

Agenda item

Housing Management Advisory Board

6 July 2022

Performance information pack
QUARTER 4 2021-2022

Landlord services performance

Compliance performance (fire safety etc.)

HOUSING MANAGEMENT ADVISORY BOARD

6 JULY 2022

Report of the Head of Landlord Services

LANDLORD SERVICES PERFORMANCE

Purpose of report

To consider performance at the end of quarter 4, 2021-2022, January to March 2022.

Recommendation

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

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

(a) Repairs

Description	Target	Performance Q1-Q4
% Emergency repairs completed within 24 hours	100%	99.71% 3467/3477
% Responsive repairs for which appointments are made and kept	98.58%	99.18% 6080/6130
% Responsive repairs which are completed 'right first time'	96%	99.82% 6798/6810
% Urgent repairs completed on time	97%	92.26% 2062/2235

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 Q4
% Properties with a valid gas safety certificate	100%	98.30% 5081/5169

(c) Rent collection

Description	Target	Performance Q1-Q4
% Rent collected (including rent arrears brought forward)	95.30%	96.46%
Rent arrears of current tenants as a percentage of the annual rent debit rent debit	3.24% EOY	2.81%

(d) Tenancy management

Description	Target	Performance Q1-Q4
% New tenancies sustained over twelve months	95%	99.67% 298/299
% New tenancy visits completed on target	95%	96.43% 216/224

(e) Supported housing

Description	Target	Performance Q4
% Support plans agreed with sheltered tenants/reviewed within time	100%	99.86% 717/718

(f) Customer satisfaction

Description	Target	Performance Q1-Q4
% Tenants satisfied with responsive repairs (overall)	97.4%	98.12% 833/849
% Tenants satisfied with the time taken to complete the repair	97.60%	98.47% 836/849
% Tenants satisfied that the operative arrived on time	98.57%	99.76% 847/849
% 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% 201/201

(g) Rent arrears and universal credit

The arrears and universal credit performance indicators for quarter 4 2021-2022 are attached in **appendix 1**.

Targets not met within a 5% tolerance

(a) Repairs

Description	Target	Performance Q4
% Routine repairs completed on time	97.00%	82.77% 3300/3987
% Responsive repairs completed within timescales	97%	91.37% 8862/9699
Average number of days taken to carry out standard re-let repairs	14 days	38

Commentary:

Void performance has been affected owing to there being no provision to undertake energy performance certificates - which were previously undertaken by the council's building control team. A contractor has now been appointed. Over the coming weeks properties will be released for re-let following completion of the EPCs.

Void energy supply has been problematic. The council has entered into a contract with Energy Angels to support the prompt connection of properties' electricity supply when they become void.

Recruitment is in progress for six repairs operatives. There have been recruitment difficulties, and the consequential resource issues have affected void turnaround.

(b) ASB

Description	Target	Performance Q1-Q4
% ASB complainants satisfied with the way their case was dealt with	86.00%	76.92% 10/13

Commentary:

The number of completed surveys is relatively low.

(d) Complaints

Description	Target	Performance Q1-Q4
% Complaints responded to within timescales (stages 0 and 1)	95%	85.36% 449/526

Commentary:

Complaints response performance has improved year on year. While a high number of stage 0 complaints was received, and this is reflective of a national trend, only approximately 10% of customers then proceeded to make a formal complaint. Complaints are therefore being resolved at the earliest possible stage.

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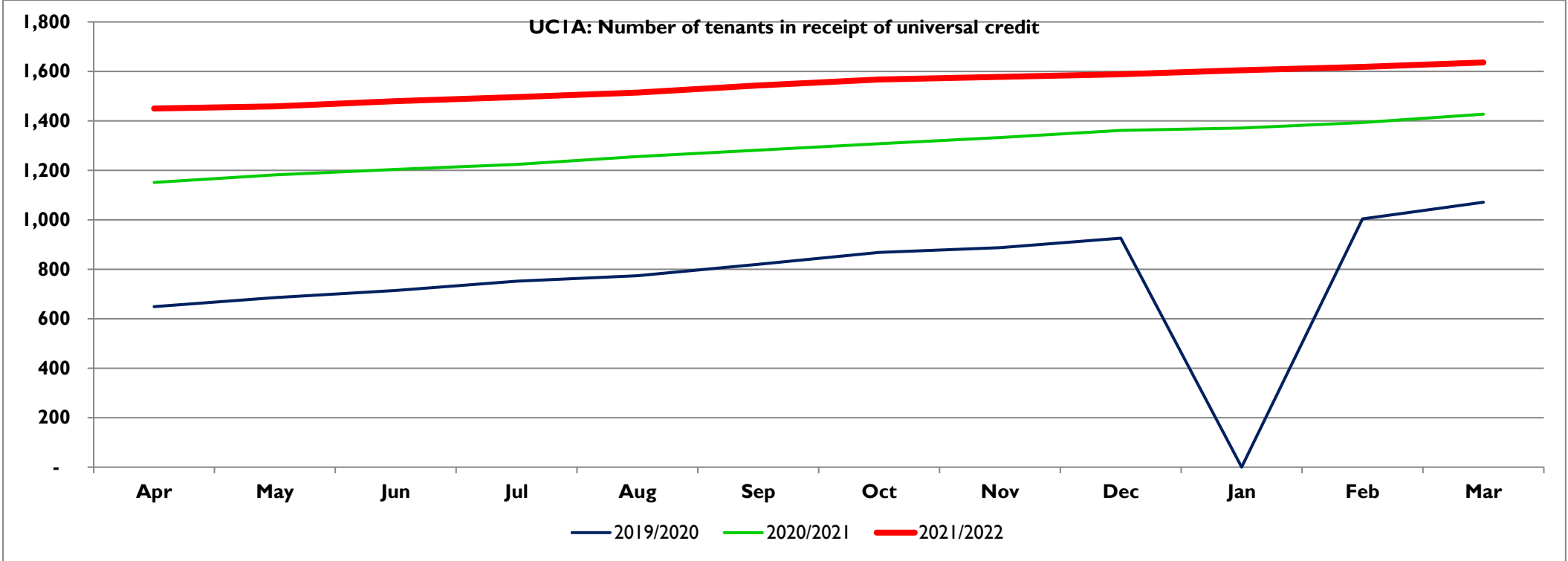
APPENDIX 1: RENT ARREARS AND UNIVERSAL CREDIT

Q4: January - March 2022: Landlord services – rent arrears and universal credit performance indicators

KPI ref	Description	Q4 21/22	Q3 21/22	Q2 21/22	Q1 21/22
UC1A	Number of tenants in receipt of universal credit	1,636	1,588	1,543	1,480
UC1B	Percentage of tenants in receipt of universal credit and who are in arrears	46.3%	56.9%	59.9%	58.9%
UC1C	Total arrears of tenants in receipt of universal credit and who are in arrears	£411,694	£506,974	£499,437	£479,363
UC1D	Average debt of tenants in receipt of universal credit and who are in arrears	£544	£561	£540	£550
UC2A	Number of tenants not in receipt of universal credit	3,535	3,631	3,673	3,742
UC2B	Percentage of tenants not in receipt of universal credit and in arrears	11.2%	21.5%	26.0%	25.5%
UC2C	Non-UC arrears	£291.872	£235,072	£251,726	£255,020
UC2D	Average debt of tenants not in receipt of UC and who are in arrears	£737	£324	£264	£267

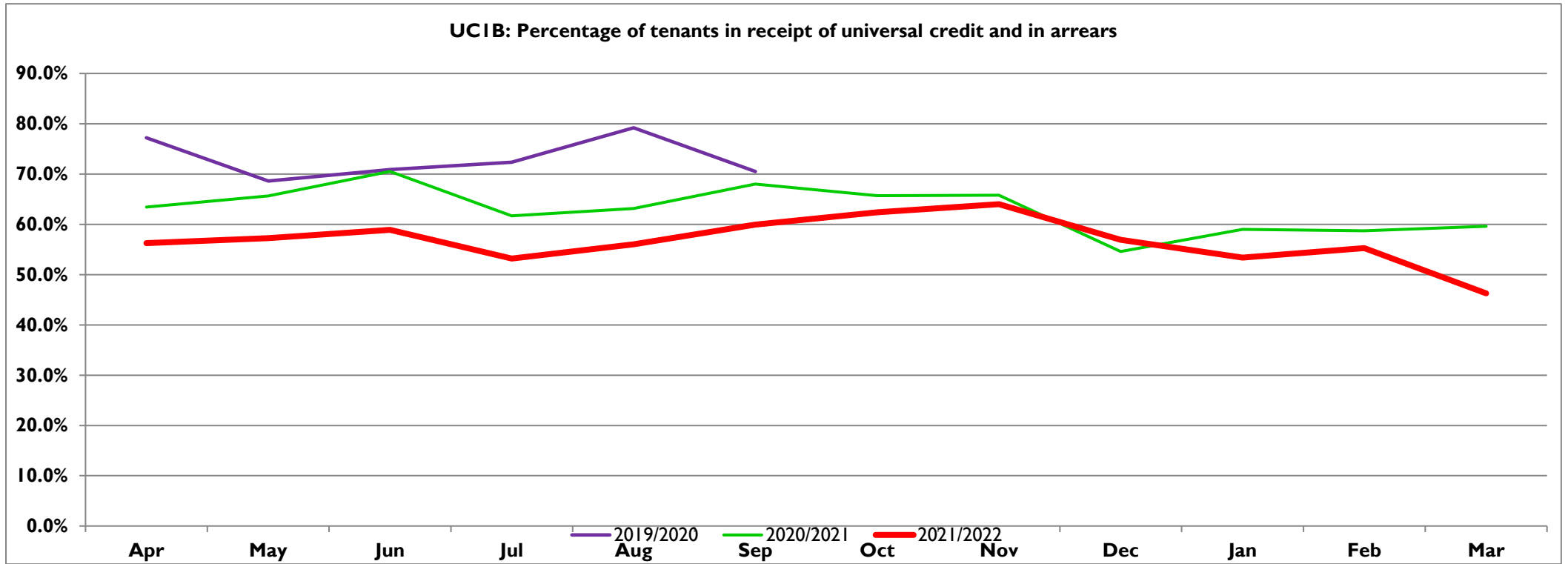
UC1A Number of tenants in receipt of universal credit

	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	1,605	1,618	1,636



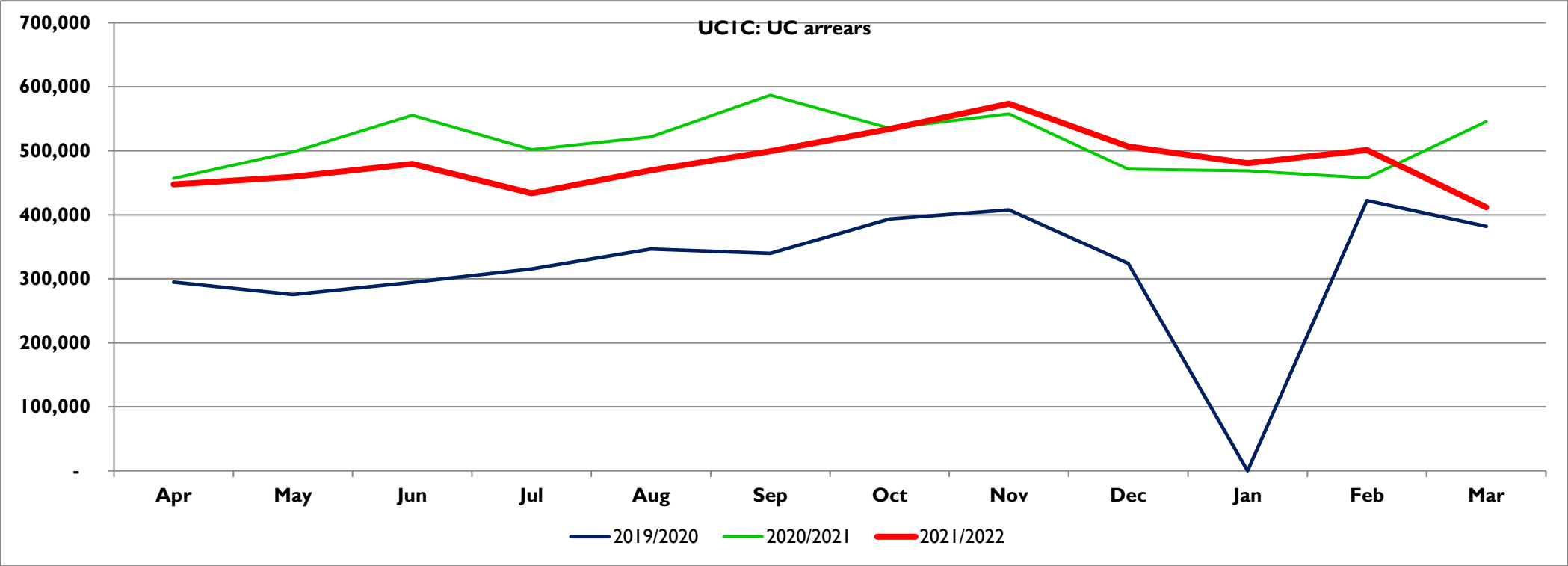
UC1B Percentage of tenants in receipt of universal credit and who are in arrears

	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%
20/21	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%	53.4%	55.3%	46.3%



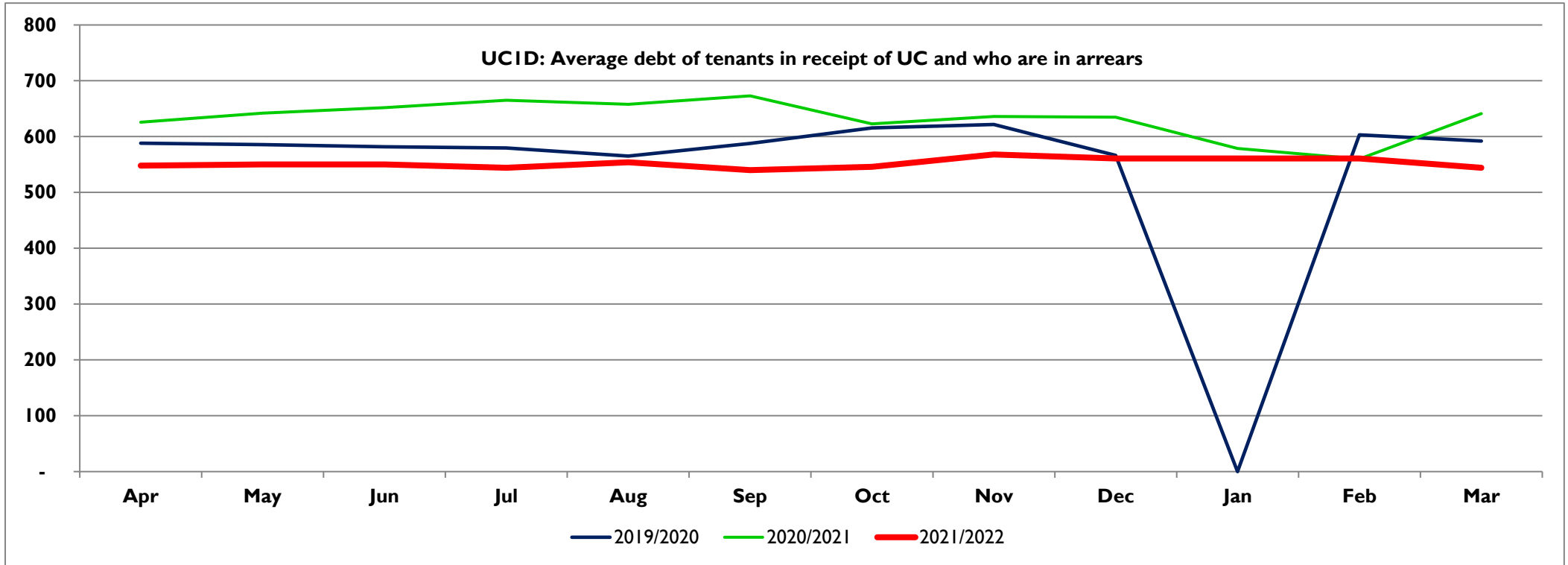
UC1C Total debt of tenants in receipt of universal credit and who are in arrears (£s)

	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	480,473	501,352	411,694



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

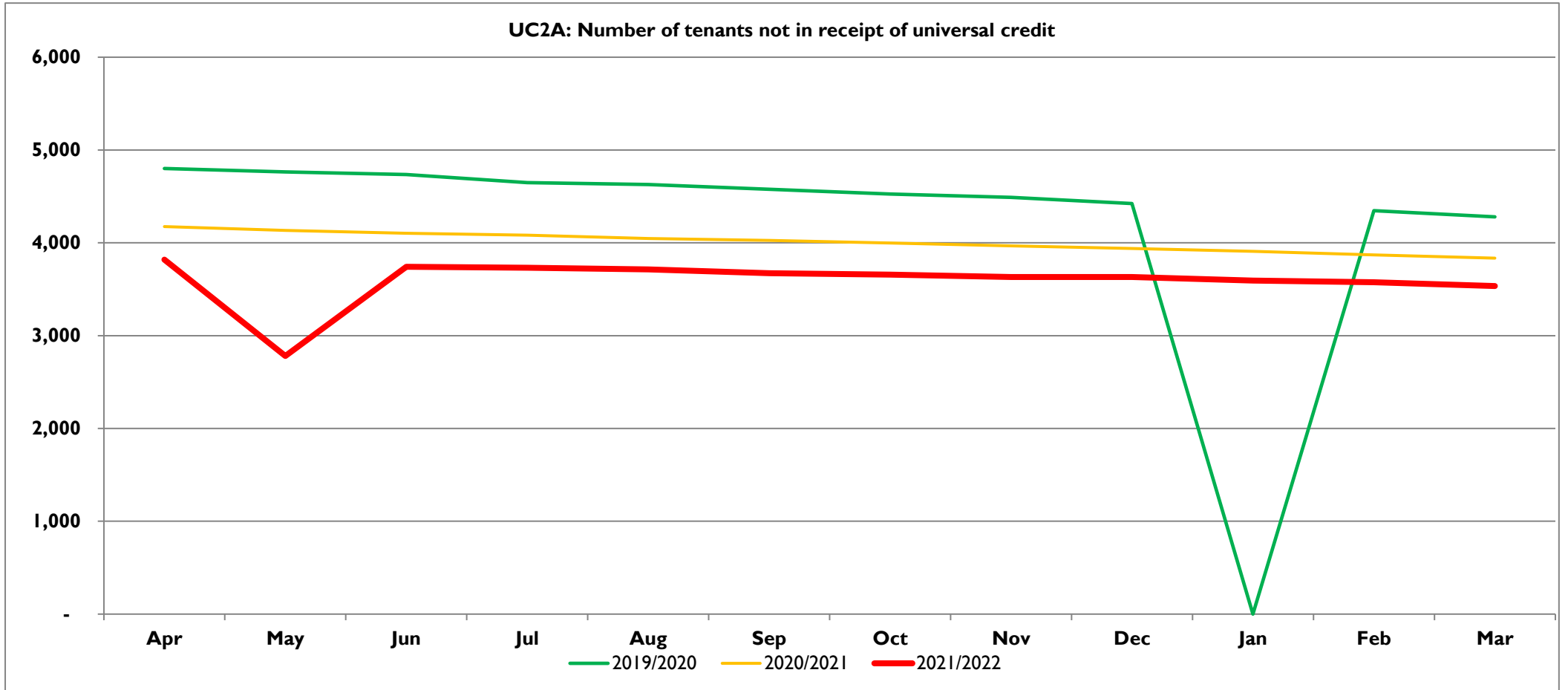
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2019/20	588	586	582	546	637	554	616	622	566	No data	603	592
2020/21	626	642	652	665	658	673	623	636	635	579	560	641
2021/22	548	550	550	544	554	540	546	568	561	561	561	544



UC2A

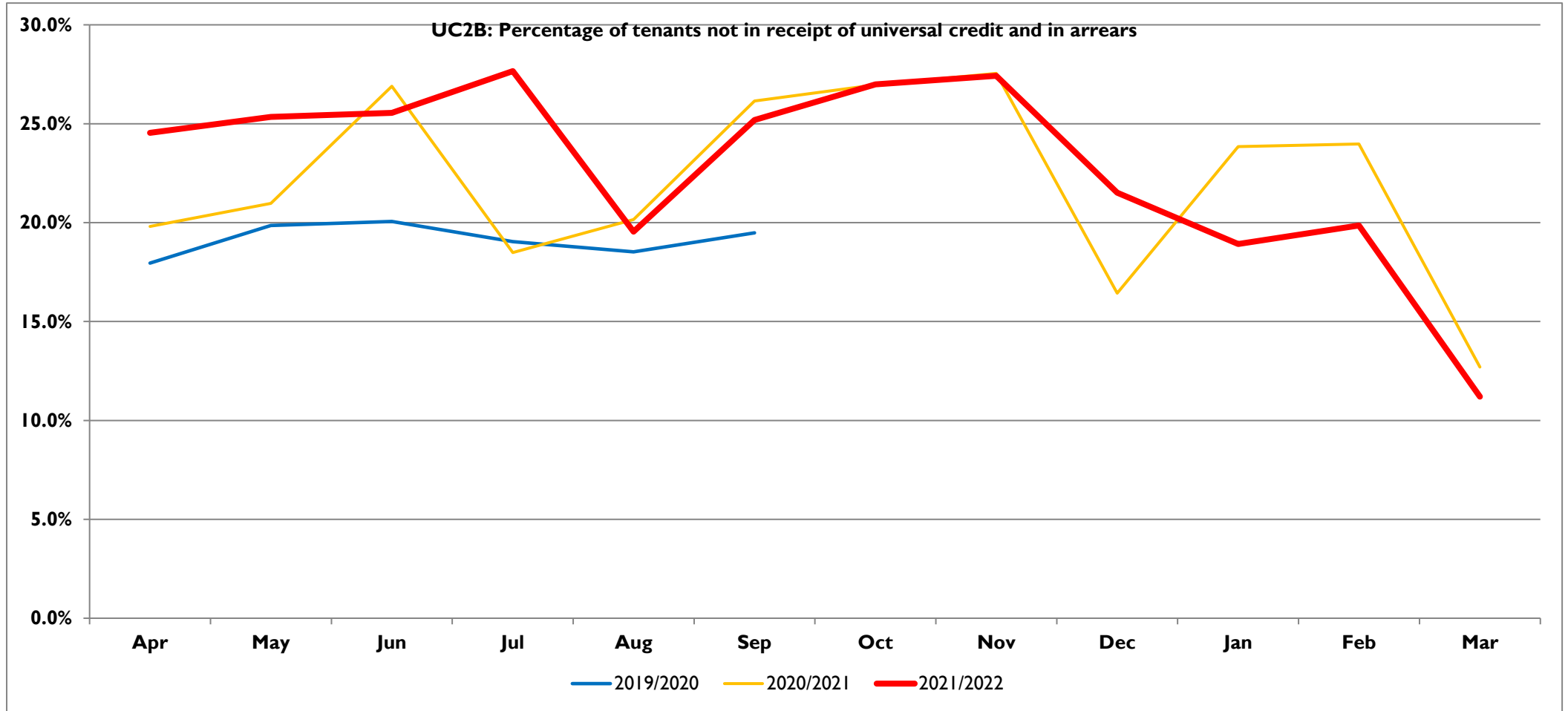
Number of tenants not in receipt of universal credit

	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	3,594	3,576	3,535



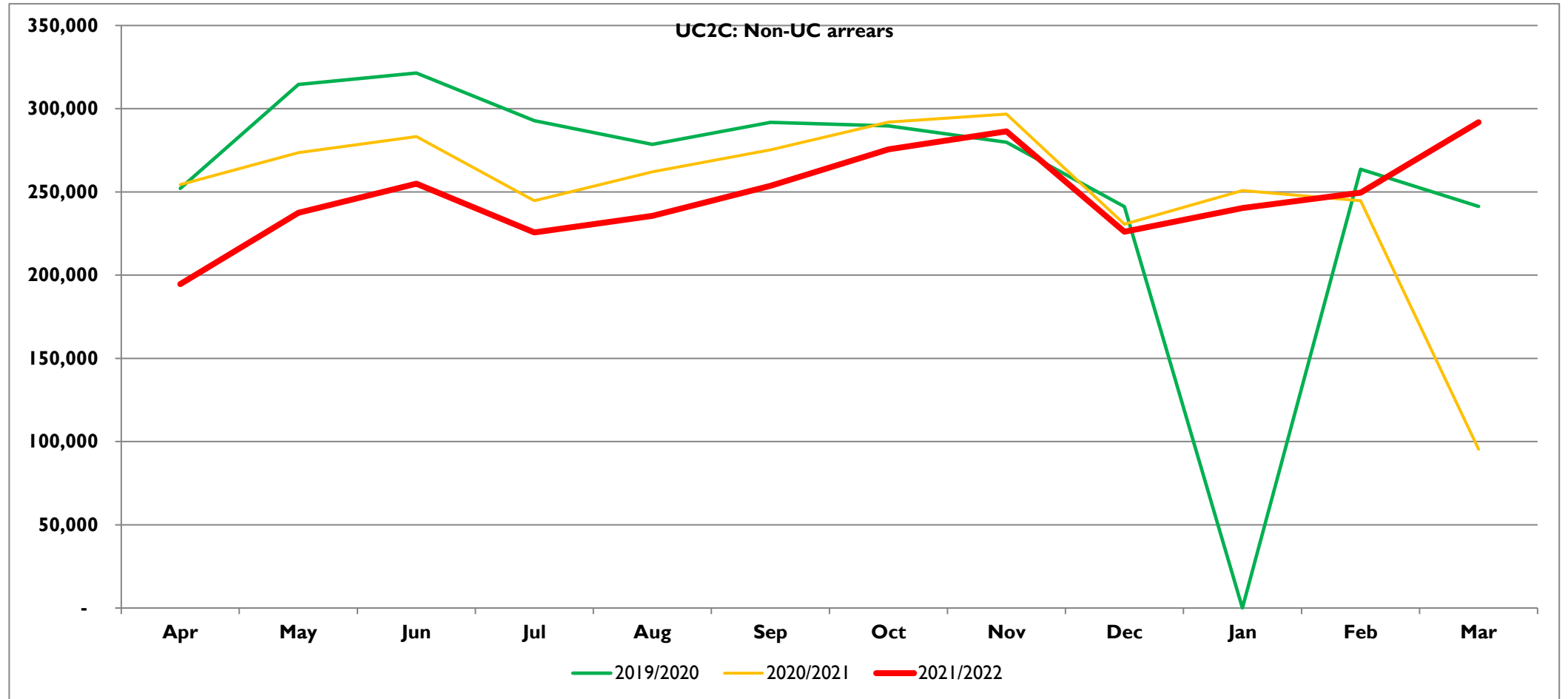
UC2B Percentage of tenants not in receipt of universal credit and who are in arrears

	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%	18.9%	19.9%	11.2%

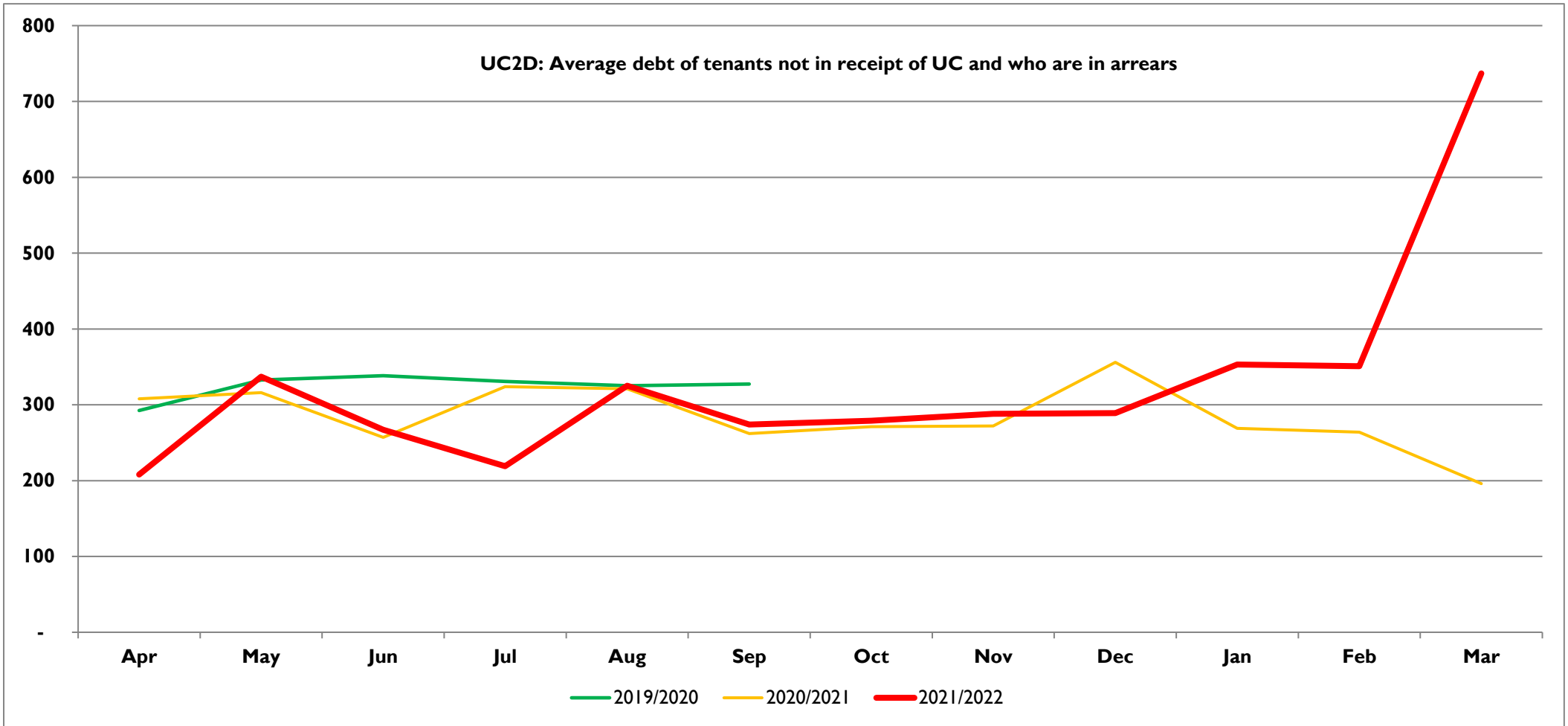


UC2C Total debt of tenants not in receipt of universal credit and who are in arrears (£s)

	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	240,285	249,489	291,872



	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	353	351	737



KPI	DESCRIPTION	TARGET	ACTUAL	%	COMMENTARY
1	GAS COMPLIANCE				
	PROPERTIES WITH A CURRENT CP12	5,169	5,081	98.30%	We have 88 properties out of compliance. The backlog from a transition to new contractual arrangements is being actively worked and the situation is improving. Appointments are being made for out-of-compliance properties. The total number of CBC properties may fluctuate from month to month as data is now based on stock data extracts.
	CAPPED PROPERTIES WITH A CURRENT CP12 (VOID)		225	4%	4% of our properties are capped and void
	CAPPED PROPERTIES WITH A CURRENT CP12 (NOT VOID)		91	2%	2% of our tenanted properties do not have use of gas appliances.
	COMMUNAL BOILERS WITH A CURRENT CP12	15	15	100%	All communal boiler systems are compliant.
	SOLID FUEL APPLIANCES WITH A CURRENT CERTIFICATE	56	55	98%	One property is out of compliance. Legal action is recommended to gain access and remove appliances which are unsafe if the tenant does not undertake remedial actions.
	TOTAL REPAIRS COMPLETED IN PRIORITY	1,076	827	77%	77% of repairs were completed within priority. This is an increase on the Q3 figures as the backlog from Sure is dealt with.
CUSTOMER SATISFACTION (98%)	426	407	96%	Audits received and report 96% customer satisfaction.	
1a.	AUDITING - ASSURANCE				
	COMPLETED GAS AUDITS - MAIN GAS CONTRACT	0	381	0%	381 audits have now been completed.
	COMPLETED SOLID FUEL AUDITS				
2	SMOKE ALARM & CO COMPLIANCE - RECONCILIATION PROJECT				
	No. properties with a battery smoke alarm		2,237		PDF reader has been created and configured for Gas Safety certificate data extraction. Further development is in progress for a script to locate and read

	No. properties with hard-wired smoke detection		2,645		latest CP12 for each property and collate data. An interface is required for the bulk update of QL components from collated data files to allow semi automated update/maintenance of components on QL - continuing.
	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 the lack of information on the QL system
3	FIRE SAFETY				
	FIRE ALARM - SIX-MONTHLY	20	20	100%	The monthly data sheet is being received confirming dates and certificate details for each site.
	EMERGENCY LIGHTING: DURATION TEST - ANNUAL	18	18	100%	The 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 being received confirming dates and certificate details for each site
	FIRE RISK ASSESSMENT	297	297	100%	FRAs for all domestic sites are complete. We are looking at where commercial FRAs are now needed and we started requesting these at the end of February.
	FIRE EXTINGUISHER	14	14	100%	Fourteen sites have fire extinguishers/blankets installed (47 components)
	FRA RECOMMENDATIONS: IMMEDIATE/AS SOON AS PRACTICABLE	349	91	26.07%	Totals will increase as new batches of FRA are ordered and received back. Further FRAs are to be ordered. The assets team has been actively reviewing actions and have 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 - updates are in progress.
	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	472	59.90%	
4	WATER SAFE				

	LEGIONELLA MONITORING: MONTHLY	15	15	100%	All courts are compliant with monthly, quarterly and annual checks. New checks on temperature at targeted outlets at each court 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 progressing a programme of biocide-dosing unit installation as a preventative measure. Fielding Court, Arnold Smith House and Sorrel Court properties are installed and running.
5	LIFTS & STAIRLIFTS				
	PASSENGER LIFT: SIX-MONTHLY	4	4	100%	Stair lifts, hoist, passenger – 204 with 16 outstanding services continue to be scheduled
	STAIRLIFT: ANNUAL SERVICE	204	188	92%	
6	ASBESTOS				
	Communal areas for reinspection 20/21	493	493	100%	
	Total properties with an asbestos survey	5,530	5,530	100%	Reconciliation continues. 5,530 properties have been identified from validation of CBC data and 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. We will attempt to validate this during upload process from the previous system to Alpha Tracker.
	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 is complete.

APPENDIX 3: ANTI-SOCIAL BEHAVIOUR – QUARTER 4 2021-2022

Unfortunately, owing to staff absence, figures for quarter 4 have not yet been able to be produced. They will be circulated to members separately after the meeting as soon as they are available.

1. Incidents of ASB reported by estate – quarter 4: January to March 2022

Estate	Q4 21/22	Q3 21/22	Q2 21/22	Q1 21/22
Anstey	8	8	11	15
Barrow Upon Soar	8	9	9	13
Birstall	10	7	5	3
Loughborough - Ashby Road	10	14	15	23
Loughborough - Bell Foundry	77	108	59	51
Loughborough - General	24	12	43	30
Loughborough - Shelthorpe	22	20	54	31
Loughborough - Thorpe Acre	5	6	4	15
Loughborough - Town Centre Central	12	15	16	17
Loughborough - Warwick Way	57	73	56	36
Mountsorrel	16	4	35	19
Quorn	4	4	5	8
Rest of Charnwood	17	8	10	5
Rothley	2	3	7	12
Shepshed	45	34	30	33
Sileby	31	19	41	61
Syston	21	17	15	17
Thurmaston	6	5	1	13
Woodhouse Eaves	19	8	9	6
Grand total	394	374	425	408

2. Case closure quarter 4 2021/2022

CASES CLOSED DURING QUARTER 4	Q4 21/22	Q3 21/22	Q2 21/22	Q1 21/22
Numbers of cases closed	238	48	150	72
Total time open (days)	42,995	4,351	15,015	3,475
Average length of time open (days)	181	91	100	48

There are a considerable number of cases closed in quarter 4 which have been open for over a year which has affected the total time open (days).

3. Case resolution rate quarter 4 2021-2022

CASES CLOSED DURING QUARTER 4	Q4 21/22	Q3 21/22	Q2 21/22	Q1 21/22
Numbers of cases closed	238	48	150	72
of which were resolved	229	46	99	36
Case resolution rate (%)	96%	96%	66%	50%

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 4 2021-2022

Case resolution - unresolved cases' reason for closure	
Reason for closure when unresolved	Nos
No perpetrator identified	9
TOTAL	9

5. Case closure by disposal (action status at point of closure) quarter 4 2021/2022

Disposal type	Q4 21/22	Q3 21/22	Q2 21/22	Q1 21/22
Advice	2	0	52	13
Verbal warning	0	0	2	0
Written warning	5	1	7	1
Community protection advice/warning letter (CPW)	1	0	1	1
Mediation	2	0	6	0
Acceptable behaviour contract	0	0	0	0
Community protection notice (CPN)	1			
Injunction	0	0	0	0
Tenancy – extension to introductory tenancy	0	0	0	0
Notice of possession proceedings	0	0	0	0
Notice of seeking possession	0	0	1	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	1	0	0	0
No further action at complainant's request	38	2	19	9
No further action – reported for information only	5	0	4	2
No further action – no perpetrator identified	8	2	14	6
No further action - other	62	5	32	16
No further action – evidence not provided	80	27	45	6
Other (in this case non-engagement by complainant)	385	303	209	15
Entered in error/duplicate case	No longer included	No longer included	No longer included	No longer included
Referred to the police	6	0	0	1
Referred to Tenancy and Estate Management Team	3	0	0	0
Referred to the environmental protection team	0	0	0	1

Alleged perpetrator ended tenancy	0	0	0	1
Complainant moved	1	0	0	1
Grand total	600	340	392	73

6. Open cases at end of quarter 4 2021/2022

Cases open at end quarter 4	Q4 21/22	Q3 21/22	Q2 21/22	Q1 21/22
Numbers of cases	248	406	372	338
Total time open (days)	38,633	16,359	34,135	27,458
Average length of time open (days)	156	403	92	81

7. Repeat complainants

Repeat and anonymous complainants for cases opened during quarter 4 2021/2022	
Anonymous/no victim or complainant	39
Reported twice	30
Reported three times or more	28
TOTAL	97

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