/24	Q1 23/24	Q4 22/23
Advice	14	11	3	2
Verbal warning	1	0	0	0
Written warning	0	2	3	4
Community protection advice/warning letter (CPW)	2	1	1	1
Mediation	1	0	2	1
Acceptable behaviour contract	0	0	0	0
Community protection notice (CPN)	0	0	0	1
Injunction	1	1	0	0
Tenancy – extension to introductory tenancy	0	0	0	0
Notice of possession proceedings	0	0	0	0
Notice of seeking possession	2	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	3	0	1

No further action at complainant's request	20	30	16	20
No further action – reported for information only	8	5	2	3
No further action – no perpetrator identified	3	7	12	5
No further action - other	1	11	9	23
No further action – evidence not provided	8	31	60	32
Other (in this case non-engagement by complainant)	12	18	157	92
Referred to the police	2	1	0	1
Referred to the tenancy and estate management team/income team	1	0	0	0
Referred to the environmental protection team	0	0	0	0
Alleged perpetrator ended tenancy	0	0	0	0
Complainant moved	2	0	0	0
GRAND TOTAL	78	121	265	187

6. Open cases at the end of quarter 3 2023-2024

Cases open	Q3 23/24	Q2 23/24	Q1 23/24	Q4 22/23
Numbers of cases	92	78	111	91
Total time open (days)	8064	7,151	10,731	7,814
Average length of time open (days)	88	92	93	86

7. Repeat complainants

Repeat complainants for cases opened during quarter 3 2023-2024	
Reported twice	13
Reported three times or more	11
TOTAL	24

Officers to contact:

Andrew Staton
Landlord Services Manager
andrew.staton@charnwood.gov.uk

Claire Westrup
Principal Officer – Tenancy and Income Management
claire.westrup@charnwood.gov.uk