

AGENDA ITEM: 9

SUMMARY

Report for:	Housing & Communities Overview & Scrutiny
Date of meeting:	25th January 2012
PART:	1
If Part II, reason:	

Title of report:	Quarter Three Performance & Service Update – Housing Landlord
Contact:	Cllr Margaret Griffiths, Portfolio Holder for Housing Author/Responsible Officer: Elliott Brooks – Assistant Director, Housing Landlord
Purpose of report:	To provide Members with the Quarter 3 performance information (2011/12) and Service Plan update for the Housing Landlord Service Area.
Recommendations	That Members note the performance and service update for Quarter 3.
Corporate objectives:	Effective Performance Monitoring will have a positive impact on all corporate objectives directly or indirectly.
Implications:	<u>Financial</u> None.
'Value For Money Implications'	<u>Value for Money</u> Monitoring Performance supports the Council in achieving Value for Money in all areas of service delivery.
Risk Implications	The Housing Landlord Service Risk Register was reviewed during the 4 th Quarter of 2010/11 and is available on request. The Risk Register will be reviewed during Service Planning for 2012/13
Equalities Implications	Equality Impact Assessment completed for each Service Area and reviewed annually or as and when there is Policy change

Health And Safety Implications	None
Consultees:	Mark Gaynor – Corporate Director, Housing & Regeneration Fiona Williamson – Group Manager, Property & Place Andy Vincent – Group Manager, Tenancy & Leasehold
Background papers:	

1. Introduction

This report details the performance of the Housing Landlord Service during the 3rd quarter of 2011/12 against Performance Indicators, as well as updating the Housing & Communities Overview & Scrutiny Committee regarding progress of the Housing Landlord Service Plan.

The report also gives a summary of performance in the Strategic Housing Service.

2. Housing Landlord Performance Report Q3 2011/12

Table 1 shows performance against the 'Service Critical' Performance Indicators for the Quarter 3 period of October – December 2011. Appendix 1 shows this information in more detail with additional comments.

Table 1

❖ Tenancy & Leasehold

Indicator	Target	2011/12 Qtr 2 Performance	2011/12 Qtr3 Performance
Current rent arrears as a percentage of the annual debit	2.93%	3.06%	3.09%
Rent collected as a percentage of rent owed (excluding arrears brought forward)	100.35%	98.82%	100.05%
Void loss as a percentage of rent roll	1%	0.58%	0.58%
Percentage of new tenants visits completed in target (6 weeks)	100%	98%	99%
Percentage of community alarm calls answered within 1 minute	97.5%	95.99%	96.17%

❖ Property & Place

Indicator	Target	2011/12 Qtr 2 Performance	2011/12 Qtr 3 Performance
Percentage of repair completed right first time	98%	99.00%	99.33%
Percentage of tenants satisfied with the level of repair	97%	91.40%	97.53%
Percentage of dwellings with a valid gas safety certificate	100%	99.43%	99.71%
Percentage of tenants satisfied with gas servicing	97%	98.66%	98.66%
Value of capital type installations, replacements or major repairs for year to date	Q3 PROFILED £6,340,749	£2,669,091	£5,441,044
Percentage of urgent repairs completed within government time limits	98%	94.75%	89.80%
Average time taken to complete non urgent repairs	15 Days	15.5 Days	11.3 Days
Percentage of non urgent repairs completed within target	97%	93.60%	96.50%
Average cost of a void	£1600	£1767	£1979

❖ Housing Landlord

Indicator	Target	2011/12 Qtr2 Performance	2011/12 Qtr3 Performance
Average time taken to let a property (general needs)	25 Days	36.8 Days	21.50 Days
Average time taken to let a property (sheltered & adapted)	50 Days	43.19 Days	41.23 Days
Average time taken to let a property (all)	38 Days	36.84 Days	28.76 Days
% of stage 1 complaints responded to in full within target – Housing Landlord	90%	95.10% (39/41)	92.68% (38/41)

3. Headline Performance Information:

3.1 Performance Highlights

Void Loss as a percentage of rent roll – 0.58%

This is important as it demonstrates the actual money being lost by the Council due to homes being empty. Is affected by both speed of turnaround and numbers of voids. This year, the overall number of voids is down at the half year point

Percentage of tenants satisfied with the level of repair – 97.53%

This indicator had been below target for the previous two quarters and was a cause for considerable concern. Discussions have taken place with MITIE in order to evaluate all satisfaction returns to get to the bottom of the issue. MITIE now contact a tenant within approximately 1 hour of a repair being completed therefore any small outstanding issues of concern are immediately addressed.

Average time taken to re-let a property (general needs) – 21.5 days

This performance indicator continues to move in the right direction, mainly due to the outcomes of the 'empty homes project group' which has stripped out waste and duplication in the process as well as clarifying what consists of Major Works.

Percentage of dwellings with a valid gas safety certificate – 99.71%

Continued high performance in both the administration and management of this critical area.

Rent Collected as a percentage of rent owed – 100.05%

To be achieving in excess 100% means that if this continues throughout the final quarter we will have collected more rent over the year than has been debited. On course to hit the end of year target of 100.35%

3.2 Performance below tolerance level

Percentage of urgent repairs completed within government time limits – 89.80%

There appears to be an issue regarding repairs being logged as 'urgent' in error. The new tenants handbook is more explicit in its advice to assist tenants as to what should and can be dealt with as urgent.

4. Housing Landlord Service Improvement

Appendix 2 details progress against the 2011/12 Service Plan.

5. Annual Tenants Conference – 29th October, Longdean School

- Planning Group of officers and tenants
- Attended by 50 tenants, Portfolio Holder, Ward Councillors & Deputy Mayor
- 3 interactive workshops
- Tenant recognition awards & contractor sponsored raffle
- Market stalls of all services and departments
- 'Question Time'
- Informal lunch and networking session for tenants, Members & staff
- Positive feedback and a desire to grow the event

6. 2012/13 Service Planning

Service Planning for 2012/13 had a 'kickstart' meeting in December 2011 (*Mulled Wine, Mince Pies & Flip Charts*) with members of the TLC, MFG and managers of the Housing Landlord Service. The evening was very useful in gathering priorities for the coming years and work is continuing to develop the Service Plan by March 2012.

6.0 Strategic Housing Performance – Quarter 3 2011/12

- For the Period October - December 2011 there were **194** active housing advice cases. (an increase of **39** on the previous quarter)
- For the same period there were **37** new homeless applications; a decrease of **6** on the previous quarter.
- **3,127** applications had been received by the end of December on the new housing register, with approx 25% (772) transfer applications.
- October - December 2011 a total of 17 new affordable units were completed.
- Predictions for affordable housing completions for 2011 = 122 new units (90 social rent, 22 affordable rent, 5 shared ownership). There are new First buy properties expected to be completed during the year with a final total to be confirmed with the end of year figures. Total new affordable homes predicted to be completed in 11/12 are approx 150.
- July – September 2011; 236 tenancies with DIGS scheme, (an increase of 13) with 16 new tenancies (an increase of 12) and 36 (an increase of 22) new applications received within the quarter. Zero guarantees paid out – this is due to Digs officer tenancy support. The increase in numbers is due to the increase in numbers of people seeking housing advice and the successful use of the DIGS scheme to prevent homelessness.
- Positive feedback from applicants has been received regarding the new on-line adverts and our new website – www.movingwithdacorum.org.uk. We have seen an increase in the number of applicants applying for properties and therefore longer shortlists.
- The technical issues with the system early on have been resolved. There is still work on-going to improve the system. Paper forms are still available for customers if required.

- A letter will be sent to all applicants again shortly, reminding them to re-register on the new system. All applications received over the next 12 months will be cross referenced with the “old” system to ensure applicants do not lose waiting time points.
- The strategy and development team are focusing on work to develop the new Strategic Tenancy Policy, Affordable Housing Supplementary Planning Document and the new Housing Strategy (see additional report provided to the OSC).
- A new Housing Needs and Market Assessment has been commissioned with the draft report available March 2012. This will be circulated to Members when available. The purpose of the report is to update our current Housing Needs Study and to provide information on the current housing market in Dacorum. This evidence will underpin the development of our new strategies and policies.