

H&C OSC QUARTERLY PERFORMANCE REPORT

Housing Landlord

December 2015



Measure	Owner & Updater	Dec 2014 Result	Trend	Sep 2015 Result	Trend	Dec 2015 Result	Sign Off	Comments	Flag
HL05a - Stage 1 Complaints responded to within target for Housing	Elliott Brooks Corvu Admin	98.94% (93/94) No Target		98.25% (56/57) Target: 85.00		93.59% (73/78) Target: 85.00		Updater	
PP01 - Percentage of dwellings with a valid Gas Safety Certificate	Fiona Williamson Fiona Kimberley	99.99% Target: 100.00		99.99% Target: 100.00		100.00% Target: 100.00		Updater Very good consistently high figures, DBC do not exclude any properties we include tenants in care, prison, hospital etc this in not the case with all local authorities who exclude some hard to reach type tenants from their compliance figures. Owner Excellent compliance figures as a result of proactive management and interventions.	
PP04 - Percentage of properties passing QA checks Repairs and voids	Fiona Williamson Ricky Lang	98.00% Target: 98.00		97.00% Target: 98.00		100.00% Target: 98.00		Owner Excellent result for the quarter.	
PP05 - Percentage of properties passing QA checks Planned works	Fiona Williamson Ricky Lang	93.00% Target: 98.00		100.00% Target: 98.00		99.00% Target: 98.00		Owner The performance has been very good with only a small number of properties not passing the QA checks.	
PP10 - Percentage of emergency repairs completed within 4 hours	Fiona Williamson Ricky Lang	93.00% Target: 99.00		99.00% Target: 99.00		99.00% Target: 99.00		Owner Excellent performance and the responsive repairs team liaise with the planners and call centre to keep these within 4 hour attendance to make safe.	

Monitoring Information

Measure	Owner & Updater	Dec 2014 Result	Trend	Sep 2015 Result	Trend	Dec 2015 Result	Sign Off	Comments	Flag
PP12 - Percentage of non-urgent repairs completed within target	Fiona Williamson Ricky Lang	91.00% Target: 98.00	↗	97.00% Target: 98.00	↗	98.00% Target: 98.00	✓	Owner The vast majority of non urgent repairs are completed within target.	
PP13a - Percentage of responsive repairs completed within target	Fiona Williamson Ricky Lang	94.02% (14565/15492) Target: 97.00	↗	96.98% (6142/6333) Target: 97.00	↗	98.11% (5240/5341) Target: 97.00	✓	Owner The majority of repairs are completed within target and those that are not are investigated to determine the reasons for delays	
PP15 - Percentage of tenants satisfied with the service planned and responsive works	Fiona Williamson Ricky Lang	94.00% Target: 90.00	↗	97.00% Target: 90.00	↗	98.00% Target: 90.00	✓	Owner Tenant satisfaction with the service remains very high overall.	
SH01 - Number of current Deposit Rent Guarantees	Natasha Brathwaite Tracy Vause	158 Dwellings Target: 170	↗	146 Dwellings Target: 155	↘	145 Dwellings Target: 155	✓	Updater target has not been met as a number of landlords have left the scheme due to the rental charge that they can achieve elsewhere and there growing concerns over the impact of Universal Credits. Work is ongoing to promote the scheme to entice new landlords. Owner New Lead Officer starts employment on 11 January will work closely with the team to research new opportunities to increase guarantees in the scheme.	
SH03a - Average Time (calendar days) to re-let all properties	Natasha Brathwaite Tracy Vause	34.6 Days (4880/141) Target: 35.0	↗	27.4 Days (4677/171) Target: 35.0	↘	32.2 Days (3700/115) Target: 35.0	✓	Updater Although there is a downward trend compared to the last quarter the target has still been met , the figures demonstrate an improvement on the same quarter of last year. Work is ongoing to develop more streamlined processes within the empty homes team to further reduce relet times	

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SH05 - Number of new Affordable Homes completed	Julia Hedger Sam Bramley	87 Dwellings Info Only		34 Dwellings Info Only		8 Dwellings Info Only		Owner Still on track to achieve the corporate target of 150 affordable new homes	
TL02 - Rent collected as a percentage of rent owed (excluding current arrears brought forward)	Andy Vincent Katie Kiely	98.73% Target: 99.50		99.36% Target: 95.00		99.92% Target: 95.00		Owner Good collection performance which should impact on arrears levels by year end	
TL04 - Voids loss as a percentage of the rent roll	Andy Vincent Katie Kiely	0.53% Target: 0.80		0.57% Target: 0.80		0.42% Target: 0.70		Owner The number of voids has been at historically low levels impacting on the ability of the service to let more homes and collect more income	
TL13a - Percentage of Community Alarm calls answered within 1 min	Andy Vincent Dharini Chandarana	96.97% Target: 97.50		97.70% Target: 97.50		97.62% Target: 97.50		Owner Performance throughout the quarter has been consistently above target	
TL15 - Satisfaction with the outcome of medium level ASB cases	Andy Vincent Lindsey Walsh	91% (20/22) Target: 50		74% (20/27) Target: 65		77% (17/22) Target: 65		Updater although satisfaction remains high, poor return of survey forms is a concern. Staff currently reviewing this process to increase responses.	
TL16 - Acknowledgement of a report of ASB within 24 hours	Andy Vincent Lindsey Walsh	No Data Target: 95		98% (225/230) Target: 95		99% (83/84) Target: 95		Updater Reponses to ASB cases have remained consistent	