

Housing Management Advisory Board

23 March 2022

Performance information pack **QUARTER 3 2021-2022**

Landlord services performance

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

Compliance performance (fire safety etc.)

HOUSING MANAGEMENT ADVISORY BOARD

Report of the Head of Landlord Services

Item 8 LANDLORD SERVICES PERFORMANCE

Purpose of report

To consider performance at the end of quarter 3, 2021-2022, October to December 2021.

Recommendation

The board is asked to note and comment on performance for the third quarter of 2021-2022.

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

(a) Repairs

Description	Target	Performance Q3
% Emergency repairs completed within 24 hours	100%	99.96% 2,562/2,563
% Responsive repairs for which appointments are made and kept	98.58%	99.29% 4,465/4,497
% Responsive repairs which are completed 'right first time'	96%	99.82% 5,015/5,024
% Urgent repairs completed on time	97%	95.30% 1,581/1,659

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

Description	Target	Performance Q3
% Properties with a valid gas safety certificate	100%	97.7% 5,064/5,183

(c) Rent collection

Description	Target	Performance Q3
% Rent collected (including rent arrears brought forward)	94.55%	94.59%

(d) Tenancy management

Description	Target	Performance Q3
% New tenancies sustained over twelve months	95%	99.55% 221/222
% New tenancy visits completed on target	95%	96.07% 171/178

(e) Supported housing

Description	Target	Performance Q3
% Support plans agreed with sheltered tenants/reviewed within time	100%	99.72% 716/718

(f) Customer satisfaction

Description	Target	Performance Q3
% Tenants satisfied with responsive repairs (overall)	97.4%	98.29% 517/526
% Tenants satisfied with the time taken to complete the repair	97.60%	98.29% 517/526
% Tenants satisfied that the operative arrived on time	98.57%	99.62% 524/526
% Residents satisfied with Decent Homes work	95%	N/A
% Residents satisfied with the time taken to complete the Decent Homes work	95%	N/A
% Lifeline customers satisfied with the way their alarm call was dealt with	99.50%	100% 163/163

(g) Rent arrears and universal credit

The arrears and universal credit performance indicators for quarter 3 2021-2022 are attached in **appendix 1**.

Targets not met within a 5% tolerance

(a) Repairs

Description	Target	Performance Q3
% Routine repairs completed on time	97.00%	82.67% 2,385/2,885
% Responsive repairs completed within timescales	97%	91.57% 6,508/7,107
Average number of days taken to carry out standard re-let repairs	14 days	19.20 days

Commentary:

The repairs section is working through the backlog that remains outstanding from when the section was dealing with emergency repairs only . It has been compounded by a number of vacancies that have not been filled owing to a lack of response to our last recruitment campaign which we will be running again .The void times have extended owing to the backfilling by the voids team to assist the responsive repairs team.

(b) ASB

Description	Target	Performance Q3
% ASB complainants satisfied with the way their case was dealt with	86.00%	72.73% 10/13

Commentary:

The majority of cases closed have been cases where a new report has been made and the details added to the master record therefore a survey would not be appropriate as the ASB is continuing and so there is still a live case. The number of surveys carried out in quarter 3 was low and so affects the satisfaction percentage rate significantly.

(c) Rent arrears percentage of annual rent debit

Description	Target	Performance Q3
Rent arrears of current tenants as a percentage of the annual rent debit rent debit	3.24% EOY	3.59%

Commentary:

The target above is for the end of the year and, at the time of writing this report, we are cautiously optimistic that the target will be met.

(d) Complaints

Description	Target	Performance Q3
% Complaints responded to within timescales (stages 0 and 1)	95%	85.30% 325/381

Commentary:

Staff vacancies and workload/capacity have resulted in some response targets not being met. The business support team is helping investigating officers keep track of response deadlines and meetings with those officers are also held to monitor adherence to those deadlines.

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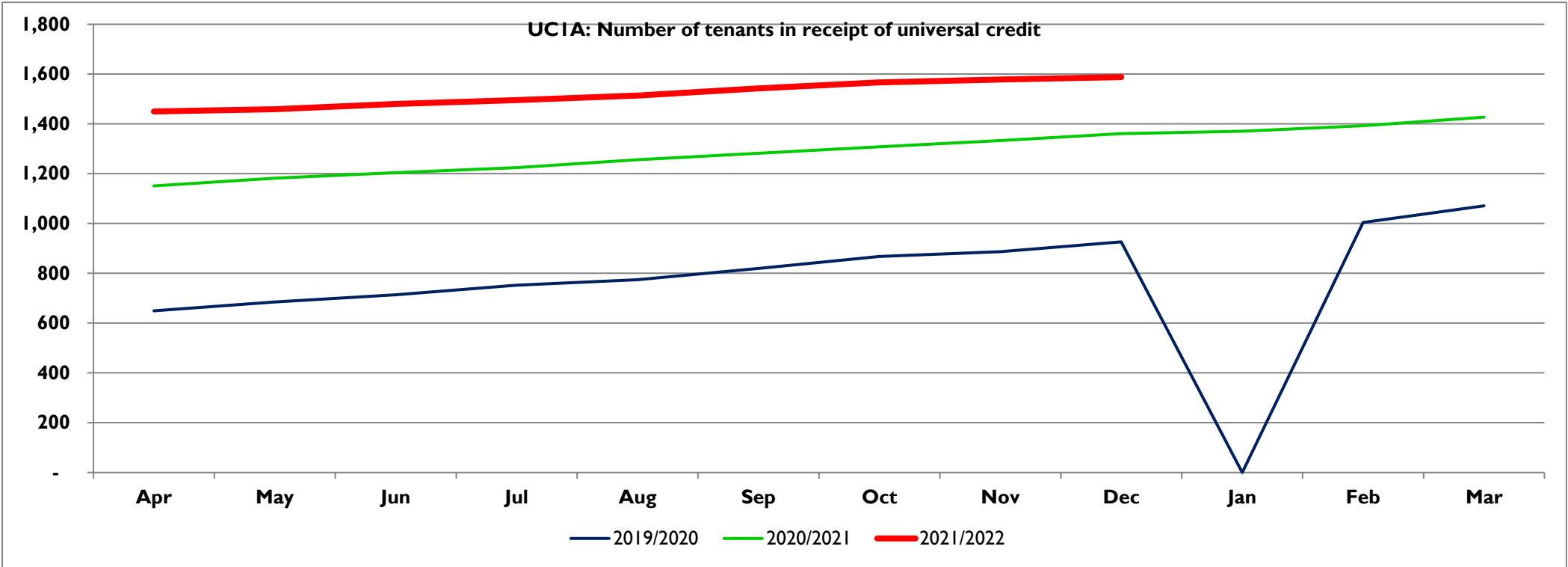
APPENDIX 1: RENT ARREARS AND UNIVERSAL CREDIT

Q3: October – December 2021: Landlord services – rent arrears and universal credit performance indicators

KPI ref	Description	Q3 21/22	Q2 21/22	Q1 21/22	Q4 20/21
UC1A	Number of tenants in receipt of universal credit	1,588	1,543	1,480	1,427
UC1B	Percentage of tenants in receipt of universal credit and who are in arrears	56.9%	59.9%	58.9%	59.6%
UC1C	Total arrears of tenants in receipt of universal credit and who are in arrears	£506,974	£499,437	£479,363	£545,701
UC1D	Average debt of tenants in receipt of universal credit and who are in arrears	£561	£540	£550	£641
UC2A	Number of tenants not in receipt of universal credit	3,631	3,673	3,742	3,835
UC2B	Percentage of tenants not in receipt of universal credit and in arrears	21.5%	26.0%	25.5%	12.7%
UC2C	Non-UC arrears	£235,072	£251,726	£255,020	£95,418
UC2D	Average debt of tenants not in receipt of UC and who are in arrears	£324	£264	£267	£196

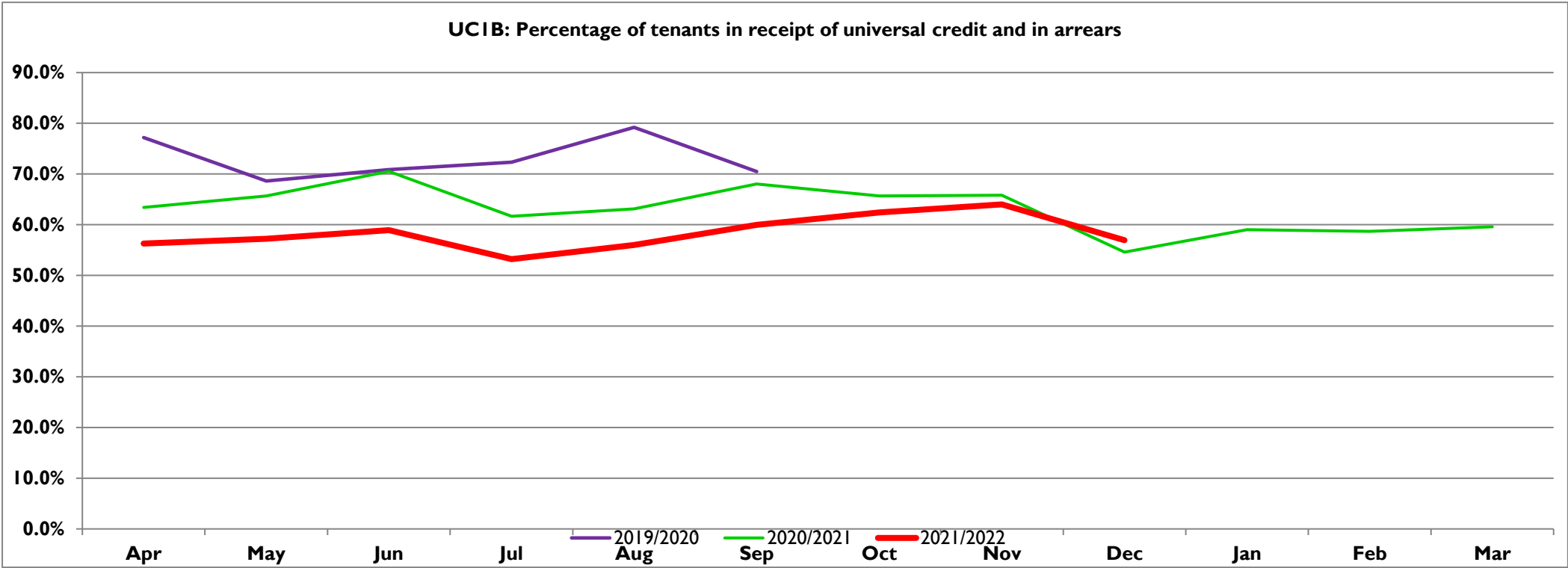
UC1A Number of tenants in receipt of universal credit

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2019/20	649	685	714	752	774	820	868	887	926	No data	1,004	1,071
2020/21	1,151	1,182	1,204	1,224	1,256	1,282	1,308	1,333	1,361	1,371	1,393	1,427
2021/22	1,450	1,459	1,480	1,496	1,514	1,543	1,567	1,578	1,588			



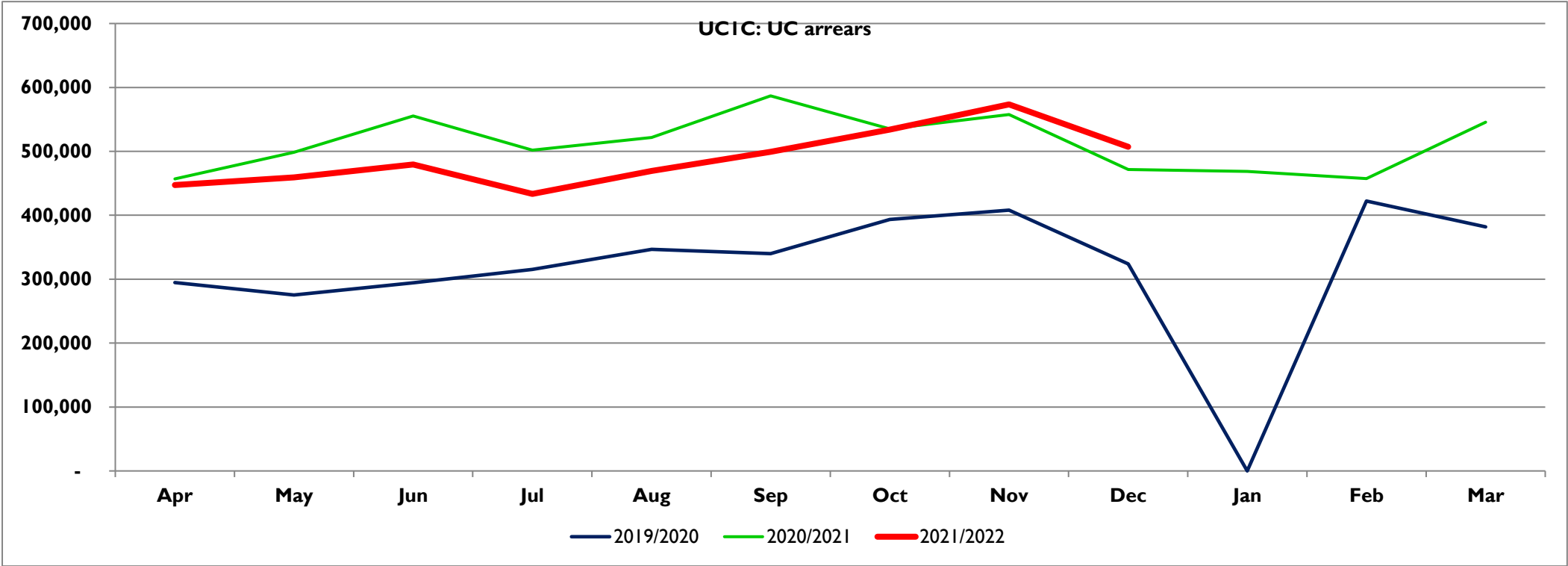
UC1B Percentage of tenants in receipt of universal credit and who are in arrears

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2019/20	77.2%	68.6%	70.9%	72.3%	79.2%	70.5%	73.6%	74.0%	61.8%	No data	69.7%	60.2%
2020/21	63.4%	65.7%	70.5%	61.7%	63.1%	68.0%	65.7%	65.8%	54.6%	59.0%	58.7%	59.6%
2021/22	56.3%	57.2%	58.9%	53.2%	56.0%	59.9%	62.4%	64.0%	56.9%			



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

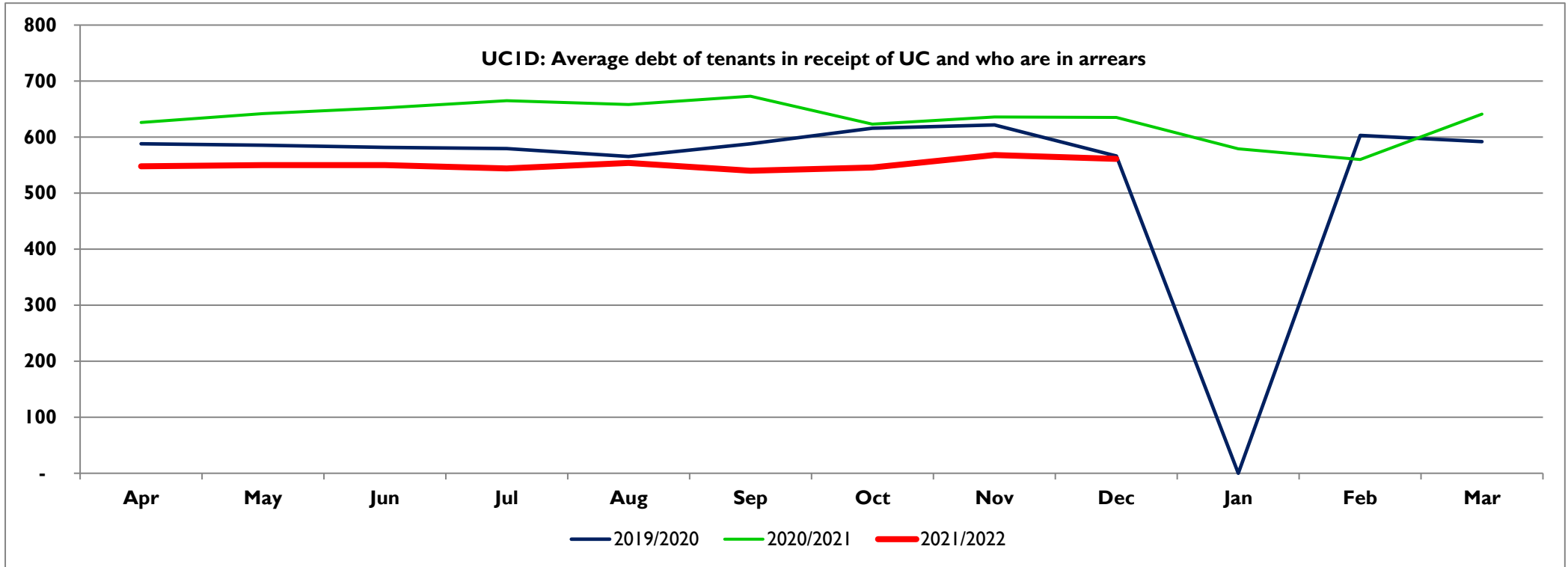
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2019/20	294,628	275,192	294,416	315,337	346,504	339,857	393,449	407,838	323,969	No data	422,240	381,854
2020/21	456,913	498,413	555,479	501,988	521,649	586,825	535,319	557,596	471,446	468,523	457,397	545,701
2021/22	447,403	459,255	479,363	433,410	469,519	499,437	533,958	573,458	506,974			



UC1D

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

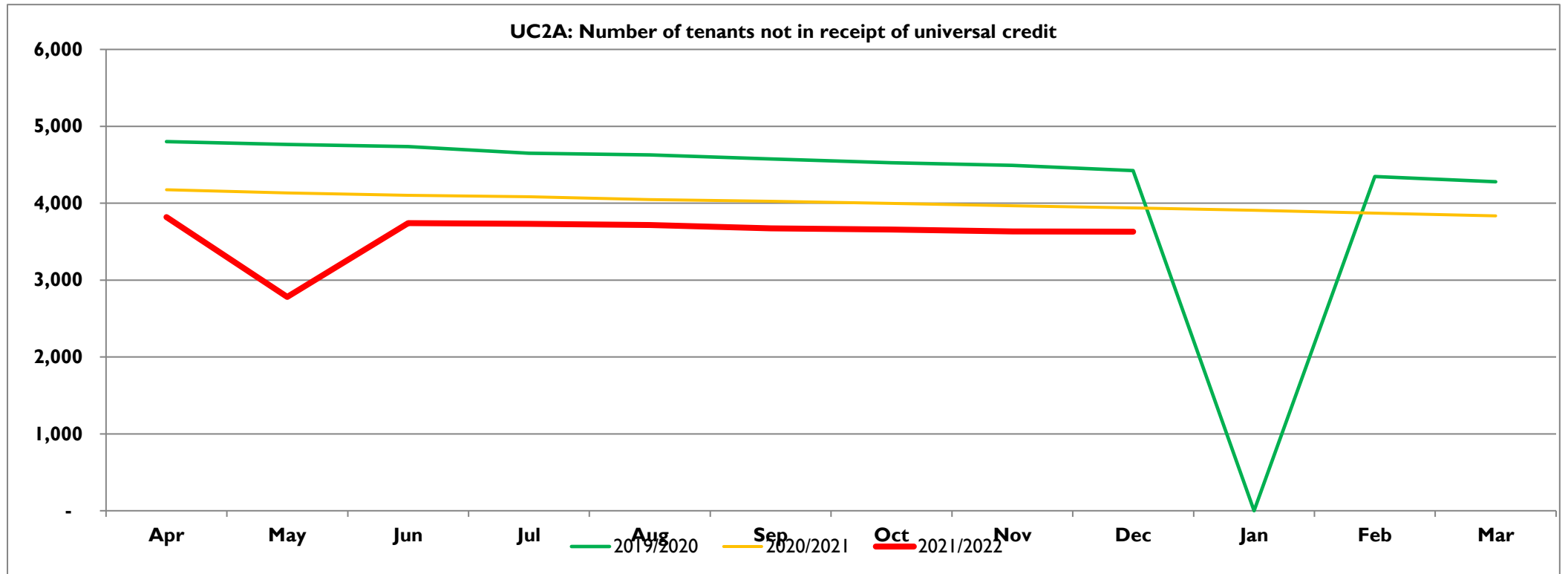
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2019/20	588	586	582	546	637	554	616	622	566	No data	603	592
2020/21	626	642	652	665	658	673	623	636	635	579	560	641
2021/22	548	550	550	544	554	540	546	568	561			



UC2A

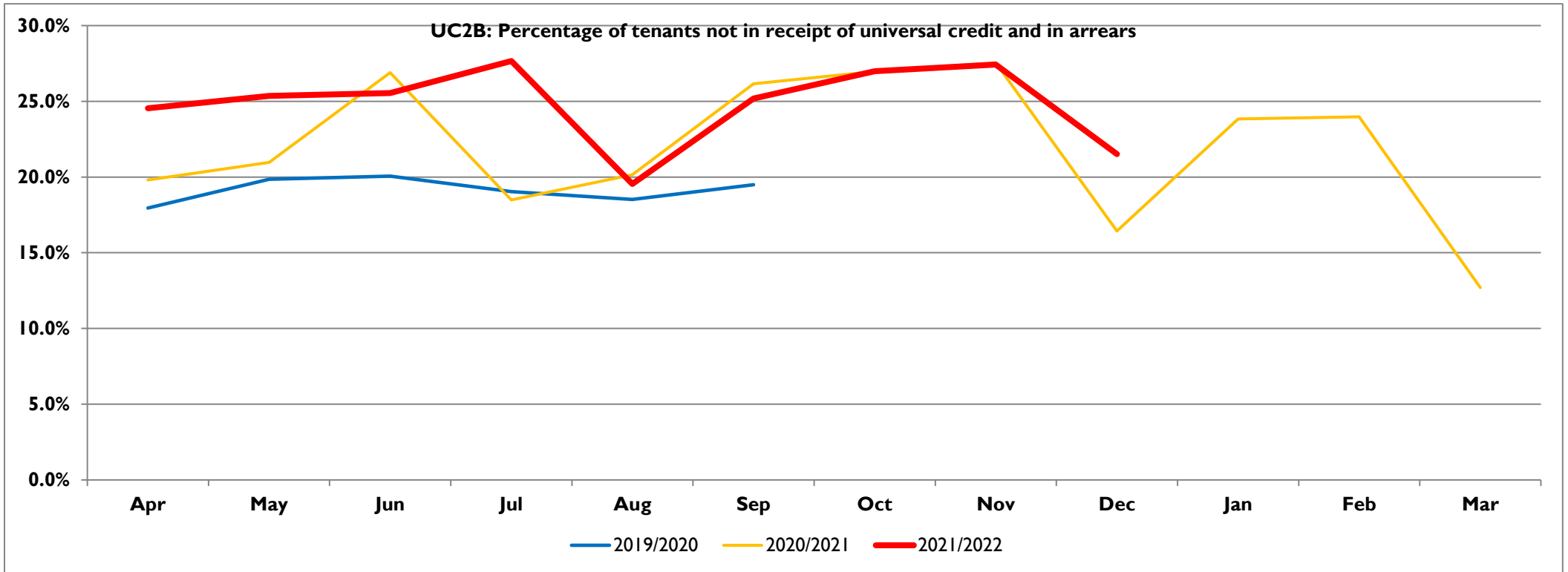
Number of tenants not in receipt of universal credit

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2019/20	4,801	4,765	4,736	4,649	4,628	4,577	4,527	4,491	4,424	No data	4,347	4,279
2020/21	4,175	4,134	4,102	4,083	4,048	4,026	3,997	3,968	3,938	3,909	3,871	3,835
2021/22	3,819	2,781	3,742	3,731	3,715	3,673	3,657	3,632	3,631			



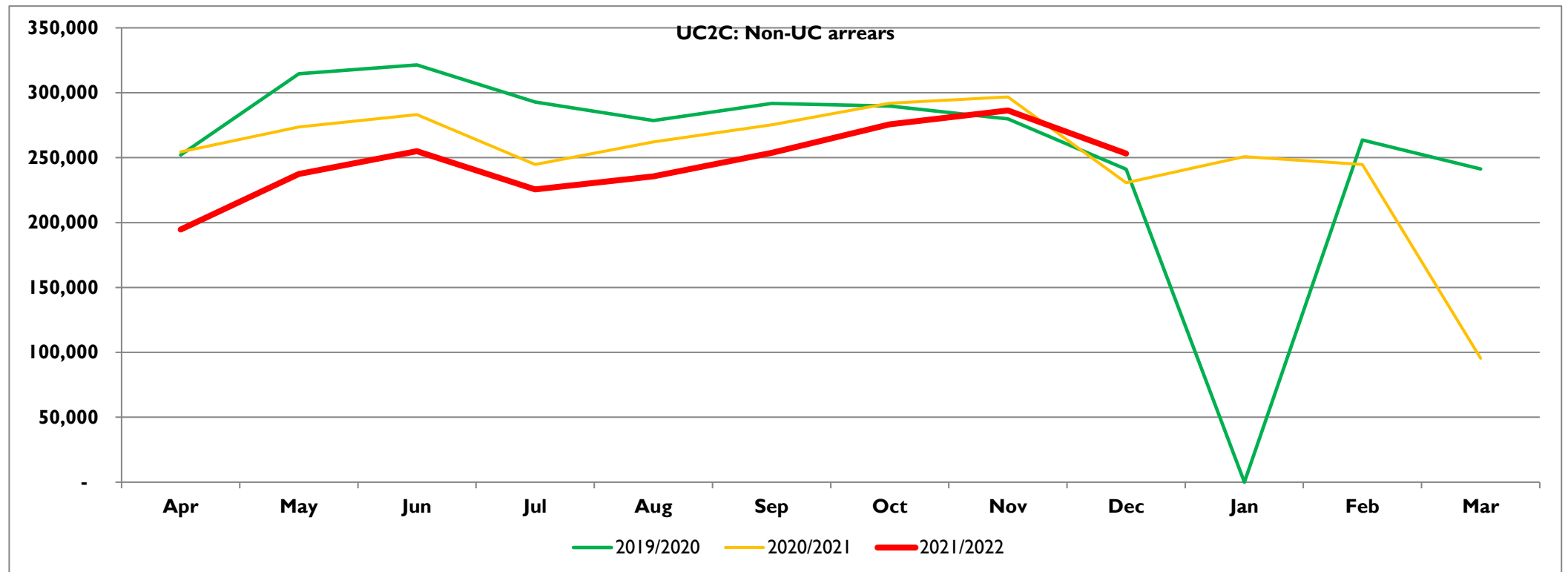
UC2B Percentage of tenants not in receipt of universal credit and who are in arrears

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2019/20	18.0%	19.9%	20.1%	19.0%	18.5%	19.5%	20.5%	20.5%	23.7%	No data	22.4%	18.1%
2020/21	19.8%	21.0%	26.9%	18.5%	20.2%	26.2%	27.0%	27.5%	16.4%	23.8%	24.0%	12.7%
2021/22	24.5%	25.4%	25.5%	27.7%	19.5%	26.0%	27.0%	27.4%	21.5%			



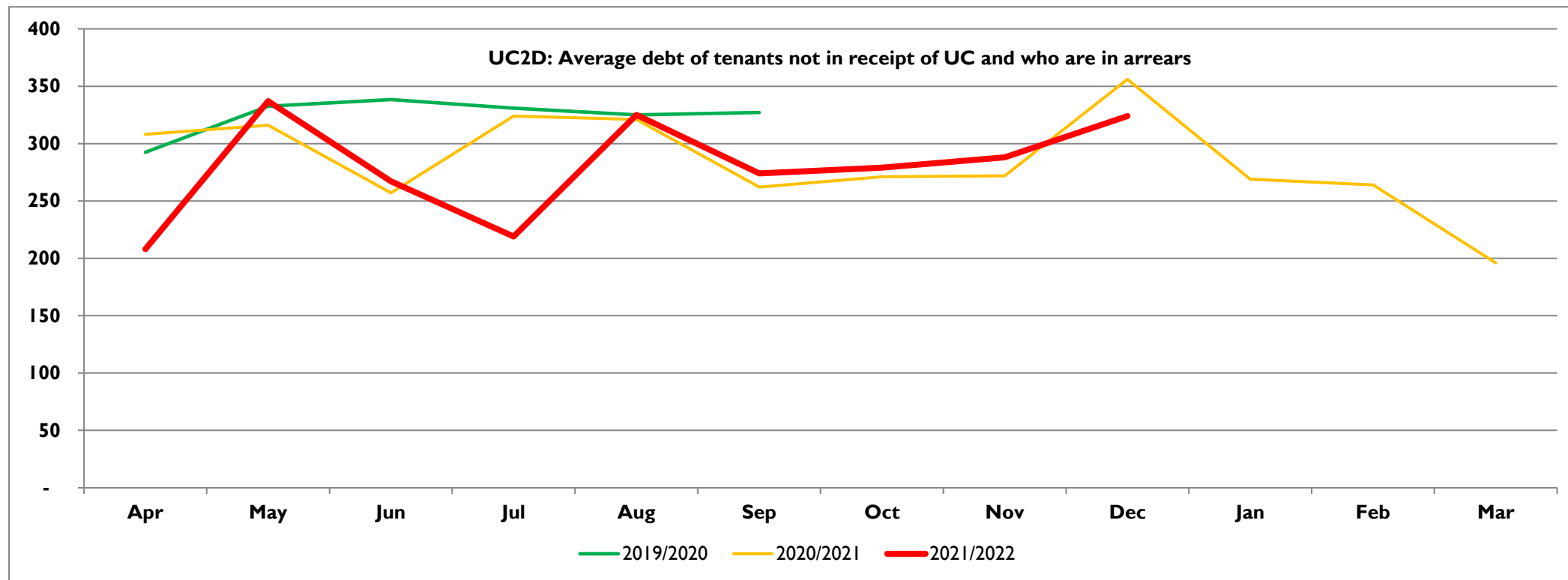
UC2C Total debt of tenants not in receipt of universal credit and who are in arrears (£s)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2019/20	252,086	314,604	321,434	292,803	278,585	291,836	289,666	279,904	241,129	No data	263,571	241,253
2020/21	254,390	273,554	283,214	244,743	262,125	275,364	291,946	296,785	230,642	250,803	244,717	95,418
2021/22	194,618	237,495	255,020	225,598	235,617	251,726	275,614	286,350	253,072			



UC2D Average debt of tenants not in receipt of universal credit and who are in rent arrears (£s)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2019/20	292	333	338	331	325	327	312	304	230	No data	270	312
2020/21	308	316	257	324	321	262	271	272	356	269	264	196
2021/22	208	337	267	219	325	264	279	288	324			



KPI	DESCRIPTION	TARGET	ACTUAL	%	COMMENTARY
1	GAS COMPLIANCE				
	PROPERTIES WITH A CURRENT CPI2	5,183	5,064	97.70%	We have 119 properties out of compliance. The increase is due to no December services being carried out by Sure, creating a backlog which is being actively worked on and 50+ appointments made. The total number of CBC properties has dropped as we are now basing data on stock data extracts rather than simple existence of QL GAS100 components.
	CAPPED PROPERTIES WITH A CURRENT CPI2 (VOID)		205	4%	4% of our properties are capped and void
	CAPPED PROPERTIES WITH A CURRENT CPI2 (NOT VOID)		87	2%	2% of our tenanted properties do not have use of gas appliances.
	COMMUNAL BOILERS WITH A CURRENT CPI2	15	15	100%	All communal boiler systems is are compliant. A one-star contract with PH Jones will replace the current three-star contract
	SOLID FUEL APPLIANCES WITH A CURRENT CERTIFICATE	59	47	80%	Twelve properties are behind in their service schedule; one is out of compliance. Solid fuel services are due to restart shortly with PH J. We are reviewing with the tenancy management team our position on taking legal action to gain access and remove appliances that are unsafe if the tenant does not undertake required remedial actions.
	REPAIRS COMPLETED WITHIN PRIORITY	2,131	1,717	81%	No data due to the end of the contract with Sure Group.
	TOTAL REPAIRS COMPLETED IN PRIORITY	372	256	69%	76% of repairs were attended in priority with a focus on the vulnerable due to weather conditions
	CUSTOMER SATISFACTION (98%)	393	374	95%	Audits received 95% customer satisfaction.
1a.	AUDITING - ASSURANCE				
	COMPLETED GAS AUDITS - MAIN GAS CONTRACT	0	374	0%	374 audits have now been completed
	COMPLETED SOLID FUEL AUDITS				
2	SMOKE ALARM & CO COMPLIANCE - RECONCILIATION PROJECT				
	No. properties with a battery smoke alarm				PDF Reader has been created and configured for gas safety certificate data extraction.

		2,237			Further development in progress for a script to locate and read latest CP12 for each property and collate data. An interface is required for the bulk updating of QL components from collated data files to allow semi-automated update/maintenance of components on QL. This is continuing.
	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		
	PROPERTIES WITH A CO ALARM INSTALLED		5,602		Reconciliation is required: this work is outstanding owing to a lack of information on the QL system
3	FIRE SAFETY				
	FIRE ALARM - SIX-MONTHLY	20	15	75%	Monthly data sheet being received confirming dates and certificate details for each site. Five December sites are late and are being checked.
	EMERGENCY LIGHTING: DURATION TEST - ANNUAL	18	18	100%	Monthly data sheet is being received confirming dates and certificate details for each site
	EMERGENCY LIGHTING: FLICK TESTING - MONTHLY	277	277	100%	Monthly data sheet is being received confirming dates and certificate details for each site
	FIRE RISK ASSESSMENT	297	297	100%	The final 26 FRAs are due to be returned. New action logs will be produced when received.
	FIRE EXTINGUISHER	14	14	100%	14 sites have fire extinguishers/blankets installed (47 components)
	FIRE RISK ACTION LOG		3	3	Three of the eight sheltered schemes where fire remedial works were being undertaken still have continuing works and have been transferred to the assets team
	FRA RECOMMENDATIONS: IMMEDIATE/AS SOON AS PRACTICABLE	349	65	18.62%	Totals will increase as new batches of FRA are ordered and received back. Further FRAs are to be ordered. The assets team has been reviewing actions actively and has claimed all actions originally flagged for repairs team. No further actions have been marked 'complete', including some for housing which appear to have had action or would have been actioned as part of monthly checks
	FRA RECOMMENDATIONS - SHORT-TERM	328	283	86.28%	
	FRA RECOMMENDATIONS: NON-URGENT	111	-	0.00%	
	FRA RECOMMENDATIONS: LONG-TERM	-	-	NA	
	FRA RECOMMENDATIONS: ASSET PROTECTION ONLY	-	-	NA	

	FRA RECOMMENDATIONS: TOTAL		788	348	44.16%	A large number of items may be advice or information to be confirmed e.g. the frequency of fire door inspections or removal of items/refuse. If removal of items are complete then there could be a notable drop in 'immediate actions totals. Regarding fire doors: discussions are taking place with Pete B and FSF with the same expectation.
4	WATER SAFE					
	LEGIONELLA MONITORING: MONTHLY		15	15	100%	All sheltered schemes are compliant with monthly, quarterly and annual checks . New checks on temperature at targeted outlets at each scheme are to be introduced, adding robustness to SE checks which are monthly. A number of risk assessments and proposals have been introduced and we are starting a programme of biocide dosing unit installation in December as part of recommendations. These are active preventative measures starting with Fielding Court, Arnold Smith House, Martin Court and Sorrel Court
5	LIFTS & STAIRLIFTS					
	PASSENGER LIFT: SIX-MONTHLY		4	4	100%	Stair lifts, hoist, passenger – 206 with 40 outstanding. Premier performance is being monitored owing to inconsistent reporting. We are looking at bringing a second contractor on board
	STAIRLIFT: ANNUAL SERVICE		206	166	81%	
6	ASBESTOS					
	Communal areas for reinspection 20/21		493	493	100%	New figures from report with more granularity. Actuals will alter throughout the year
	Surveys requested in the month					Eleven surveys are booked for December. Two surveys are complete. No responses have been received from the remainder for appointments
	Total surveys requested					These are mainly programme surveys. Surveys for e.g.. roofs cannot be actioned until contractor is in place to erect scaffold to allow access. The assets and compliance teams will be writing to tenants asking for them to contact MCP as there are a lot of 'no responses' and where responses have been received the tenants have ignored or refused the survey request as they are not aware of works. I have had this response from one tenant when calling them on an unrelated matter

	Total properties with an asbestos survey		5,530	5,530	100%	Reconciliations are continuing: 5,530 properties have been identified from validation of CBC data and this has been passed to MCP. Checks for properties not on Alpha Tracker (surveys since end-of-year 2018) are complete - Surveys predating this Alpha Tracker are in the process of being uploaded up to a separate documents folder where they will be available to view but without the additional features provided by the Alpha Tracker. New KPIs under the new contract are being established with some reliance on reconciliation. Waiting for data from Paul McM re some properties thought not to have surveys. We will, however, attempt to validate this during upload process from Prem Sys to AT
	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) inc PAT testing					
	Sheltered schemes: PAT testing		14	14	100%	PAT testing complete

APPENDIX 3: ANTI-SOCIAL BEHAVIOUR – QUARTER 3 2021-2022

1. Incidents of ASB reported by estate – quarter 3: October to December 2021

Estate	Q3 21/22	Q2 21/22	Q1 21/22	Q4 20/21
Anstey	8	11	15	12
Barrow Upon Soar	9	9	13	12
Birstall	7	5	3	4
Loughborough - Ashby Road	14	15	23	6
Loughborough - Bell Foundry	108	59	51	31
Loughborough - General	12	43	30	23
Loughborough - Shelthorpe	20	54	31	16
Loughborough - Thorpe Acre	6	4	15	1
Loughborough - Town Centre Central	15	16	17	15
Loughborough - Warwick Way	73	56	36	14
Mountsorrel	4	35	19	15
Quorn	4	5	8	4
Rest of Charnwood	8	10	5	1
Rothley	3	7	12	11
Shepshed	34	30	33	15
Sileby	19	41	61	23
Syston	17	15	17	7
Thurmaston	5	1	13	21
Woodhouse Eaves	8	9	6	5
Grand total	374	425	408	236

2. Case closure quarter 3 2021/2022

CASES CLOSED DURING QUARTER 3	Q3 21/22	Q2 21/22	Q1 21/22	Q4 20/21
Numbers of cases closed	48	150	72	270
Total time open (days)	4,351	15,015	3,475	23,252
Average length of time open (days)	91	100	48	86

3. Case resolution rate quarter 3 2021-2022

CASES CLOSED DURING QUARTER 3	Q3 21/22	Q2 21/22	Q1 21/22	Q4 20/21
Numbers of cases closed	48	150	72	203
of which were resolved	46	99	36	128
Case resolution rate (%)	96%	66%	50%	63%

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 2021-2022

Case resolution - unresolved cases' reason for closure	
Reason for closure when unresolved	Nos
No perpetrator identified	2
TOTAL	2

Following clarification from Housemark as to what constitutes a resolved case along with more accurate reasons now being recorded in respect of a reason why the case has been closed cases which would previously be included in the above table are no longer included hence the difference in the numbers recorded from quarter 2 to quarter 3.

5. Case closure by disposal (action status at point of closure) quarter 3 2021/2022

Disposal type	Q3 21/22	Q2 21/22	Q1 21/22	Q4 20/21
Advice	0	52	13	27
Verbal warning	0	2	0	1
Written warning	1	7	1	8
Community protection advice/warning letter	0	1	1	1
Mediation	0	6	0	5
Acceptable behaviour contract	0	0	0	0
Injunction	0	0	0	1
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	1
Criminal behaviour order (CBO)	0	0	0	0
Closure order	0	0	0	0
Eviction order	0	0	0	1
No further action at complainant's request	2	19	9	35
No further action – reported for information only	0	4	2	1
No further action – no perpetrator identified	2	14	6	10
No further action - other	5	32	16	34
No further action – evidence not provided	27	45	6	29
Other (in this case non-engagement by complainant)	303	209	15	48
Entered in error/duplicate case	No longer included	No longer included	No longer included	68
Referred to the police	0	0	1	0
Referred to the environmental protection team	0	0	1	0
Alleged perpetrator ended tenancy	0	0	1	0
Complainant moved	0	0	1	0
Grand total	340	392	73	270

6. Open cases at end of quarter 3 2021/2022

Cases open at end quarter 3	Q3 21/22	Q2 21/22	Q1 21/22	Q4 20/21
Numbers of cases	406	372	338	133
Total time open (days)	16,359	34,135	27,458	13,880
Average length of time open (days)	403	92	81	104

7. Repeat complainants

Repeat and anonymous complainants for cases opened during quarter 3 2021/2022	
Anonymous/no victim or complainant	19
Reported twice	37
Reported three times or more	22
TOTAL	78

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