

H&C OSC QUARTERLY PERFORMANCE REPORT

Housing Landlord

September 2015



Measure	Owner & Updater	Sep 2014 Result	Trend	Jun 2015 Result	Trend	Sep 2015 Result	Sign Off	Comments	Flag
HL05a - Stage 1 Complaints responded to within target for Housing	Elliott Brooks Corvu Admin	84.48% (49/58) No Target		87.65% (71/81) Target: 85.00		98.25% (56/57) Target: 85.00		Updater	
PP01 - Percentage of dwellings with a valid Gas Safety Certificate	Fiona Williamson Fiona Kimberley	99.99% Target: 100.00		100.00% Target: 100.00		99.99% Target: 100.00		Owner The gas compliance figure has been consistently high throughout the quarter with a maximum of 4 properties being overdue at any one stage in the period.	
PP04 - Percentage of properties passing QA checks Repairs and voids	Fiona Williamson Graham Tookey	93.00% Target: 98.00		99.00% Target: 98.00		97.00% Target: 98.00		Owner The performance in the quarter has been improving and the monitoring of quality has identified a few empty homes with snagging items not completed at handover. An external audit of the monitoring and management has been undertaken and the report awaited.	
PP05 - Percentage of properties passing QA checks Planned works	Fiona Williamson Graham Tookey	97.00% Target: 98.00		100.00% Target: 98.00		100.00% Target: 98.00		Owner The planned works are subject to customer satisfaction surveys and post snagging inspections which have reinforced the quality that is required and resulted in excellent performance on the planned works.	

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PP10 - Percentage of emergency repairs completed within 4 hours	Fiona Williamson Graham Tookey	85.00% Target: 99.00	↗	100.00% Target: 99.00	↘	99.00% Target: 99.00	✓	Updater YTD position still hitting target. Due to small volumes coming through 1 or 2 missed by even a few minutes can result in a fail, significantly impacting the overall percentage. The OSB Planners are ensuring required gaps are built into DLO diaries to cover this category without taking away from the productivity of the team - utilising the TV screens for DLO whereabouts has also been successful.	
PP12 - Percentage of non-urgent repairs completed within target	Fiona Williamson Graham Tookey	95.65% Target: 98.00	↗	95.00% Target: 98.00	↗	97.00% Target: 98.00	✓	Owner Despite the average number of days to complete a non-urgent repair being well below target there have been two areas where the supply of materials, garage doors and single UPVC windows have resulted in some jobs going over target.	
PP13a - Percentage of responsive repairs completed within target	Fiona Williamson Graham Tookey	95.96% (5921/6170) Target: 97.00	↗	94.94% (5384/5671) Target: 97.00	↗	96.98% (6142/6333) Target: 97.00	✓	Owner There are a large volume of repairs booked on a daily basis and there have been improvements in the planning and allocation of work.	

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PP15 - Percentage of tenants satisfied with the service planned and responsive works	Fiona Williamson Graham Tookey	92.50% Target: 90.00	↗	96.00% Target: 90.00	↗	97.00% Target: 90.00	✓	<p>Updater The TAM Partnership has placed a significant amount of effort towards achieving strong performance in this field. The scores demonstrate the successes of this approach - the other indicators around this field are also taken into account such as extremely low complaint volumes.</p> <p>Owner There is a good overall level of satisfaction with the service provided.</p>	
SH01 - Number of current Deposit Rent Guarantees	Julia Hedger Natasha Brathwaite	161 Dwellings Target: 170	↘	156 Dwellings Target: 155	↘	146 Dwellings Target: 155	✓	<p>Updater Owner Cabinet report due in October to propose incentives to landlords to help keep them within the scheme. Landlords can receive higher income from the open market outside LHA rate. Private market in Hemel is fierce with too few properties available currently for demand.</p>	
SH03a - Average Time (calendar days) to re-let all properties	Julia Hedger Natasha Brathwaite	37.5 Days (5772/154) Target: 35.0	↗	27.2 Days (3647/134) Target: 35.0	↘	27.4 Days (4677/171) Target: 35.0	✓	<p>Updater Owner very positive result this quarter due to a significant amount of work to focus on improvements in this area.</p>	
SH05 - Number of new Affordable Homes completed	Julia Hedger Sarah Pickering	95 Dwellings Info Only	↘	88 Dwellings Info Only	↘	34 Dwellings Info Only	✓	<p>Updater Owner on target to achieve corporate target of 150 new affordable homes for the year</p>	

 Monitoring  Information

Measure	Owner & Updater	Sep 2014 Result	Trend	Jun 2015 Result	Trend	Sep 2015 Result	Sign Off	Comments	Flag
TL02 - Rent collected as a percentage of rent owed (excluding current arrears brought forward)	Andy Vincent Katie Kiely	97.67% Target: 99.50	↗	99.01% Target: 95.00	↗	99.36% Target: 95.00	✓	Updater This is a very good result and represents the hard work done by the Income Team	
TL04 - Voids loss as a percentage of the rent roll	Andy Vincent Katie Kiely	0.76% Target: 0.80	↗	0.46% Target: 0.80	↘	0.57% Target: 0.80	✓	Updater This is a very good result and is within target	
TL13a - Percentage of Community Alarm calls answered within 1 min	Andy Vincent Sandra Mogan	97.61% Target: 97.50	↗	97.81% Target: 97.50	↘	97.70% Target: 97.50	✓	Owner Performance remains above target	
TL15 - Satisfaction with the outcome of medium level ASB cases	Andy Vincent Dharini Chandarana	96% (25/26) Target: 50	↘	60% (12/20) Target: 50	↘	74% (20/27) Target: 65	✓	Updater Satisfaction levels have improved and staying steady	
TL16 - Acknowledgement of a report of ASB within 24 hours	Andy Vincent Dharini Chandarana	No Data Target: 95		97% (97/100) Target: 95	↗	98% (225/230) Target: 95	✓	Updater Staff providing an excellent level of service	