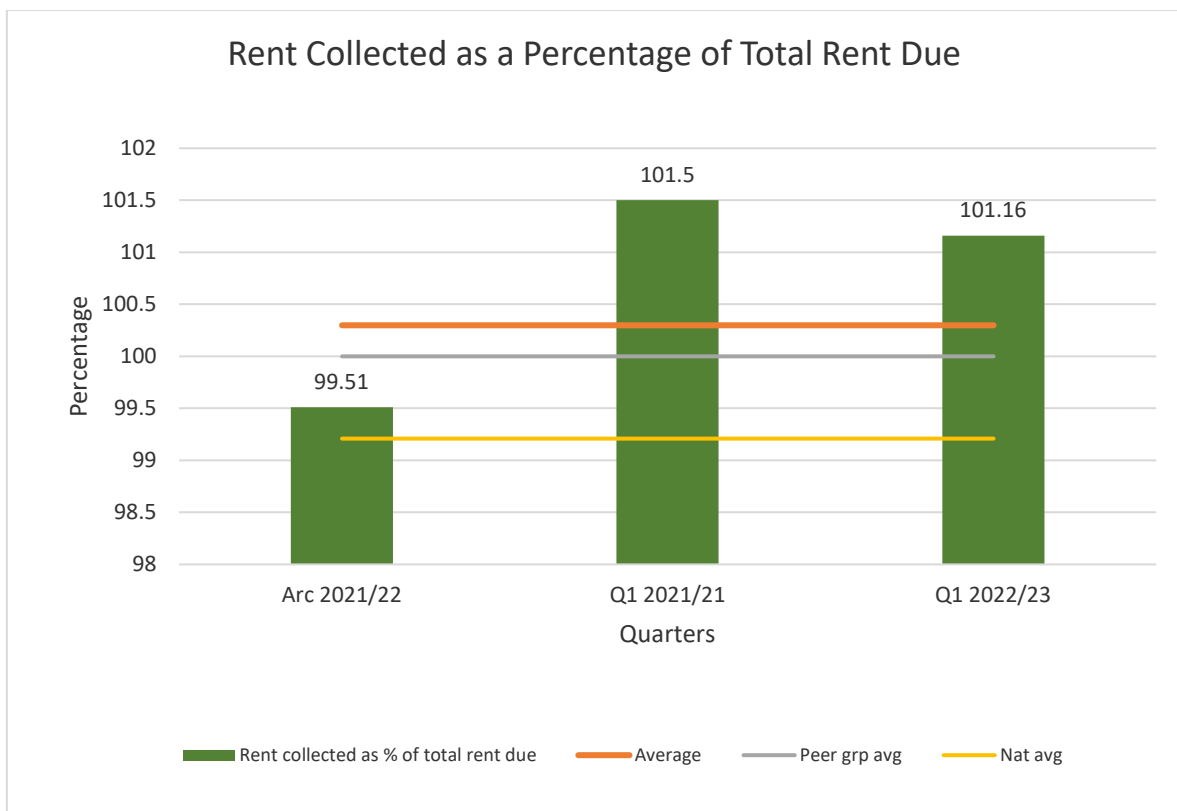


**Appendix 1 HOUSING MANAGEMENT KPI'S QUARTER 1 2022/23**

**Rent Collected as a % of rent due**

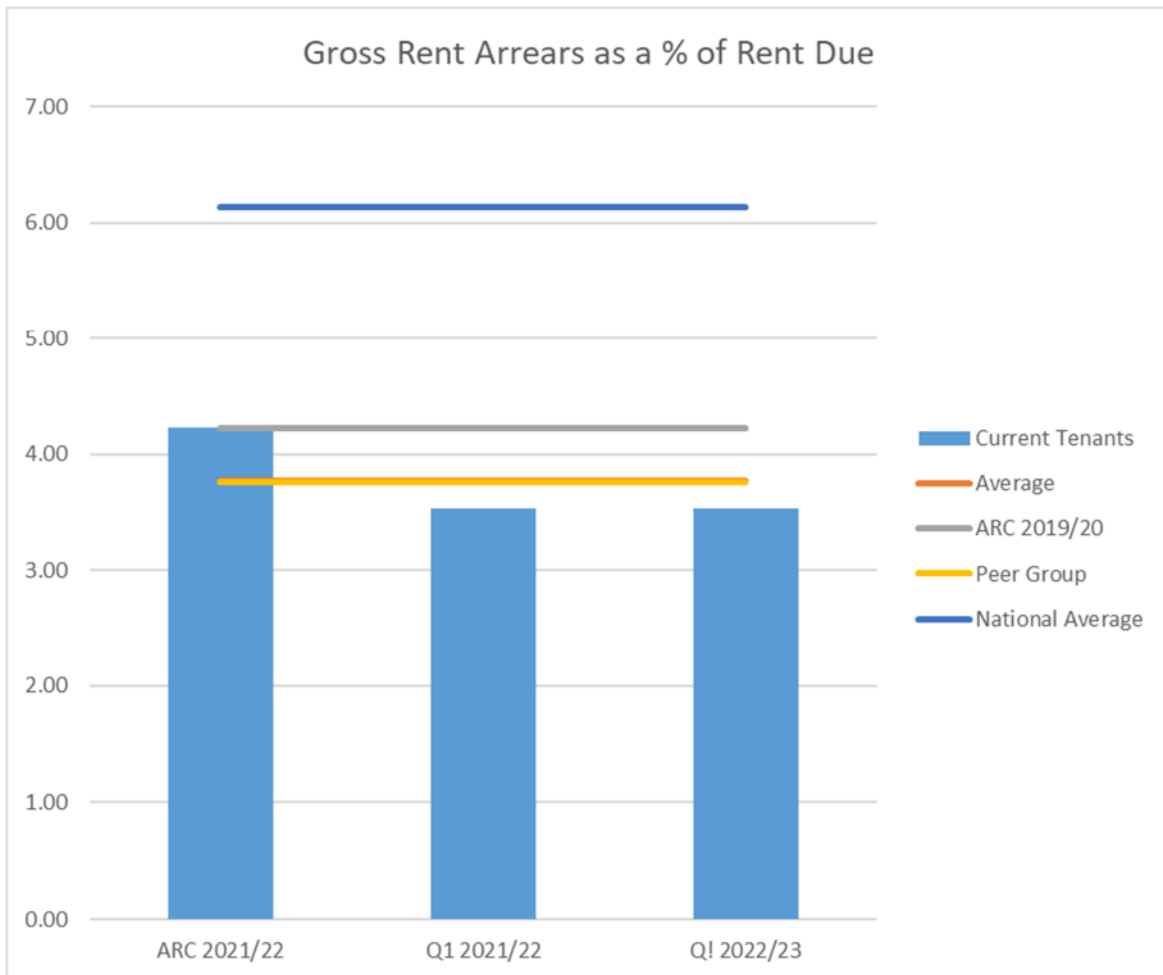
KPI	Target	ARC 2021/22	Q1 2021/22	Q1 2022/23
Rent Collected as % of Rent Due	100%	99.51%	101.50 %	101.16 %

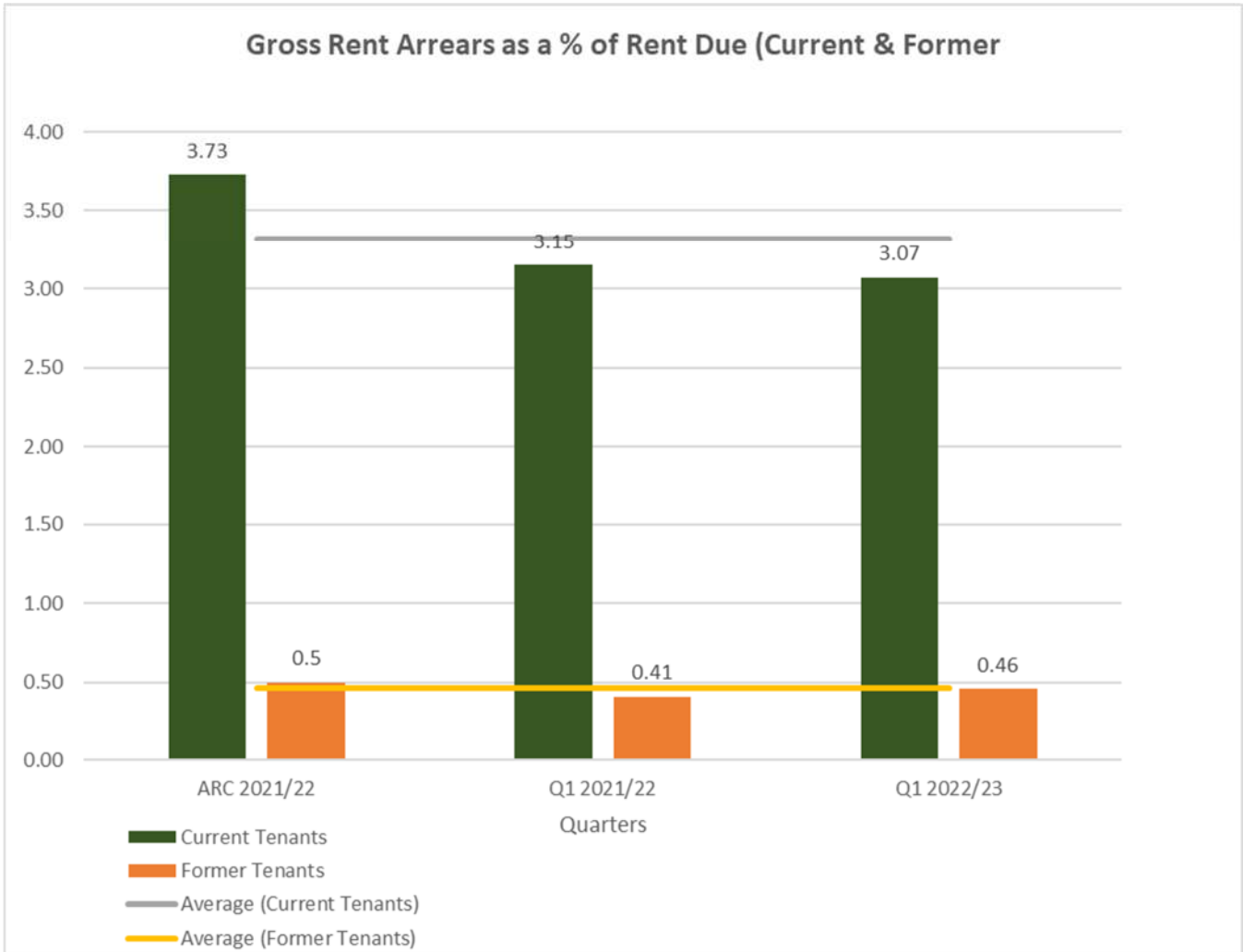


**Narrative:-** On Target –Similar to previous Q1, the figure is inflated as we receive a double payment of HB and UC housing costs. In terms of performance against peers, using SHN figures peer average is 100.3 compared to our ARC figure of 99.51, however performance fairs well against the national figure of 99.21

**Rent Arrears as a % of rent due**

KPI	ARC 2021/22	Q1 2021/22	Q1 2022/23
Rent Arrears as % of Rent Due	4.23%	3.54%	3.53%



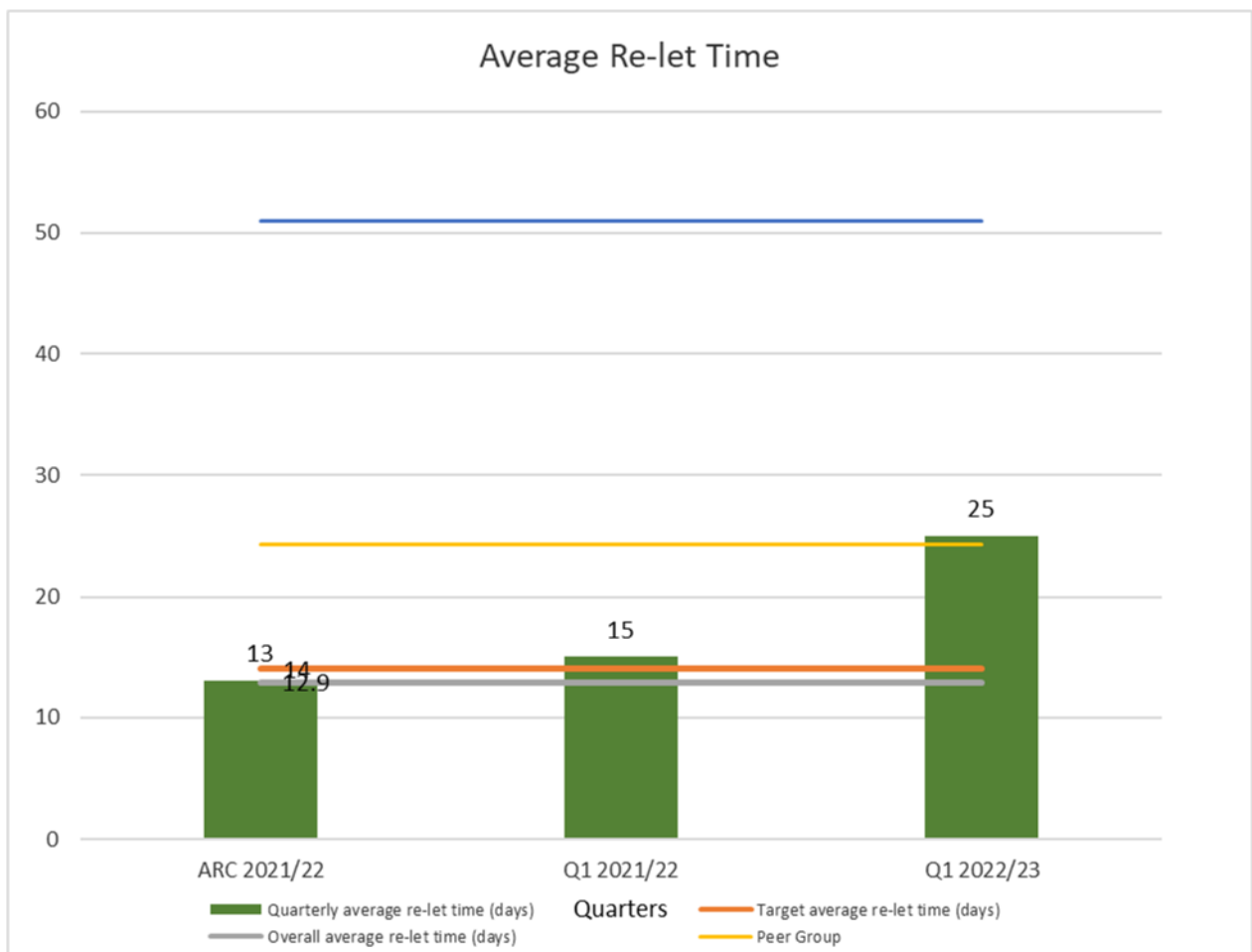


**Narrative:** - Arrears lower than Q4 & ARC 2021/22 by 0.07%, whilst the team continues to prioritise reducing arrears based on the ARC figure, we will be actively discussing with our better performing peers on how arrears were kept low in 2021/22. As highlighted last quarter, the trend over the year will see an increase due to the technical arrears, with the 13-month payment of HB and UC managed payments, we will therefore target and review those non benefit cases, or where UC housing costs are paid direct to the tenant to ensure we minimise non-payment.

Whilst our arrears performance is not poor, we seek to continuously improve our performance to our peers, whilst taking into account organisational differences such as dedicated arrears & welfare officers in some Associations.

Average length of time to re-let properties

KPI	Target	ARC 2021/22	Q1 2021/22	Q1 2022/23
Avg Relet Time	14 Days	13 Days	15 Days	25 Days



**Narrative: Off target** – Average void relet figures have increased in Q1

The Asset Manager and Housing Services Co-Ordinator have put in place regular void meetings along with the LHAPS manager to review the trends in the void performance and identify the causes for any delays.

We will also review and engage with tenants during Aug/Sep 22 on how we can reduce void times to improve performance.

Performance for Q1 is skewed by two properties which were hard to let and had one off scenarios such as held for decant then no longer required , tenant fleeing property leaving excessive belongings

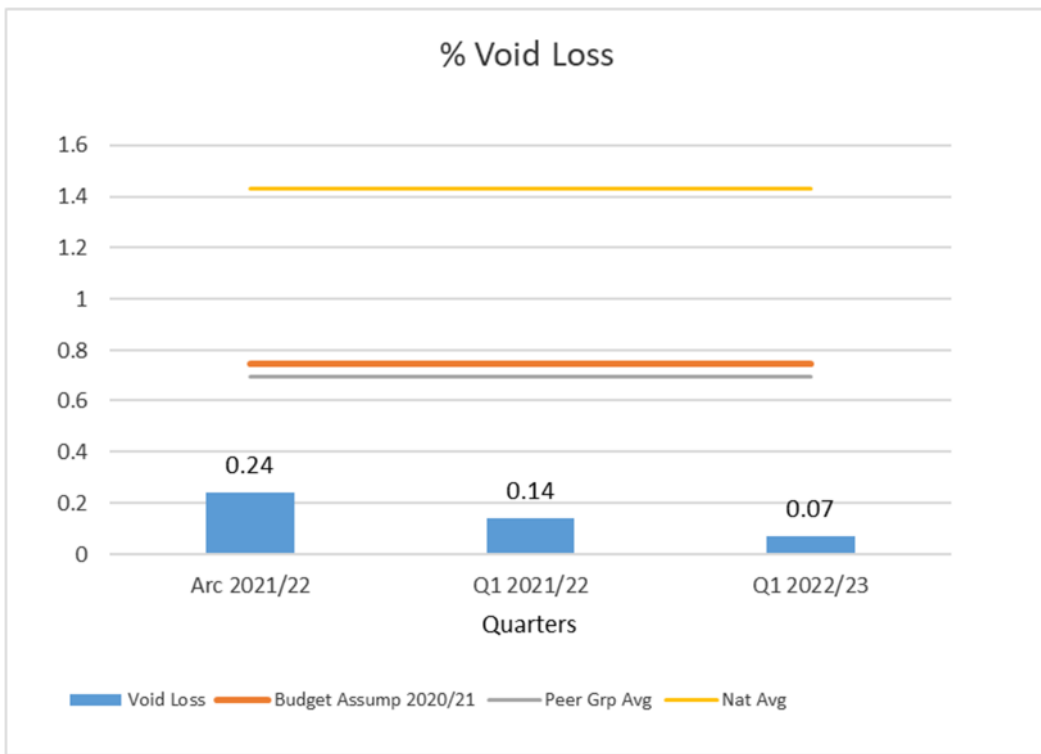
requiring skips and time taken by applicants to accept and sign up. This is not the norm and can be compared to current performance in Q2 of 7.5 days at present.

**TABLE 1** overleaf shows the properties that were over the 14 days\* in Q1 (days are calculated in the quarter when the property is relet).

PROP_CODE	VOID_START_SQL	LET_DATE_SQL	DAYS_VOID	Reasons for delay – LHAPS
CC002	2022-04-06	2022-04-20	13	[REDACTED]
HR013	2022-05-03	2022-06-22	49	Major works 43 days, major redecoration required also. [REDACTED]
MORRP018	2022-01-06	2022-04-19	102	[REDACTED]
NC021	2022-05-07	2022-06-24	47	[REDACTED]
TAE001	2022-03-15	2022-04-07	22	[REDACTED]

**Percentage of rent due lost through properties being empty**

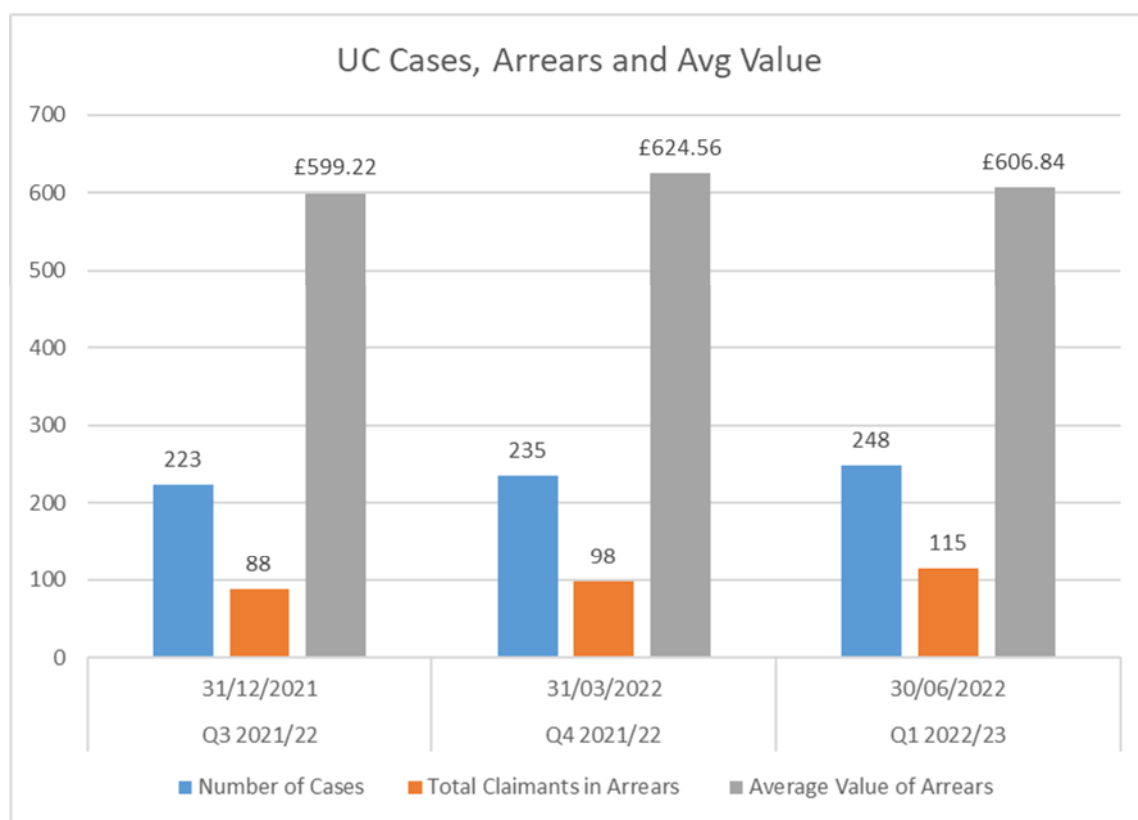
KPI	Target	ARC 2021/22	Q1 2021/22	Q1 2022/23
<b>Void Loss</b>	<b>0.75%</b>	<b>0.24%</b>	<b>0.15%</b>	<b>0.07%</b>



**Narrative:** Performance is within the budgetary target void loss is lower despite the increase in void times, as some of the void loss was reported in Q4 2021/22.

## Report on the impact of Universal Credit on income and arrears Q4 2021/22

The following is an analysis of our Universal Credit cases based on the 248 LHA tenants we have on UC (up 13 on the last quarter).



	<b>Managed Payments</b>	<b>No Managed Payment</b>	<b>Total</b>
No of Tenants UC	115	133	248
No. in Arrears	62	36	98
Arrears @ 31/12/21	£30,894.11	£14,522.14	£52,732.07
Arrears @ 31/03/22	£38,100.62	£23,105.82	£61,206.79
Arrears @ 30/06/22	£47,519.60	£26,269.94	£74,641.62

It is evident from Q4 2021/22 the number of arrears cases have gone up, with increases across both managed and non-managed payments, with a larger increase in managed payments.

Analysis of UC arrears shows that UC debt has increased by 9% to 60% of *current* tenant arrears in Q1 2022/23, with 19% of those UC arrears cases with balances over £1k responsible for 31% of the current arrears on 30<sup>th</sup> June 2022. The purpose of this, showing the overall impact of UC on current arrears and the increasing impact shown in Q1 2022/23, in response Housing Management Officers are reviewing and monitoring all their UC arrears cases,

ensuring tenants are paying where they have no managed payment(MP), if not, MP's will be applied for in all cases, with further consideration for arrears direct unless an agreement is in place and being maintained.

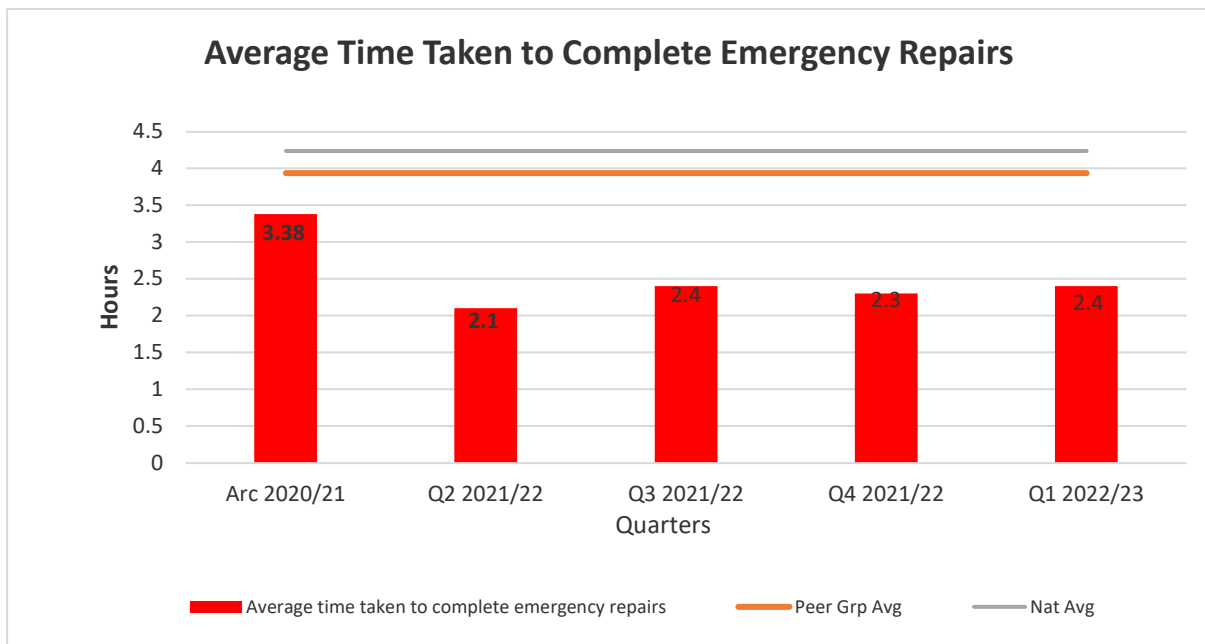
We are also running an audit to check the extended fields used to filter data for the UC analysis are up to date, the Board are reminded that this is a manual process which we audit from time to time.



**Appendix 2 HOUSING MAINTENANCE KPI'S QUARTER 1 2022/23**

**Average Time Taken to Complete Emergency Repairs**

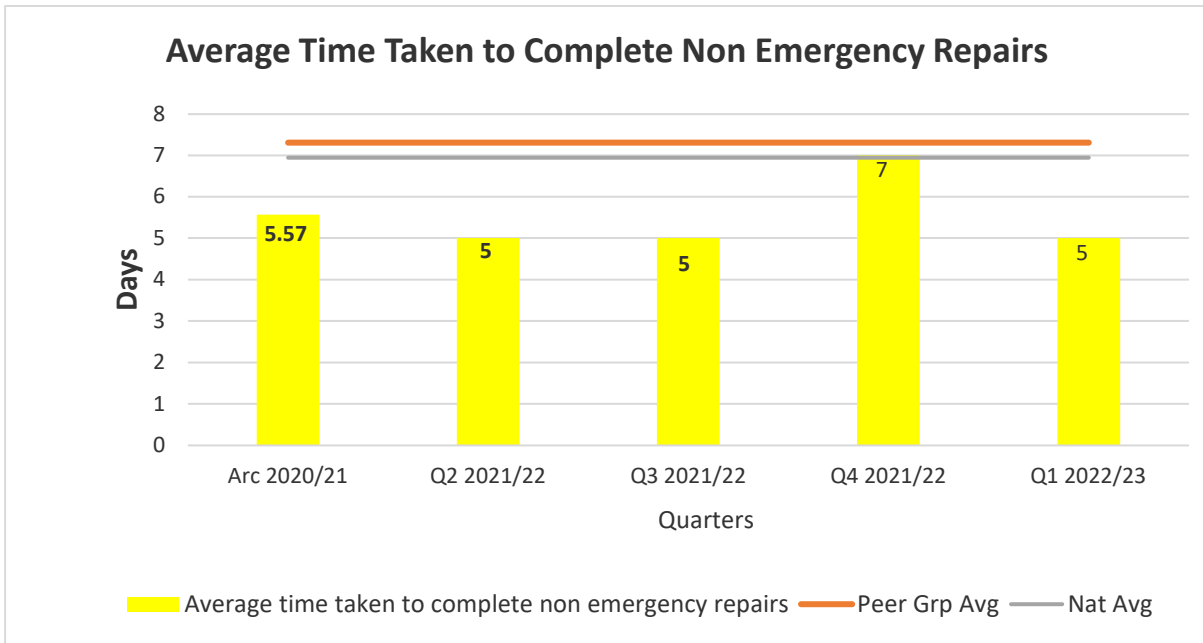
ARC 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23
2.66	2.1	2.4	2.3	2.4



**Narrative:-** On Target

**Average Time Taken to Complete Non-Emergency Repairs**

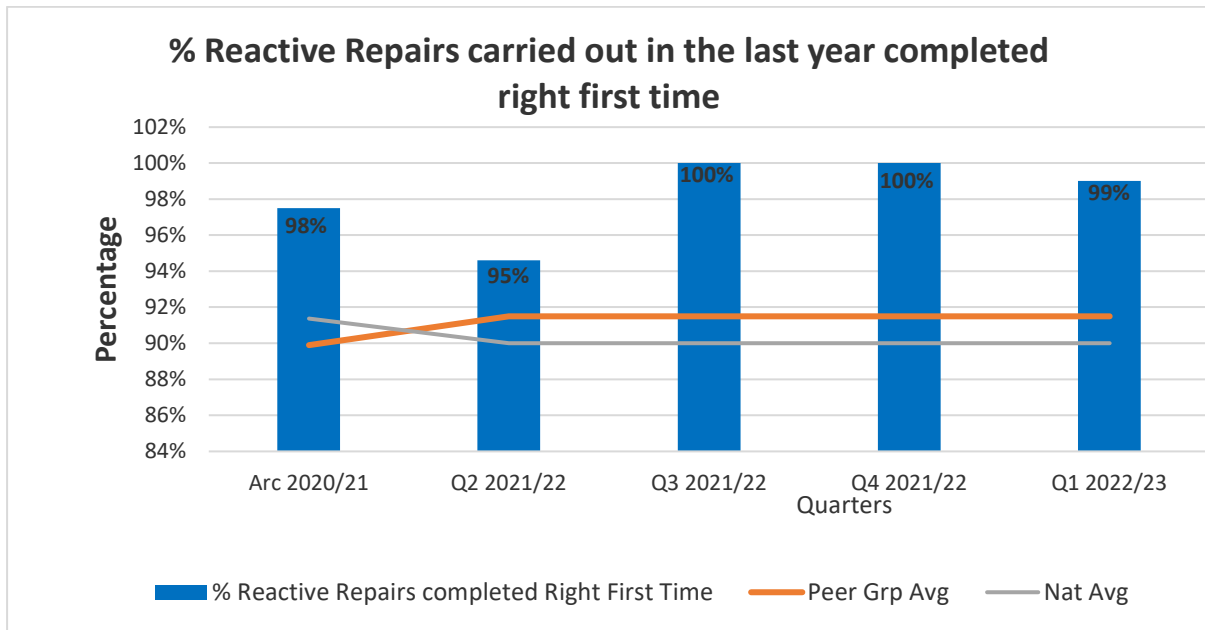
ARC 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23
6.6	5	5	7	5



**Narrative:-** On target

**Percentage of Reactive Repairs Carried out in the last year completed Right First Time**

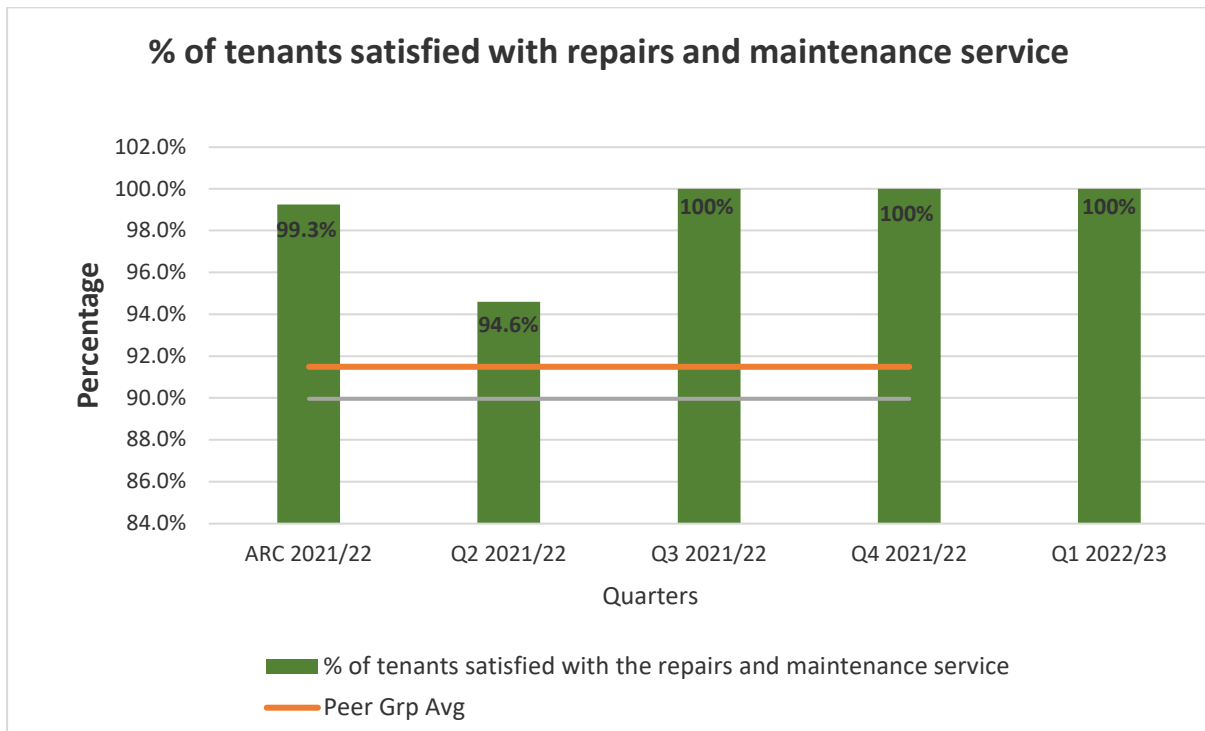
ARC 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23
99.16%	95%	100%	100%	99%



**Narrative:** On target

**Percentage of tenants who are satisfied with the repairs and maintenance service**

ARC 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23
99.26%	94.6%	100%	100%	99%

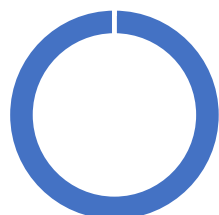


**Narrative:** A total of 219 tenants were called in quarter 1, 149 answering. 131 tenants were very satisfied and 18 were fairly satisfied.

# Complaints Report – Quarter 1 2022/23



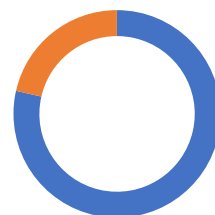
Total number of complaints received



■ 1st Qtr ■ 2nd Qtr ■ 3rd Qtr ■ 4th Qtr

Stage 1 Complaints Received 11  
Stage 2 Complaints Received 3

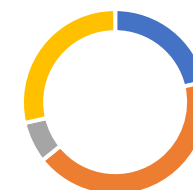
Total number of complaints responded to



■ Stage 1 ■ Stage 2

Stage 1 Complaints responded to 11  
Stage 2 Complaints responded to 3  
No equalities complaints were reported in Q1.

Total Number of complaints upheld



■ Upheld ■ Not Upheld  
■ Partially Upheld ■ Resolved

Upheld 21.42% (3 out of 14)  
Not Upheld 42.86% (6 out of 14)  
Partially Upheld 7.15% (1 out of 14)  
Resolved 28.57% (4 out of 14)

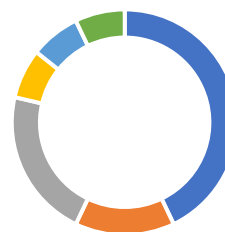
Department complaint is to



■ Customer Services ■ Estate Management  
■ Factoring ■ Housing Management  
■ Housing Maintenance ■ Multiple

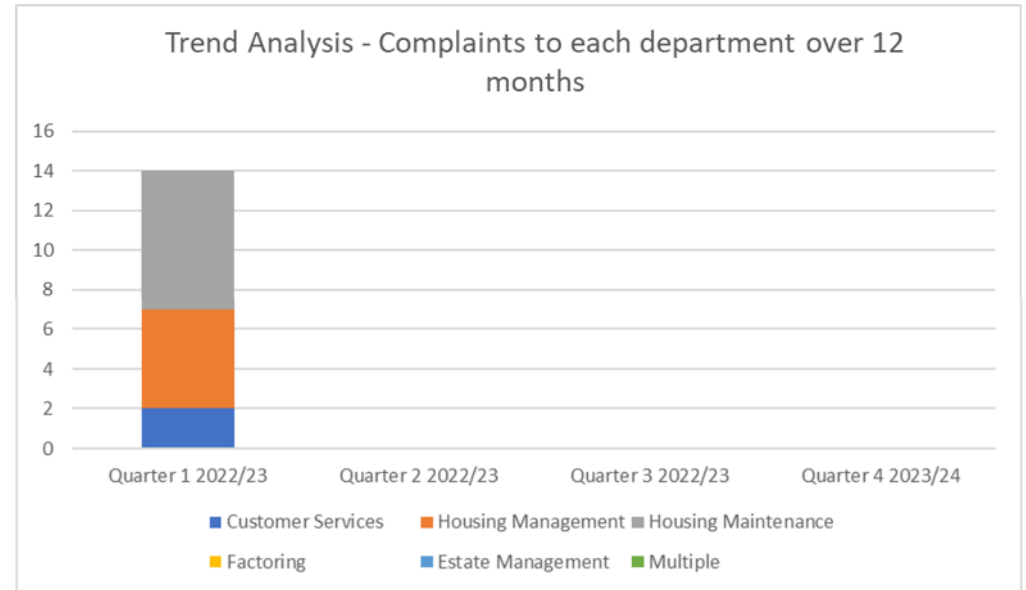
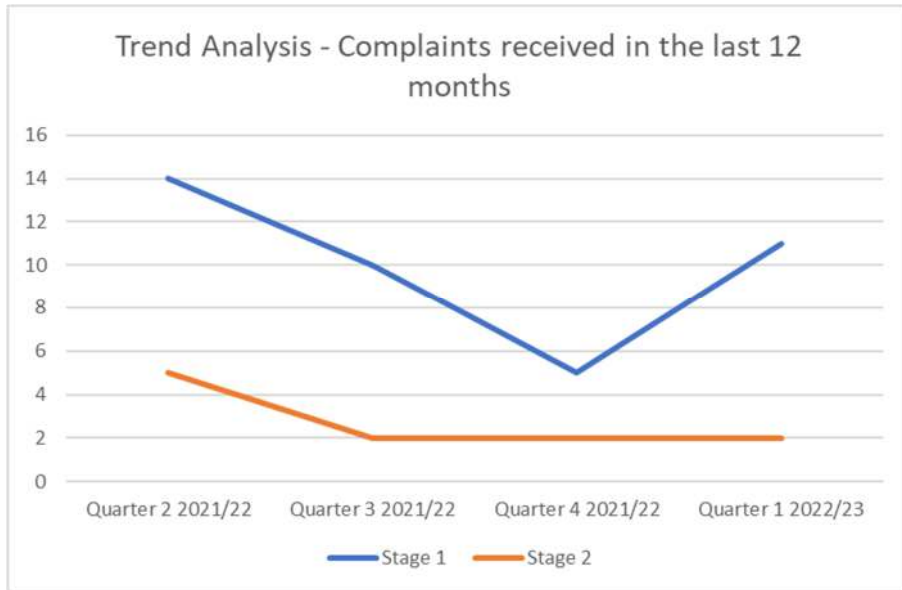
Customer Services – 14.86% (2 out of 14)  
Housing Management – 42.86 (5 out of 14)  
Housing Maintenance – 49.99 % (7 out of 14)

Subcategory of complaints dealt with in Q1



■ General  
■ Repairs - Standard of Service  
■ Repairs - Response Times  
■ Fly Tipping  
■ Level of Communications  
■ Development

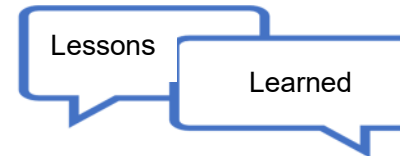
General – 42.86% (6 out of 14)  
Repairs Standard of Service – 14.28% ( 2 out of 14)  
Repairs Response Times – 21.42% (3 out of 14)  
Fly Tipping – 7.14% (1 out of 14)  
Level of Communications – 7.14% (1 out of 14)  
Development – 7.14% (1 out of 14)



The average number of days taken to resolve Stage 1 complaints was 3.09 days. One complaint was responded to out with SPSO timescales of 5 days due to the Housing officer waiting on more information from a tenant.



The average number of days taken to resolve Stage 2 complaints was 11.66 days. One complaint was granted a ten-day extension due to it being a complex issue this was approved by Senior Management.



One lesson learned was reported in Quarter 1 – Procedures were updated to ensure that a further check is carried out when exporting tenant information from SDM to confirm details are correct and up to date.

## APPENDIX 4 FOI and GDPR Requests for Quarter 1 2022/23

### FOI and GDPR Requests

Type	Number received	Outcome
Subject Access Requests	1	1 x Partially withheld
Freedom of Information Requests	3	1 x Disclosed in full 1 x Partially withheld 1 x Fully withheld – Section 38(1)(b) Third party personal information
Environmental Information Requests	1	1 x Disclosed in full
Data Breaches	0	0