

# Agenda item

Housing Management Advisory Board

6 November 2019

Performance information pack

Landlord services performance

Anti-social behaviour information relating to the council's housing stock

Compliance performance (fire safety etc.)

**HOUSING MANAGEMENT ADVISORY BOARD  
6 NOVEMBER 2019**

**Report of the Head of Landlord  
Services**

LANDLORD SERVICES  
PERFORMANCE

Purpose of report

To consider performance for, or at the end of, quarter 2, 2019-20, up to the end of September 2019.

Recommendation

The Board is asked to note and comment on performance for the second quarter of 2019-20.

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

(a) Repairs

Description	Target	Performance YTD
% Emergency repairs completed within 24 hours	100%	100% (1,723 / 1,723)
% Responsive repairs for which appointments are made and kept	98.58%	98.55% (5,559 / 5,641)
% Responsive repairs which are completed 'right first time'	96%	99.92% (5,214 / 5,218)
% Urgent repairs completed on time	97%	96.48% (1,125 / 1,166)
% Responsive repairs completed within timescales	97%	93.30% (5,905 / 6,329)
Average number of days taken to carry out re-let repairs	14 days	11.51 days

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) Gas servicing

<b>Description</b>	<b>Target</b>	<b>Performance YTD</b>
% Properties with a valid gas safety certificate (CP12)	100%	99.98% (5,216 / 5217)

There was one property that we were unable to gain access we have obtained a warrant on 3rd October to complete work.

(c) Income management

<b>Description</b>	<b>Target</b>	<b>Performance YTD</b>
Rent arrears of current tenants as a percentage of the annual rent debit	3.24%	2.94%
% Rent collected (including rent arrears brought forward)	End-of-year 95.31% End-of-quarter 92.01%	93.90%

(d) Tenancy management

<b>Description</b>	<b>Target</b>	<b>Performance YTD</b>
% New tenancies sustained over twelve months	95%	99.19% (245 / 247)
% New tenancy visits completed on target	95%	98.17% (107 / 109)

(e) Supported housing

<b>Description</b>	<b>Target</b>	<b>Performance YTD</b>
% Support plans agreed with sheltered tenants/reviewed within time	100%	100% (753 / 753)

(f) Customer satisfaction

<b>Description</b>	<b>Target</b>	<b>Performance YTD</b>
% Tenants satisfied with responsive repairs (overall)	97.4%	97.78% (485 / 496)
% Tenants satisfied with the time taken to complete the repair	97.60%	99.19% (492 / 496)

% Tenants satisfied that the operative arrived on time	98.57%	99.40% (493 / 496)
% Residents satisfied with Decent Homes work	95%	98.35% (239 / 243)
% Lifeline customers satisfied with the way their alarm call was dealt with	99.50%	100% (90 / 90)
% ASB complainants satisfied with the way their case was dealt with	86.00%	91.89% (34 / 37)

(h) Rent arrears and universal credit

The arrears and universal credit performance indicators for quarter 2 2019-2020 are attached in **appendix 1**.

Targets not met within a 5% tolerance

(a) Repairs

Description	Target	Performance YTD
% Routine repairs completed on time	97.00%	88.31% (3,042 / 3,446)

The responsive repair section has experienced a turnover in staff, the section is recruiting at present.

(b) Customer satisfaction

Description	Target	Performance YTD
% Residents satisfied with the time taken to complete the Decent Homes work	95%	90.53% (220 / 243)

Standard bathrooms are taking fifteen days to complete, which is eight days above target. Level-access showers and like-for-like replacements are taking seventeen days, which is five days above target. Kitchens are taking sixteen days, four days above target. The asset team continues to monitor the delivery of the capital programme. There have been improvements and Fortem has produced an overview of the short-term programme that the team will sense-check to identify any trends.

(c) Complaints

Description	Target	Performance YTD
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% Complaints responded to within timescales (stages 0 and 1)	95%	80.42% (152 / 189)
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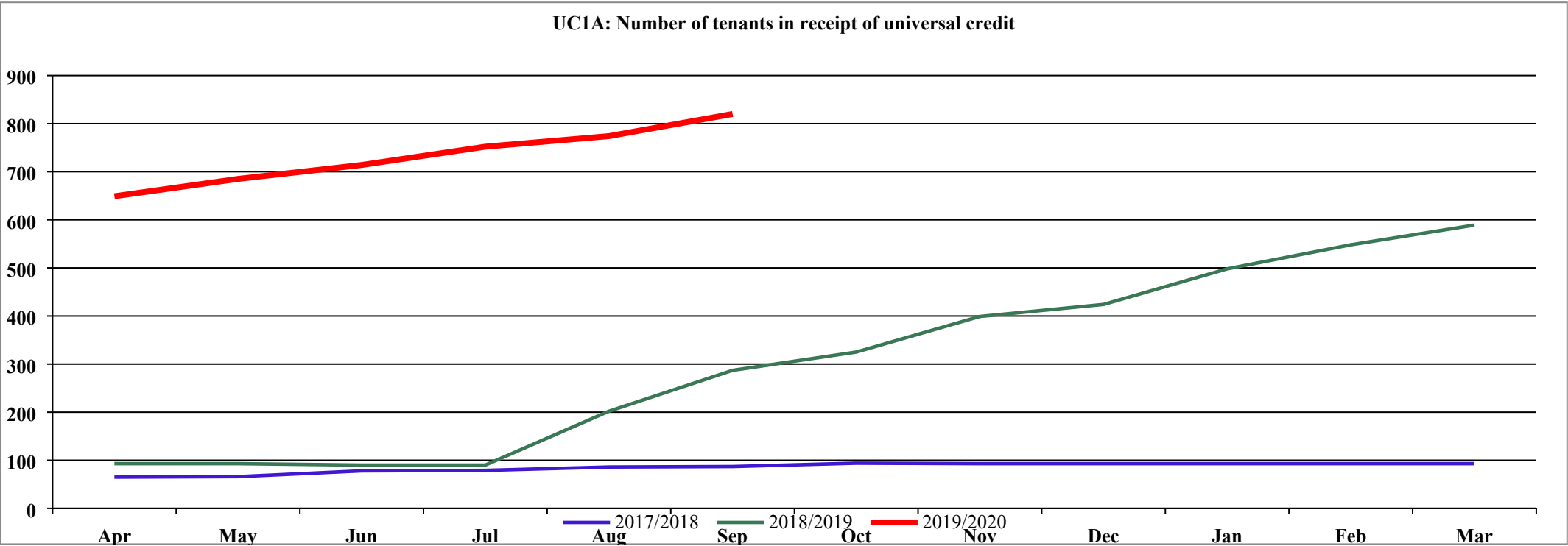
## APPENDIX 1: RENT ARREARS AND UNIVERSAL CREDIT

### Q2: July – September 2019: Landlord services – rent arrears and universal credit performance indicators

KPI ref	Description	Q2 19/20	Q1 19/20	Q4 18/19	Q3 18/19
UC1A	Number of tenants in receipt of universal credit	<b>820</b>	714	589	424
UC1B	Percentage of tenants in receipt of universal credit and who are in arrears	<b>74.8%</b>	70.9%	67.1%	67.0%
UC1C	Total arrears of tenants in receipt of universal credit and who are in arrears	<b>£339,857</b>	£294,416	£234,416	£169,812
UC1D	Average debt of tenants in receipt of universal credit and who are in arrears	<b>£554</b>	£582	£593	£598
UC2A	Number of tenants not in receipt of universal credit	<b>4,577</b>	4,736	4,861	5,026
UC2B	Percentage of tenants not in receipt of universal credit and in arrears	<b>19.5%</b>	20.1%	16.2%	19.9%
UC2C	Non-UC arrears	<b>£291,836</b>	£321,434	£276,590	£340,792
UC2D	Average debt of tenants not in receipt of UC and who are in arrears	<b>£327</b>	£338	£352	£341

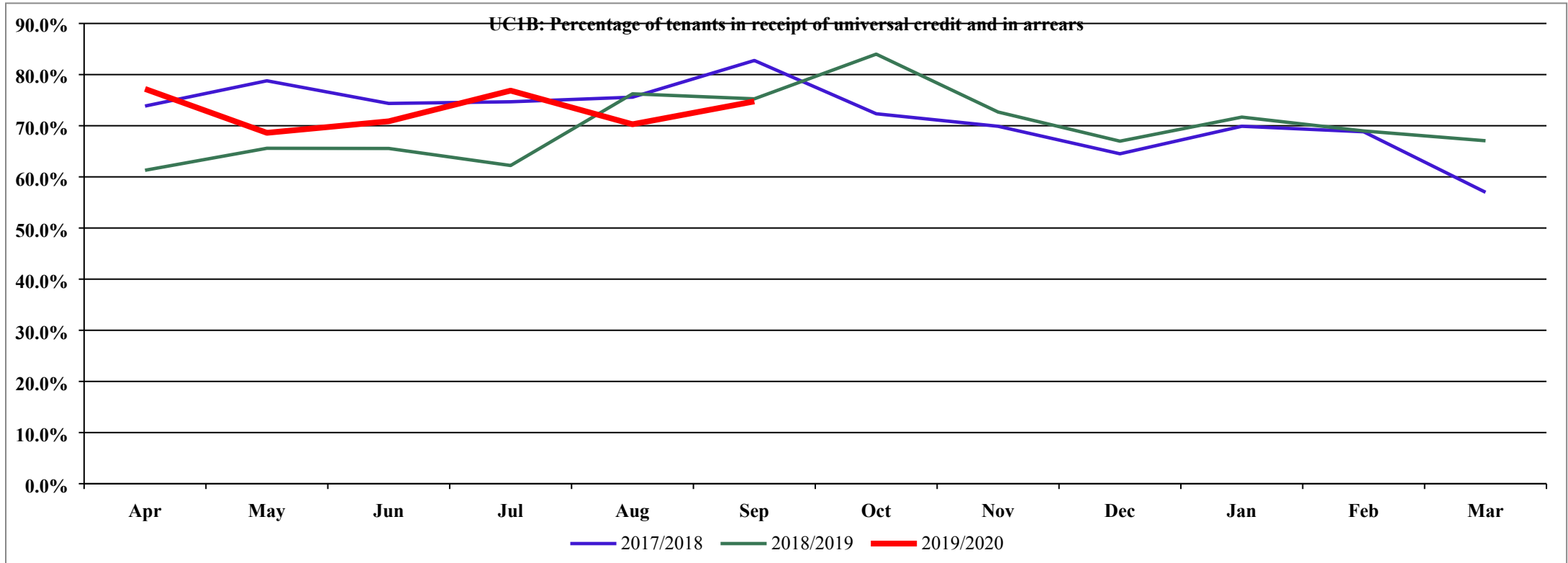
**UC1A**      **Number of tenants in receipt of universal credit**

	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
<b>2017/18</b>	65	66	78	79	86	87	94	93	93	93	93	93
<b>2018/19</b>	93	93	90	90	202	287	325	399	424	498	548	589
<b>2019/20</b>	<b>649</b>	<b>685</b>	<b>714</b>	<b>752</b>	<b>774</b>	<b>820</b>						



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

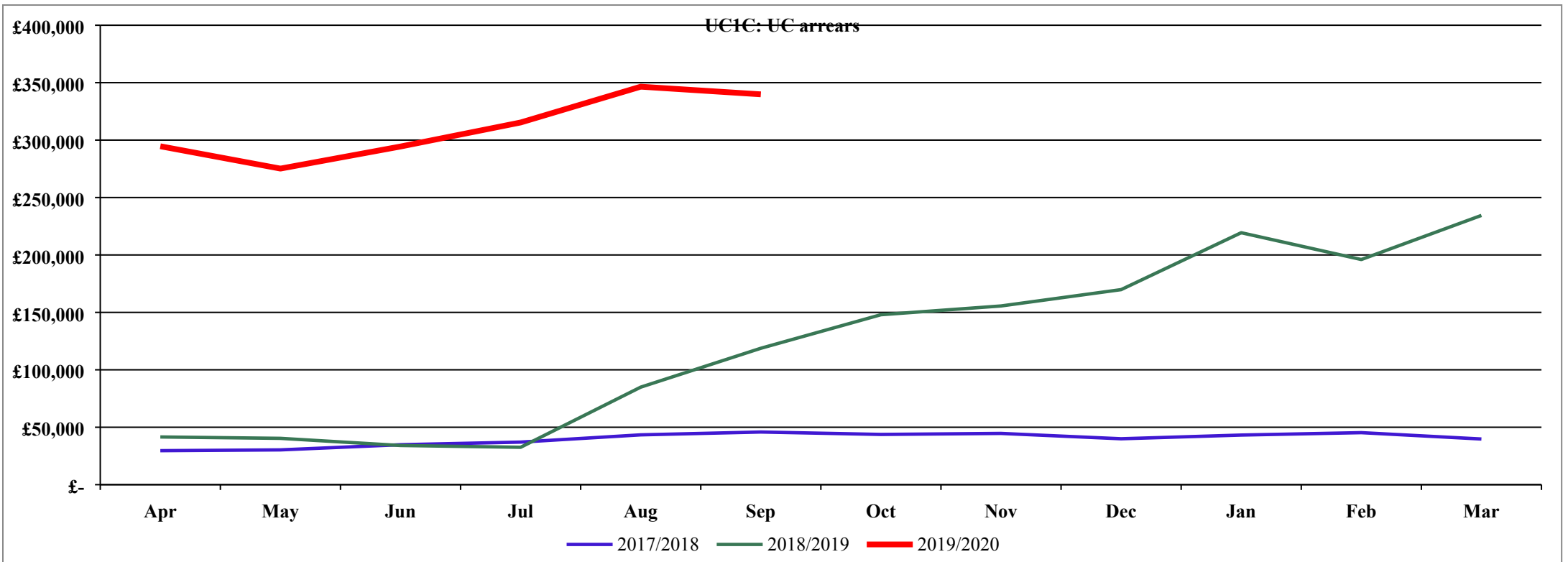
	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
<b>2017/18</b>	73.8%	78.8%	74.4%	74.7%	75.6%	82.8%	72.3%	69.9%	64.5%	69.9%	68.8%	57.0%
<b>2018/19</b>	61.3%	65.6%	65.6%	62.2%	76.2%	75.3%	84.0%	72.7%	67.0%	71.7%	69.0%	67.1%
<b>2019/20</b>	77.2%	68.6%	70.9%	76.9%	70.3%	74.8%						





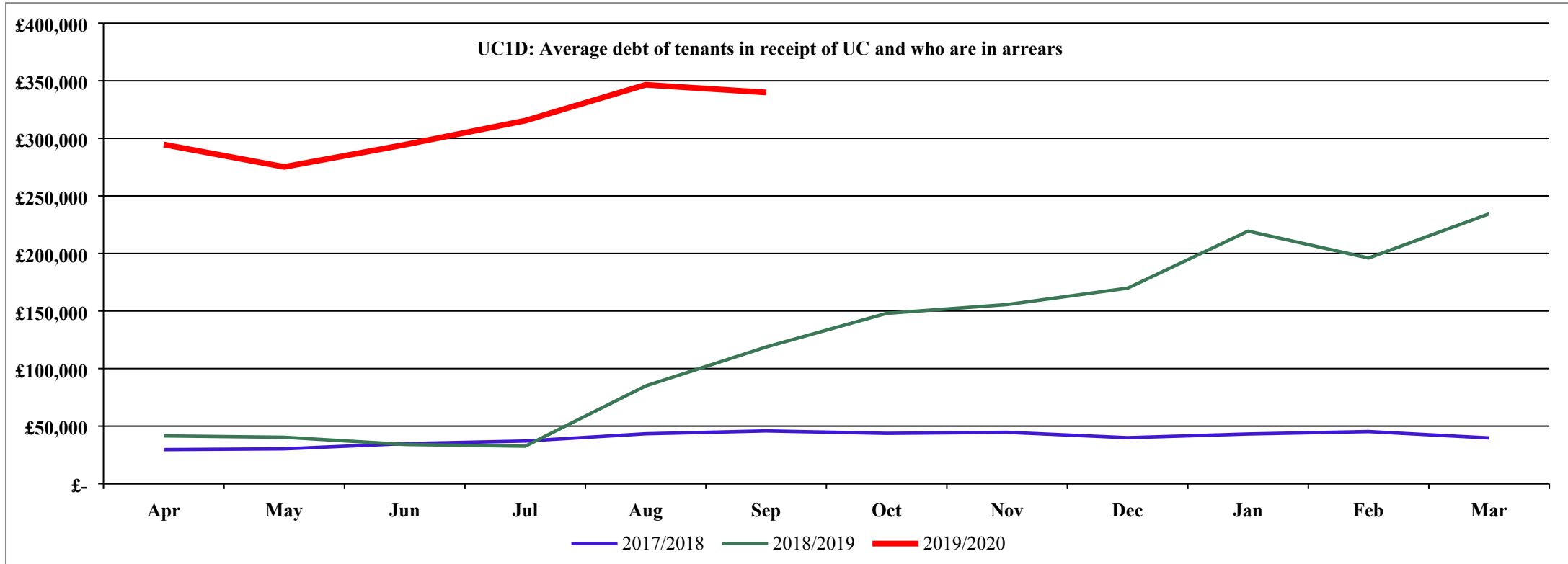
**UC1C Total debt of tenants in receipt of universal credit and who are in arrears (£s)**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>2017/18</b>	29,599	30,286	34,791	37,064	43,371	45,849	43,739	44,624	39,967	43,190	45,285	39,752
<b>2018/19</b>	41,535	40,335	34,111	32,558	84,908	118,754	147,965	155,592	169,812	219,367	196,022	234,416
<b>2019/20</b>	<b>294,628</b>	<b>275,192</b>	<b>294,416</b>	<b>315,337</b>	<b>346,504</b>	<b>339,857</b>						



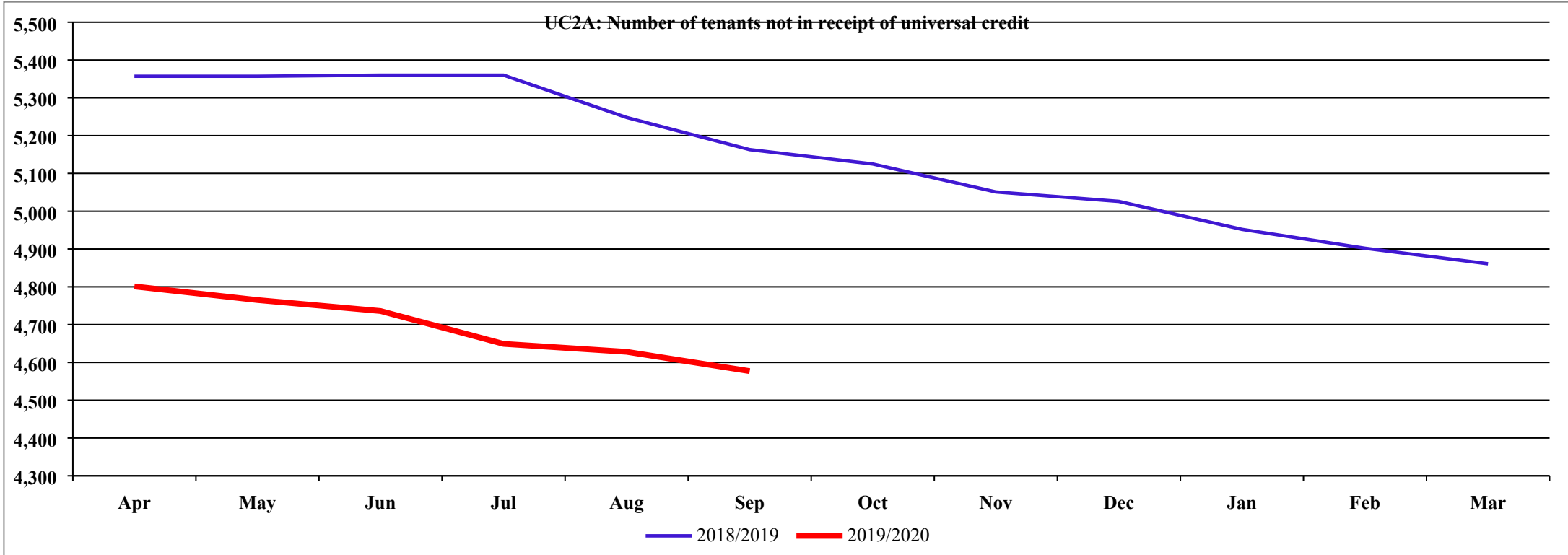
**UC1D Average debt of UC tenants who are in rent arrears (£s)**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>2017/18</b>	616	582	600	628	667	637	643	687	666	664	708	750
<b>2018/19</b>	728	661	578	581	551	549	542	537	598	614	519	593
<b>2019/20</b>	<b>588</b>	<b>586</b>	<b>582</b>	<b>546</b>	<b>637</b>	<b>554</b>						



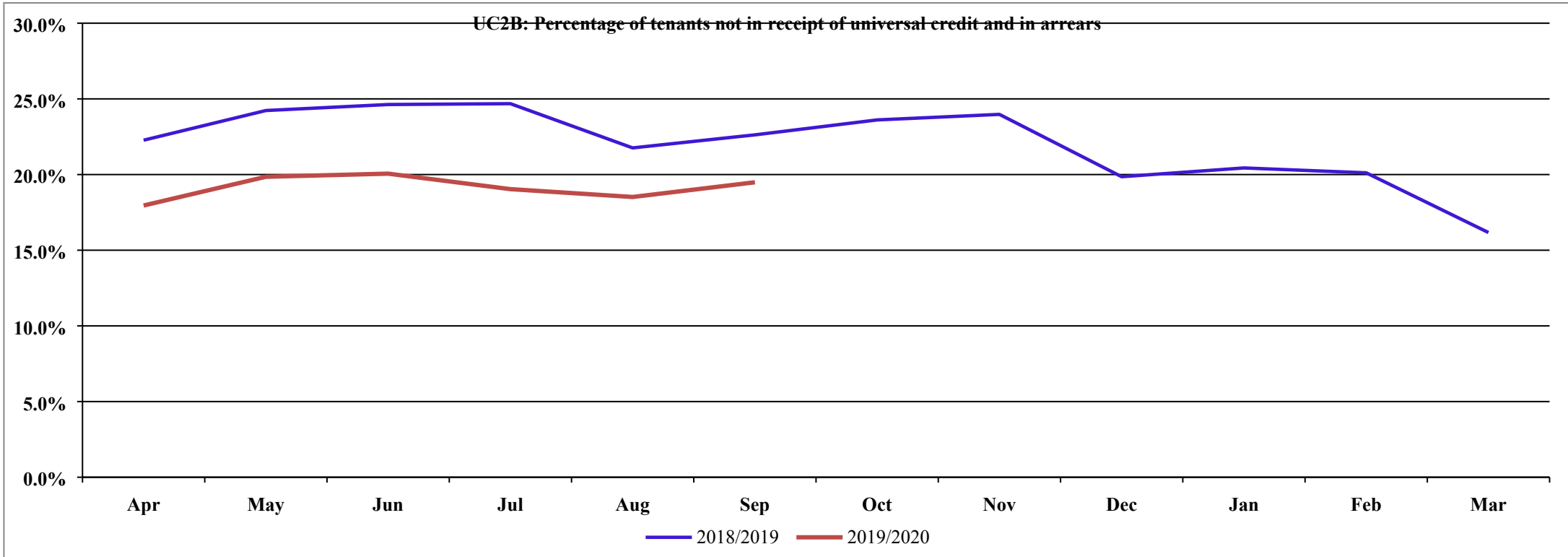
**UC2A**      **Number of tenants not in receipt of universal credit**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>2018/19</b>	5,357	5,357	5,360	5,360	5,248	5,163	5,125	5,051	5,026	4,952	4,902	4,861
<b>2019/20</b>	<b>4,801</b>	<b>4,765</b>	<b>4,736</b>	<b>4,649</b>	<b>4,628</b>	<b>4,577</b>						



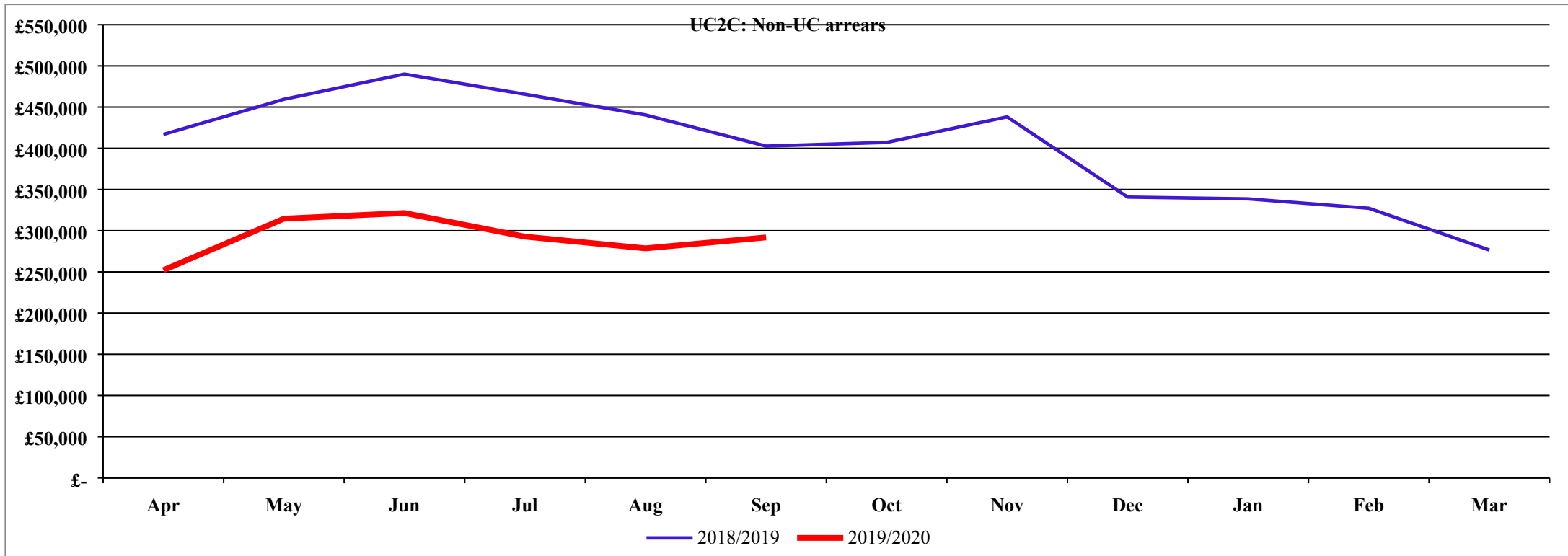
**UC2B Percentage of tenants not in receipt of universal credit and who are in arrears**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>2018/19</b>	22.3%	24.2%	24.6%	24.7%	21.8%	22.6%	23.6%	24.0%	19.9%	20.4%	20.1%	16.2%
<b>2019/20</b>	<b>18.0%</b>	<b>19.9%</b>	<b>20.1%</b>	<b>19.0%</b>	<b>18.5%</b>	<b>19.5%</b>						



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

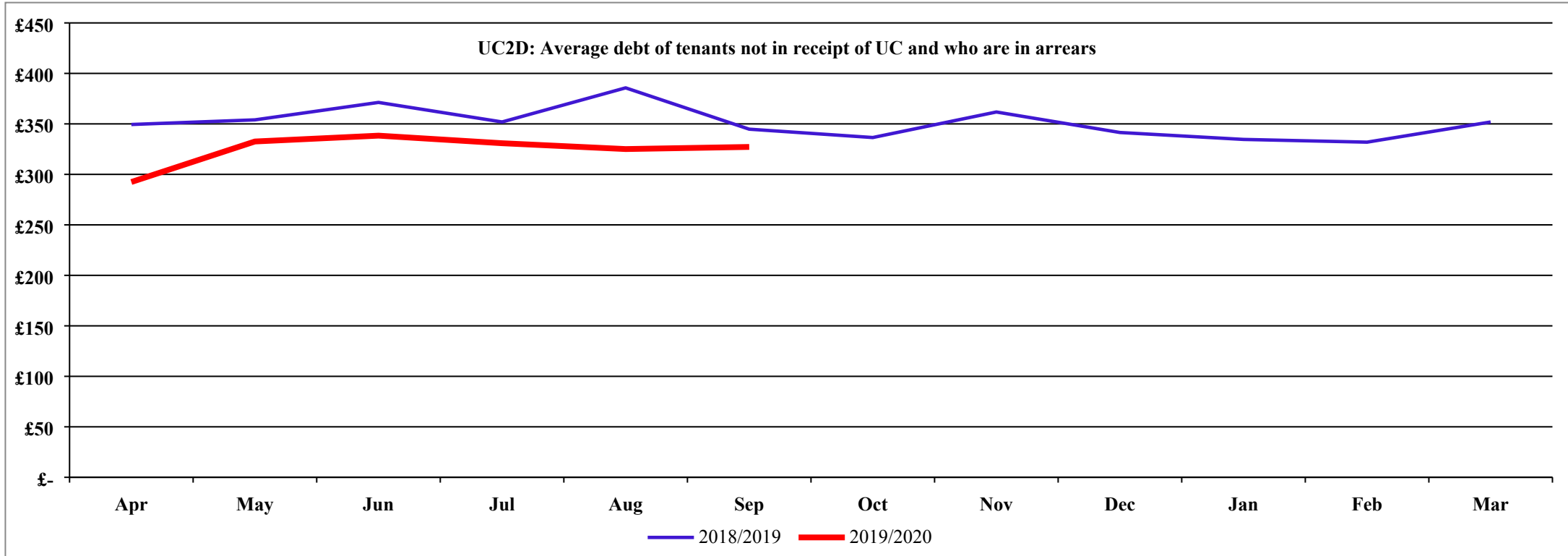
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>2018/19</b>	416,838	459,480	490,051	465,587	440,449	402,678	407,150	438,111	340,792	338,622	327,258	276,590
<b>2019/20</b>	<b>252,086</b>	<b>314,604</b>	<b>321,434</b>	<b>292,803</b>	<b>278,585</b>	<b>291,836</b>						



**UC2D**

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

	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
<b>2018/19</b>	349	354	371	352	386	345	336	36	341	335	332	352
<b>2019/20</b>	<b>292</b>	<b>333</b>	<b>338</b>	<b>331</b>	<b>325</b>	<b>327</b>						



**APPENDIX 2: COMPLIANCE REPORT – QUARTER 2 2019-2020**

KPI	DESCRIPTION	TARGET	ACTUAL	%	COMMENTARY
1	<b>GAS COMPLIANCE</b>				
	<b>PROPERTIES WITH A CURRENT CP12</b>	5,217	5,216	99.98%	At the end of September we only had one property outstanding where access could not be gained. However, a warrant has been served and access was gained on 3 Oct making CBC 100% compliant at this date . This is the best position we have been in for several years.
	<b>CAPPED PROPERTIES WITH A CURRENT CP12</b>	5,221	211	4%	4% of our gas tenants are not using the gas appliances in their home.
	<b>COMMUNAL BOILERS WITH A CURRENT CP12</b>	15	15	100%	100% compliant. We are carrying out an appraisal of all our communal boiler systems with a view to improving their efficiency and performance
	<b>SOLID FUEL APPLIANCES WITH CURRENT CP12</b>	58	56	97%	We are now down to two properties where we need to gain access. (One appliance is not in use)
	<b>REPAIRS COMPLETED WITHIN PRIORITY</b>	1,538	1,481	96%	96% repairs completed within priority.
	<b>CUSTOMER SATISFACTION (98%)</b>	519	514	99%	Customer satisfaction is 97% for September and 99% overall. This is based on the 519 surveys carried out by Morgan Lambert
1a.	<b>AUDITING - ASSURANCE</b>				
	<b>COMPLETED GAS AUDITS - MAIN GAS CONTRACT</b>	0	519	114%	We have now resorted back to the normal level of auditing as we have a gas compliance surveyor in post along with the high level of quality of workmanship delivered by Sure Maintenance.
	<b>COMPLETED SOLID FUEL AUDITS</b>				
2	<b>SMOKE ALARM &amp; CO COMPLIANCY - RECONCILIATION PROJECT</b>				
	<b>No. properties with battery smoke alarms</b>		2,237		The 2019/20 programme will be delivered by Shacklocks. Smoke and heat detectors will be installed as part of the capital works programme (heating, kitchen, bathroom and ECIR). These will need to be reconciled on QL when resources allow.
	<b>No. properties with hard-wired smoke detection</b>		2,645		
	<b>No. properties with both battery and hard-wired detection</b>		306		
	<b>No. properties - unknown/missing data</b>		9		
	<b>No. props with individual smoke detection connected to Lifeline with communal fire alarm systems</b>		405		
<b>PROPERTIES WITH A CO ALARM INSTALLED</b>		5,602		Reconciliation continues in order to confirm and track co alarm installations (5,617 properties)	
3	<b>FIRE SAFETY</b>				
	<b>FIRE ALARM - SIX-MONTHLY</b>	19	19	100%	All fire alarms serviced - six-monthly visits
	<b>EMERGENCY LIGHTING - DURATION TEST - ANNUAL</b>	18	18	100%	Duration service schedule re-commenced and on target
	<b>EMERGENCY LIGHTING - FLICK TESTING - MONTHLY</b>	277	277	100%	100% compliancy achieved for month of April
	<b>FIRE RISK ASSESSMENT</b>	297	297	100%	Orders have been placed for the next tranche of FRA these are programmed in to be completed by end of July. (programme 80% complete)

	<b>FIRE EXTINGUISHER</b>	14	14	100%	14 Sites have fire extinguishers/blankets installed (47 components) all compliant
	<b>FIRE RISK ACTION LOG</b>		30		As of the end of Sept we are now down to we are now down 30 actions this includes some passive fire surveys which have been added. All FRA have been refreshed and actions are currently being addressed.
4	<b>WATER SAFE</b>				
	<b>LEGIONELLA MONITORING - MONTHLY</b>	15	15	100%	All courts are compliant with checks. New risk assessments are being undertaken
5	<b>LIFTS &amp; STAIRLIFTS</b>				
	<b>PASSENGER LIFT - SIX-MONTHLY</b>	4	4	100%	At the end of Sept we have two stairlifts that are due a service.
	<b>STAIRLIFT - ANNUAL SERVICE</b>	203	202	100%	
	<b>LIFT &amp; STAIRLIFT - ANNUAL INSURANCE INSPECTION</b>				Awaiting updated figure from corporate insurance team
6	<b>ASBESTOS</b>				
	<b>ASBESTOS SURVEYS</b>	6,389	6,295	99%	We currently have 94 properties without an asbestos report, CBC assisting with hard no access properties (number includes communal areas - reconciliation to be undertaken with asbestos and QL project). Orders have been placed to survey these properties.
	<b>RE-INSPECTIONS</b>	6,389	3,179	50%	We have completed 3,719 re-inspection surveys. The 2019/20 programme for re-inspection is focusing on capital work streams. All garage sites have been surveyed
	<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>Courts' PAT testing</b>	14	14	100%	
8	<b>Electrical condition reports (periodic testing)</b>				
	<b>Domestic dwellings (Fortem programme)</b>				Programme for 2019/20 with Fortem
	<b>Properties with a valid electrical certificate</b>				Reconciling data continues. Once this is completed we will have a full picture of compliance. In the interim period we have a programme in place to carry out electrical testing where we know it's required.
	<b>Properties without a valid electrical certificate</b>				
	<b>Properties with an unsatisfactory certificate</b>				



## APPENDIX 3: ANTI-SOCIAL BEHAVIOUR – QUARTER 2 2019-2020

### 1. New ASB cases opened by estate – quarter 2: July to September 2019

Estate	Q2 19/20	Q1 19/20	Q4 18/19	Q3 18/19
Anstey	17	16	1	11
Barrow Upon Soar	8	12	8	5
Birstall	6	2	2	8
Loughborough - Ashby Road	11	11	6	4
Loughborough - Bell Foundry	35	44	38	37
Loughborough - General	18	11	16	8
Loughborough - Shelthorpe	10	15	13	20
Loughborough - Thorpe Acre	9	14	15	13
Loughborough - Town Centre Central	19	15	21	9
Loughborough - Warwick Way	26	14	14	24
Mountsorrel	31	36	10	12
Quorn	5	4	11	10
Rest of Charnwood	4	6	1	4
Rothley	2	2	5	3
Shepshed	32	30	20	22
Sileby	30	16	6	22
Syston	27	19	16	21
Thurmaston	9	19	13	5
Woodhouse Eaves	3	2	4	0
<b>Grand total</b>	<b>302</b>	<b>288</b>	<b>220</b>	<b>238</b>

There has been an increase in reports of drug activity and youths in the Sileby area. We have also received increased reports about issues with youths in the Warwick Way area.

### 2. Case closure quarter 2 2019/2020

CASES CLOSED DURING QUARTER 2	Q2 19/20	Q1 19/20	Q4 18/19
<b>Numbers of cases closed</b>	<b>368</b>	236	237
<b>Total time open (days)</b>	<b>19,679</b>	15,105	19,991
<b>Average length of time open (days)</b>	<b>53</b>	64	84

Cases closed as duplicates/entered in error are included. Cases in this category may be closed as such for other reasons in addition to where a case is a true duplicate or has been entered in error. For example, where several people have called about the same issue, their details are uploaded against a master case record, and the individual cases closed as duplicate/entered in error.

### 3. Case resolution rate quarter 2 2019-2020

<b>CASES CLOSED DURING QUARTER 2</b>	<b>Q2 19/20</b>	<b>Q1 19/20</b>	<b>Q4 18/19</b>
<b>Numbers of cases closed</b>	<b>306</b>	203	180
<b>of which were resolved</b>	<b>238</b>	140	143
<b>Case resolution rate (%)</b>	<b>77.8%</b>	68.9%	79.4%

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 2019-2020

<b>Case resolution - unresolved cases' reason for closure</b>	
<b>Reason for closure when unresolved</b>	<b>Nos</b>
Referred to tenancy & estate management team	8
Referred to environmental health	1
Referred to police	2
Referred to warden	1
Other department have legal action in progress	1
No perpetrator identified	14
Anonymous complaint (unable to confirm if problem resolved)	34
Reported for information only	1
No evidence in order to take action/Insufficient evidence to make any progress with the case	6
<b>TOTAL</b>	<b>68</b>

### 5. Case closure by disposal (action status at point of closure)

<b>Disposal type</b>	<b>Q2 19/20</b>	<b>Q1 19/20</b>	<b>Q4 18/19</b>	<b>Q3 18/19</b>
<b>Advice</b>	<b>97</b>	38	42	46
<b>Verbal warning</b>	<b>4</b>	1	1	1
<b>Written warning</b>	<b>18</b>	3	7	3
<b>Community protection advice/warning letter</b>	<b>1</b>	0	2	0
<b>Mediation</b>	<b>7</b>	3	1	0
<b>Acceptable behaviour contract</b>	<b>0</b>	1	0	0
<b>Injunction</b>	<b>0</b>	0	2	0
<b>Tenancy – extension to introductory tenancy</b>	<b>1</b>	0	0	0
<b>Notice of seeking possession</b>	<b>1</b>	1	0	0
<b>Suspended possession order (SPO)</b>	<b>0</b>	0	0	0
<b>Outright possession order</b>	<b>0</b>	0	0	0

<b>Criminal behaviour order (CBO)</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Closure order</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Eviction order</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b>No further action at complainant's request</b>	<b>30</b>	<b>14</b>	<b>11</b>	<b>15</b>
<b>No further action – reported for information only</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>
<b>No further action – no perpetrator identified</b>	<b>19</b>	<b>13</b>	<b>5</b>	<b>11</b>
<b>No further action - other</b>	<b>85</b>	<b>77</b>	<b>65</b>	<b>46</b>
<b>Other (in this case non-engagement by complainant)</b>	<b>64</b>	<b>52</b>	<b>59</b>	<b>111</b>
<b>Entered in error/duplicate case</b>	<b>35</b>	<b>31</b>	<b>39</b>	<b>54</b>
<b>Grand total</b>	<b>367</b>	<b>235</b>	<b>236</b>	<b>291</b>

One case was re-opened therefore this case will not appear in the case closure by disposal table but will appear in the cases closed table hence the discrepancy between the number of cases closed and the number of disposals.

#### 6. Open cases at end of quarter 2 2019/2020

<b>Cases open at end quarter 2</b>	<b>Q2 19/20</b>	<b>Q1 19/20</b>	<b>Q4 18/19</b>
<b>Numbers of cases</b>	<b>130</b>	<b>68</b>	<b>49</b>
<b>Total time open (days)</b>	<b>9,721</b>	<b>5,301</b>	<b>N/A</b>
<b>Average length of time open (days)</b>	<b>75</b>	<b>78</b>	<b>N/A</b>

In quarter 2 we generally see an increase in the number of reports of anti-social behaviour as this covers the summer months when people are more likely to be at home and includes the children's summer break. We also have a number of legal cases which are still open as they are being progressed through the legal process which does take some time. Please also note the comments about increased reports in some areas which are documented beneath the cases by estate table.

#### 6. Repeat complainants

<b>Repeat and anonymous complainants for cases opened during quarter 2 2019/2020</b>	
<b>Anonymous/no victim or complainant</b>	<b>44</b>
<b>Reported twice</b>	<b>35</b>
<b>Reported three times or more</b>	<b>4</b>
<b>TOTAL</b>	<b>83</b>

Please note that we previously included in this table people who had complained once, however these would not be repeat complainants and have therefore been removed from the table.

Officers to contact:

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