

H&C OSC QUARTERLY PERFORMANCE REPORT

Housing Landlord

June 2015



Measure	Owner & Updater	Jun 2014 Result	Trend	Mar 2015 Result	Trend	Jun 2015 Result	Sign Off	Comments	Flag
HL05b - Stage 1 Complaints received for Housing	Elliott Brooks Corvu Admin	81 Complaints Info Only	↓	83 Complaints Info Only	↓	80 Complaints Info Only	✓	Updater	
PP01 - Percentage of dwellings with a valid Gas Safety Certificate	Fiona Williamson Fiona Kimberley	99.80% Target: 100.00	↑	99.99% Target: 100.00	↑	100.00% Target: 100.00	✓	Owner There has been pro-active interventions by the Service Provider, Sun Realm and the officers within the tenancy and property teams to ensure the gas boilers are serviced within the statutory timescales.	
PP04 - Percentage of properties passing QA checks Repairs and voids	Fiona Williamson Graham Tookey	No Data Target: 98.00		99.00% Target: 98.00	→	99.00% Target: 98.00	✓	Updater To date Osborne have carried out 10% of all post inspection on repairs and voids, and as such the KPI figures are representative of Osborne findings without contribution from DBC QA. Empty Homes has yet again hit 100% through June; a figure reached by joint inspections with DBC.	
PP05 - Percentage of properties passing QA checks Planned works	Fiona Williamson Graham Tookey	No Data Target: 98.00		0.00% Target: 98.00	↑	100.00% Target: 98.00	✓	Updater Osborne hand over all planned works for DBC inspection and results show 100% for June with no handovers being passed back from DBC.	

Monitoring Information

Measure	Owner & Updater	Jun 2014 Result	Trend	Mar 2015 Result	Trend	Jun 2015 Result	Sign Off	Comments	Flag
PP10 - Percentage of emergency repairs completed within 4 hours	Fiona Williamson Graham Tookey	98.02% Target: 98.00	↗	99.00% Target: 99.00	↗	100.00% Target: 99.00	✓	Updater Emergency and OOH jobs all completed within 4 hours. This is based on attendance and completion of the emergency part of the repair within that time frame. The definition of this KPI has been developed by both DBC and Osborne and as such truly reflects the service provided to our tenants.	
PP12 - Percentage of non-urgent repairs completed within target	Fiona Williamson Graham Tookey	96.99% Target: 97.00	↘	96.00% Target: 98.00	↘	95.00% Target: 98.00	✓	Updater Osborne have now achieved target for completing Routine Repairs within 20 days. This is attributed in part to the demarcation between repairs and small works, which have been taken out of the results and managed by a specific team. Further, the planning team have been focussing on jeopardy planning to ensure they are on top of repairs going out of target. Owner The performance over the quarter has improved, but the below target score is due to the amalgamation of the three months within the quarter.	

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PP13a - Percentage of responsive repairs completed within target	Fiona Williamson Graham Tookey	97.36% (6315/6486) Target: 97.00		96.38% (6651/6901) Target: 97.00		94.94% (5384/5671) Target: 97.00		Owner The performance over the quarter has improved, but the below target score is due to the amalgamation of the three months within the quarter.	
PP15 - Percentage of tenants satisfied with the service planned and responsive works	Fiona Williamson Graham Tookey	96.57% Target: 97.00		95.00% Target: 90.00		96.00% Target: 90.00		Updater Customer satisfaction remains high but a place where Osborne constantly strive for improvement. Whilst operationally improving we find the results here match this. Planned Works are averaging 97% whilst Repairs are at 96% in June.	
SH01 - Number of current Deposit Rent Guarantees	Julia Hedger Natasha Brathwaite	166 Dwellings Target: 170		158 Dwellings Target: 170		156 Dwellings Target: 155		Updater Owner	
SH03a - Average Time (calendar days) to re-let all properties	Julia Hedger Natasha Brathwaite	39.1 Days (5234/134) Target: 35.0		34.2 Days (5504/161) Target: 35.0		27.2 Days (3647/134) Target: 35.0		Updater Owner very positive result for this quarter	
SH05 - Number of new Affordable Homes completed	Julia Hedger Sarah Pickering	24 Dwellings Info Only		42 Dwellings Info Only		88 Dwellings Info Only		Updater Owner	
TL02 - Rent collected as a percentage of rent owed (excluding current arrears brought forward)	Andy Vincent Katie Kiely	97.31% Target: 99.50		99.23% Target: 99.50		99.01% Target: 95.00		Updater This is an improvement on the figure at the same time last year and we are in line to meet the target.	
TL04 - Voids loss as a percentage of the rent roll	Andy Vincent Katie Kiely	0.74% Target: 0.80		0.98% Target: 0.80		0.46% Target: 0.80		Updater A good result and an improvement over the quarter	
TL13a - Percentage of Community Alarm calls answered within 1 min	Andy Vincent Sandra Mogan	97.56% Target: 97.50		97.59% Target: 97.50		97.81% Target: 97.50		Updater Performance exceeded target	

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TL15 - Satisfaction with the outcome of medium level ASB cases	Andy Vincent Dharini Chandarana	No Data Target: 50		No Data Target: 65		60% (12/20) Target: 50	✓	Updater	
TL16 - Acknowledgement of a report of ASB within 24 hours	Andy Vincent Dharini Chandarana	No Data Target: 95		No Data Target: 95		97% (97/100) Target: 95	✓	Updater	