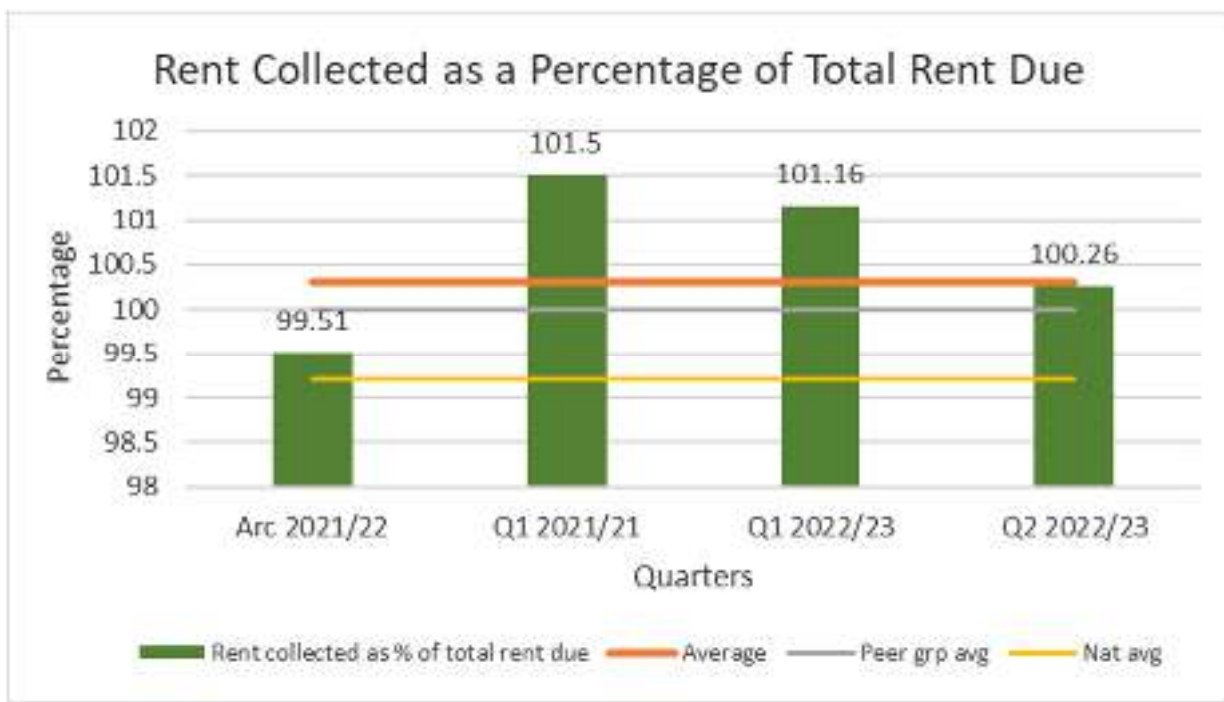


Appendix 1 HOUSING MANAGEMENT KPI'S QUARTER 2 2022/23

Rent Collected as a % of rent due

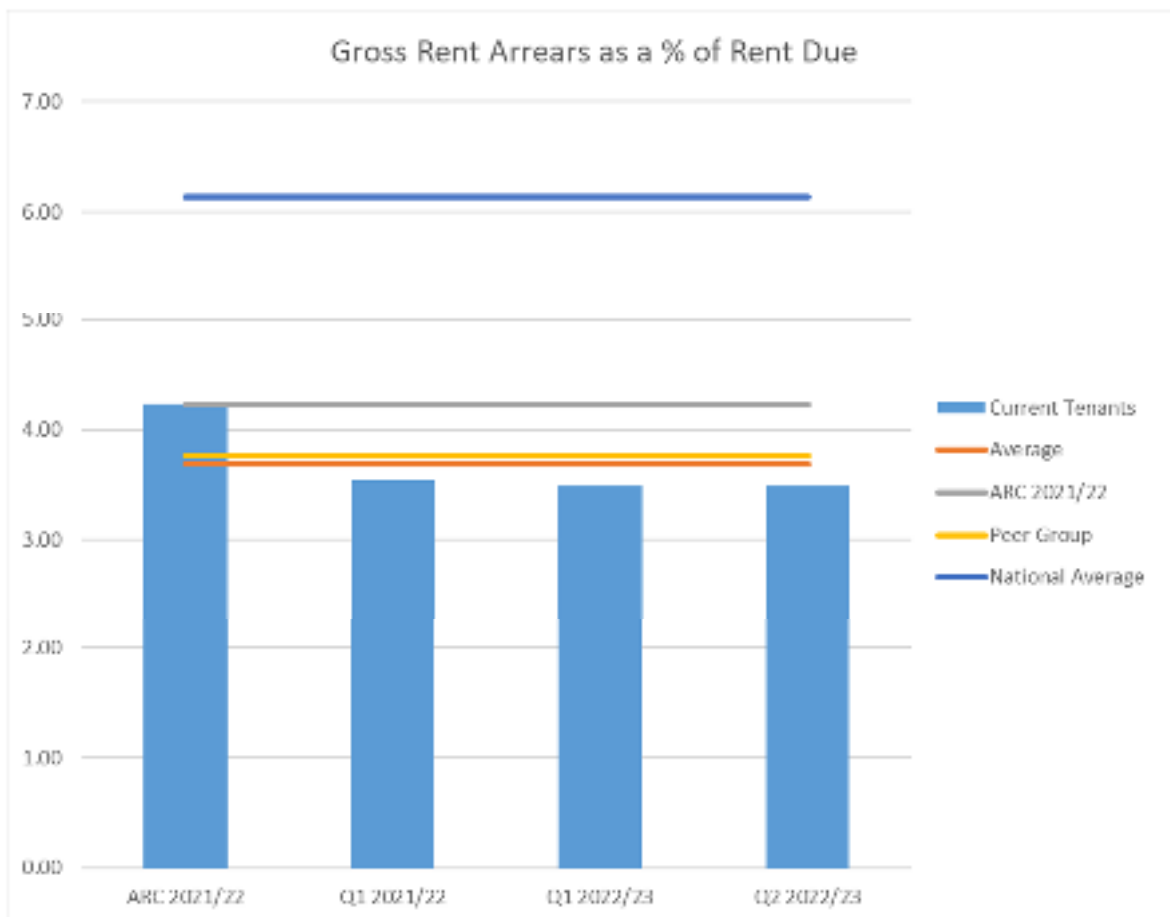
KPI	Target	ARC 2020/21	Q1 2021/22	Q1 2022/23	Q2 2022/23
Rent Collected as % of Rent Due	100%	99.51%	101.50 %	101.16 %	100.26 %

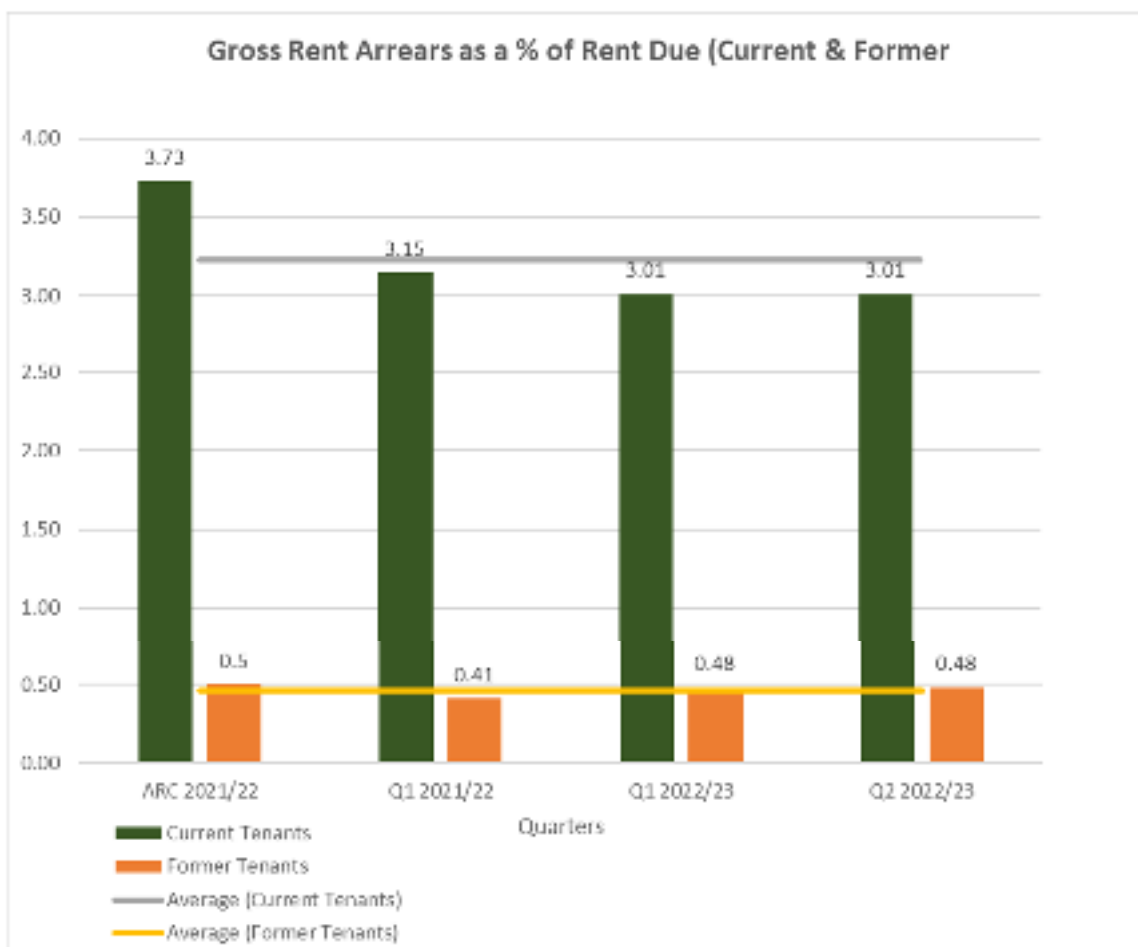


Narrative:- On Target

Rent Arrears as a % of rent due

KPI	ARC 2021/22	Q1 2021/22	Q1 2022/23	Q2 2022/23
Rent Arrears as % of Rent Due	4.23%	3.54%	*3.49%	3.49%





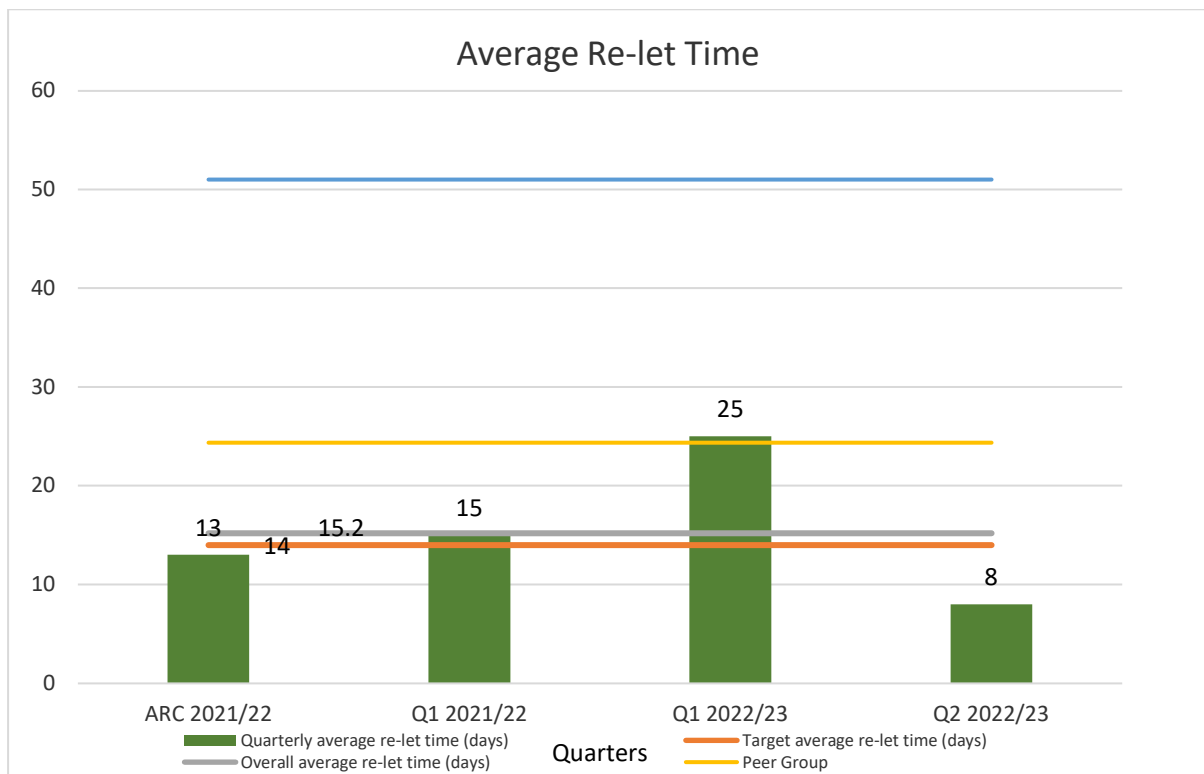
Narrative: -

*Arrears in Q1 2022/23 were reported as 3.53%, however, due to payment error with Allpay which is now rectified, the figure should have been the lower 3.49%.

Arrears continue to remain lower compared to the ARC figure of 4.23% for 2021/22. As highlighted last quarter, the trend over the year can result in an increase in Q3 & 4 due to the technical arrears with the 13-month payment of HB and UC managed payments, and we will therefore, target and review those non benefit cases, or where UC is paid direct to the tenant to ensure we minimise non-payment.

Average length of time to re-let properties

KPI	Target	ARC 2021/22	Q1 2021/22	Q1 2022/23	Q2 2022/23
Avg Relet Time	14 Days	13 Days	15 Days	25 Days	8 Days



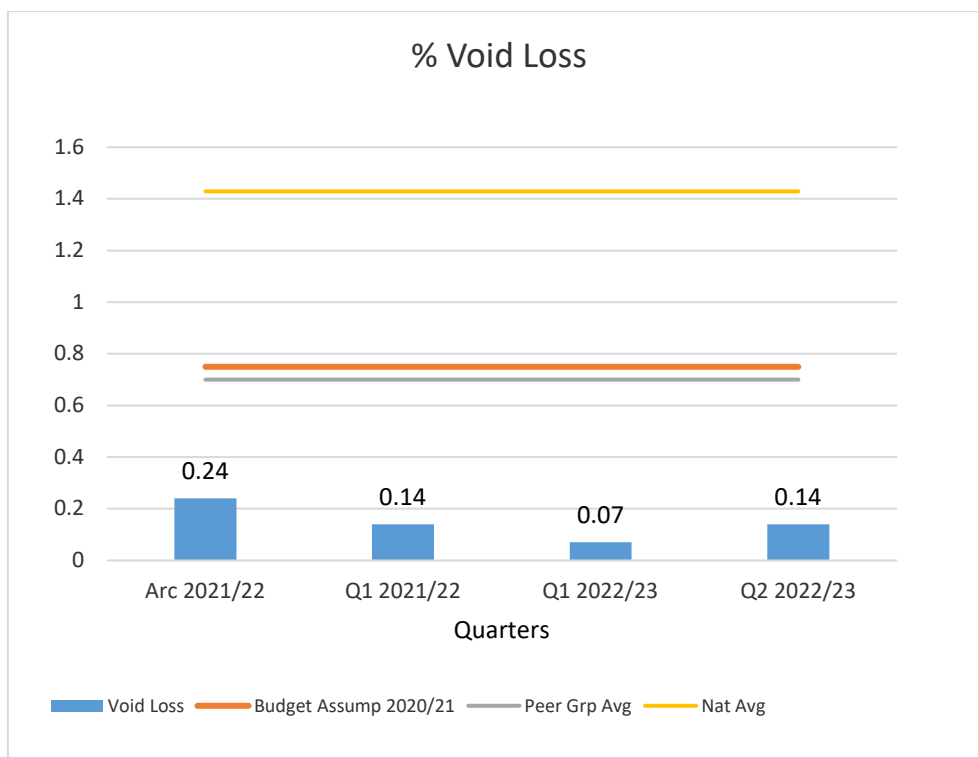
Narrative: On target – Average void relet figures have decreased since Q1

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 also reviewed and engaged with tenants during Sep 22 on how we can reduce void times to improve performance.

Percentage of rent due lost through properties being empty

KPI	Target	ARC 2021/22	Q1 2021/22	Q1 2022/23	Q2 2022/23
Void Loss	0.75%	0.24%	0.15%	0.07%	0.14%

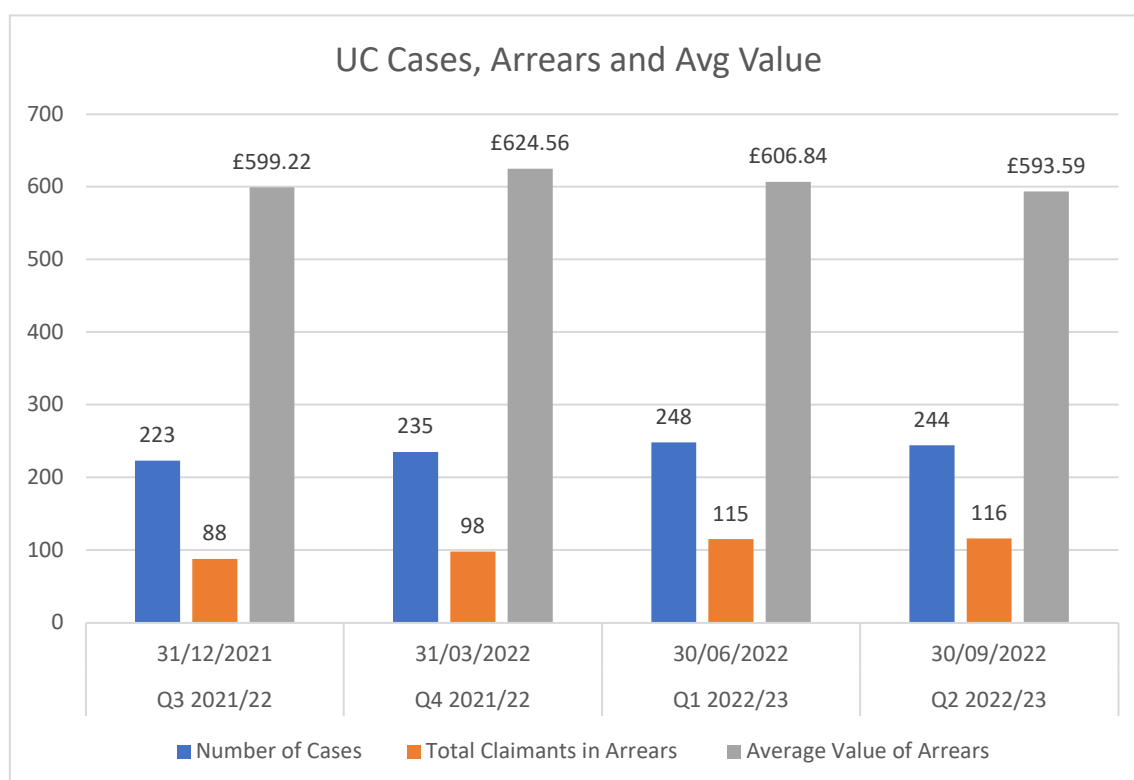


Narrative: Performance is within the budgetary target, void loss is higher despite the reduction in void times, as there was a higher amount of excludable amounts for credits due to deaths in tenancy and major works in Q1 which reduced the void loss figure.

Report on the impact of Universal Credit on income and arrears Q2 2022/23

The following is an analysis of our Universal Credit cases based on the 244 LHA tenants we have on UC.

	Managed Payments	No Managed Payment	Total
No of Tenants UC	118	126	244
No. in Arrears	71	45	116
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
Arrears @ 30/09/22	£45,199.20	£23,657.55	£68,856.75



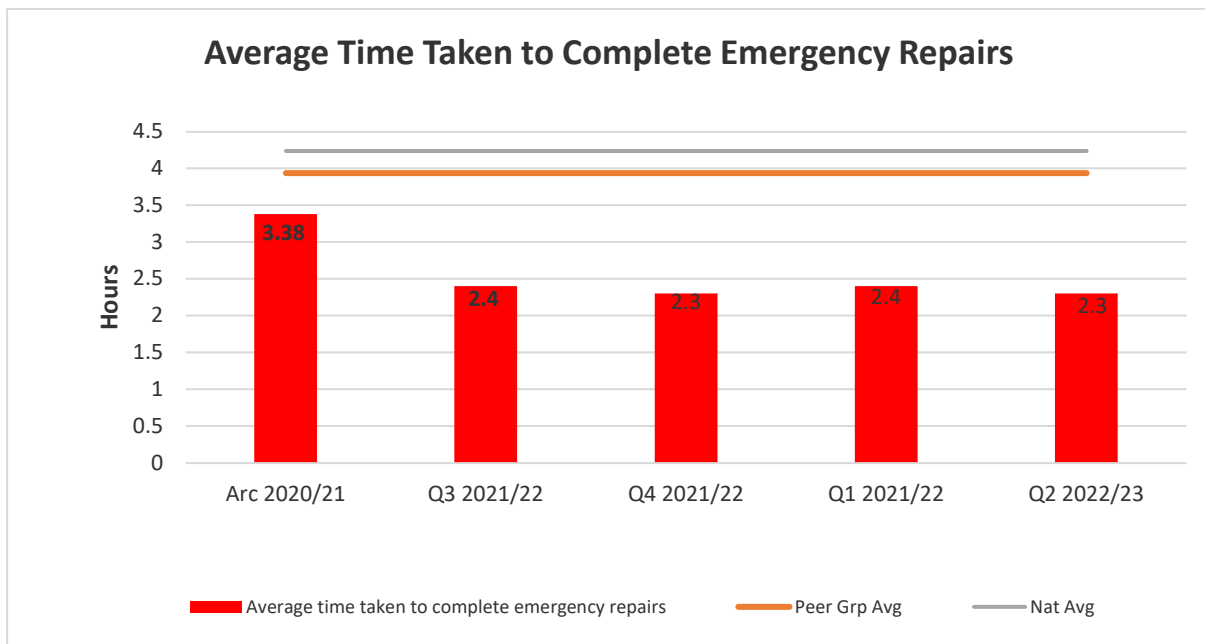
It is evident from Q4 2021/22 the number of arrears cases have gone up, with increases across both managed and non-managed payments. They reduced slightly on Q1 due to a high arrear case reported as UC was removed as no longer a claimant.

Analysis of UC arrears shows that UC debt attributes to 64% of **current** tenant arrears with UC arrears increasing by 23% since end of period 31/12/21,

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

Average Time Taken to Complete Emergency Repairs

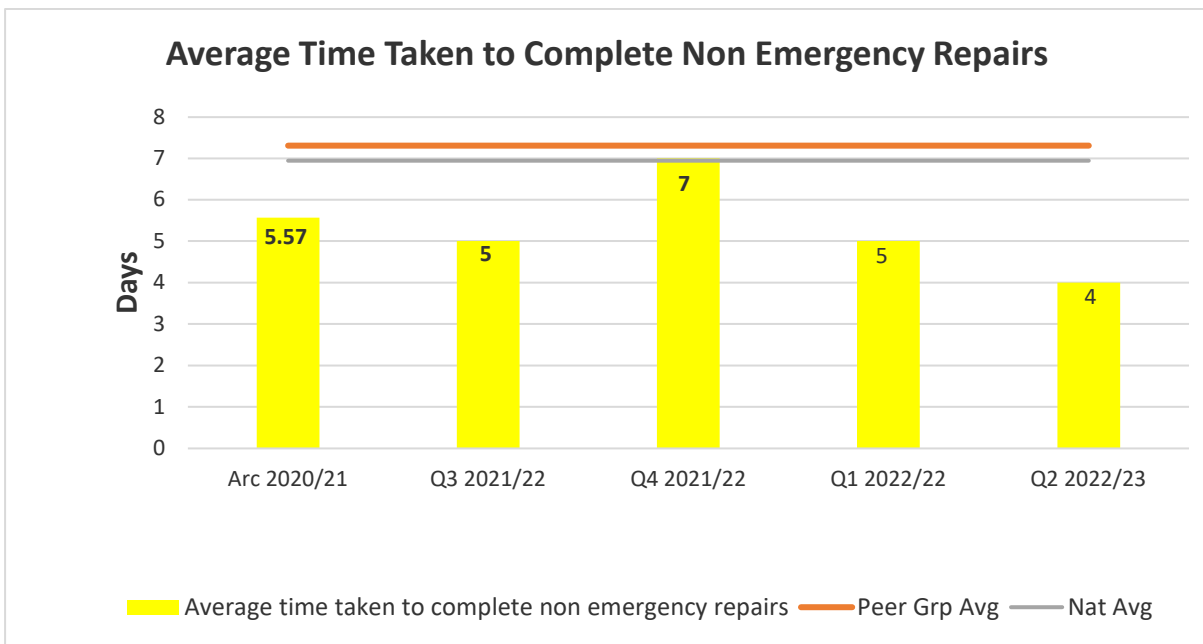
ARC 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23
2.66	2.4	2.3	2.4	2.3



Narrative:- On Target

Average Time Taken to Complete Non-Emergency Repairs

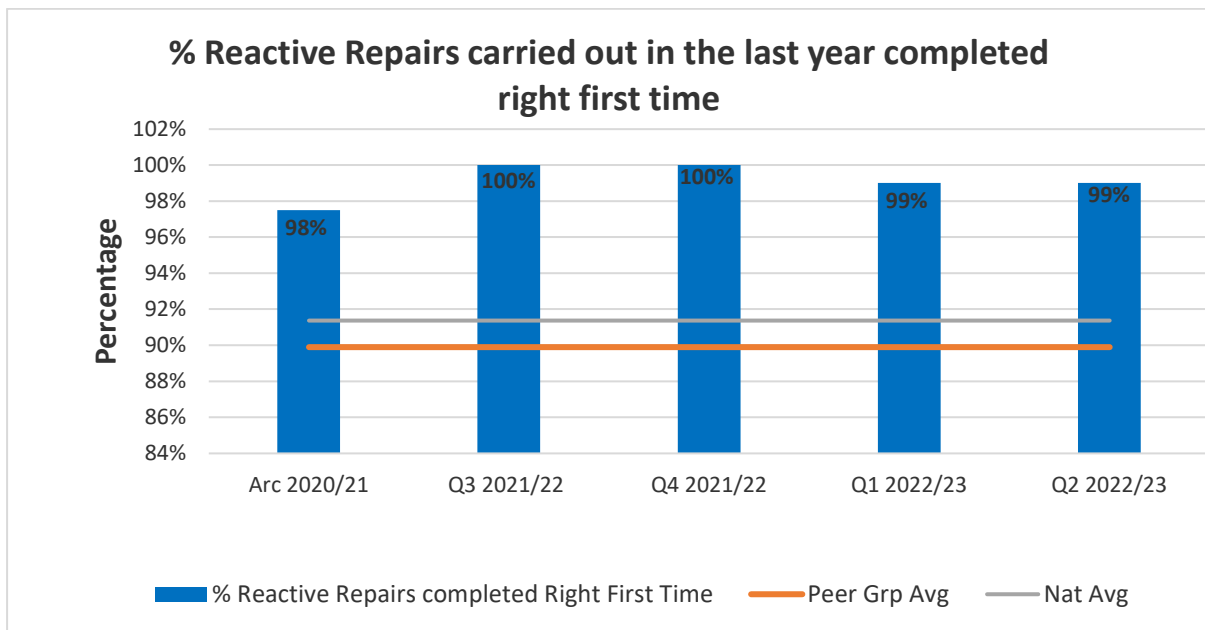
ARC 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23
6.6	5	7	5	4



Narrative:- On target

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

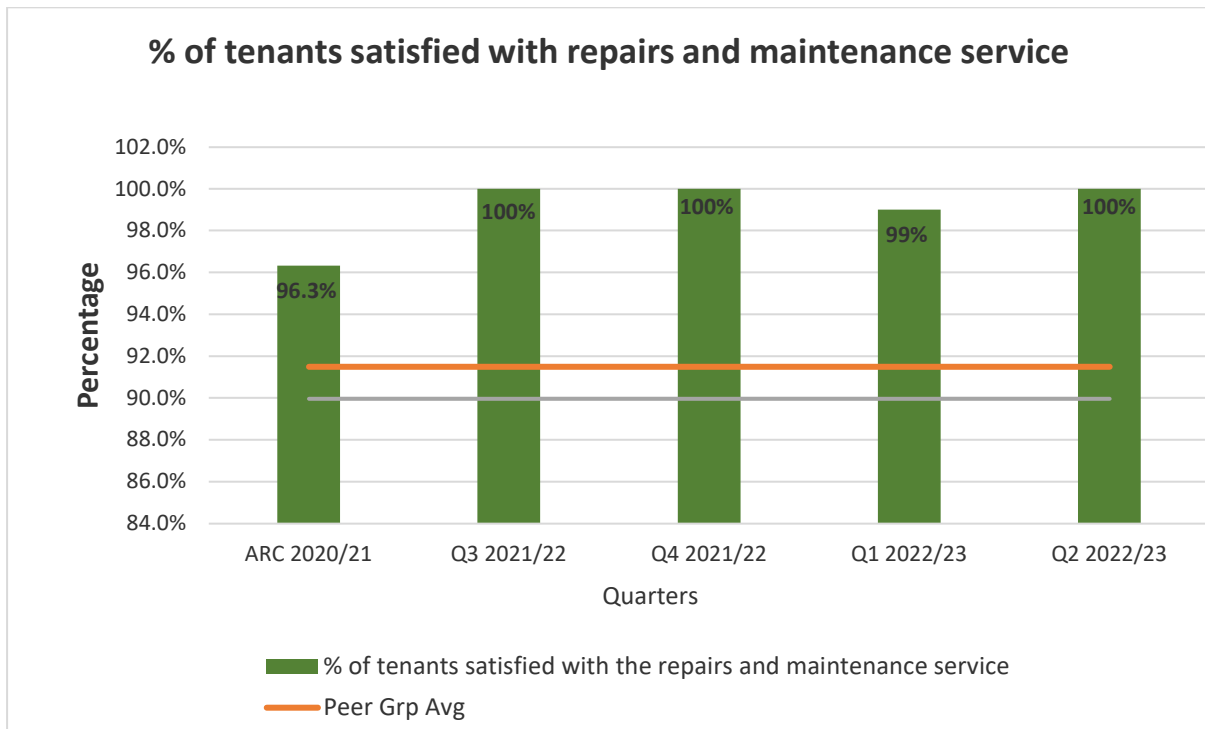
ARC 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23
99.16%	100%	100%	99%	99%



Narrative: On target

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

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

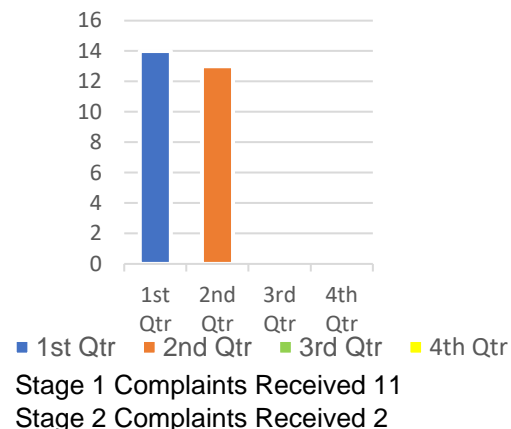


Narrative: There was a total of 410 repair orders raised in Q2. 249 were contacted, 173 very satisfied, 25 fairly satisfied and 51 did not answer. The remaining 161 were not contacted due to the orders either being for communal areas or other various reasons such as death in family, works not quite complete and waiting on other materials.

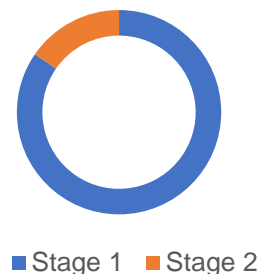
Complaints Report – Quarter 2 2022/23



Total number of complaints received

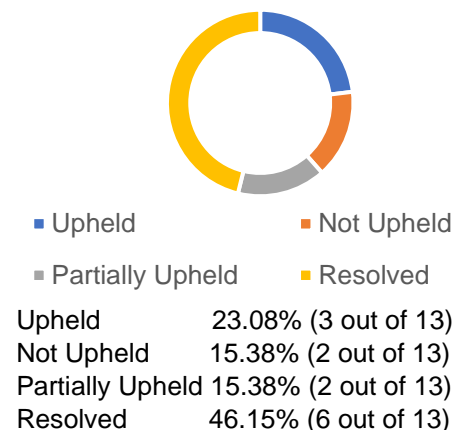


Total number of complaints responded to



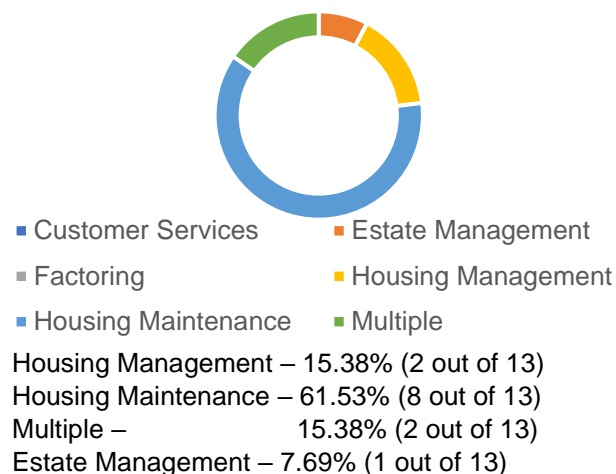
Stage 1 Complaints responded to 11
 Stage 2 Complaints responded to 2
 No equalities complaints were reported in Q2.

Total Number of complaints upheld



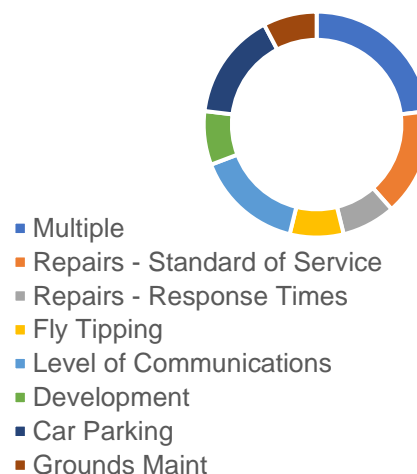
Upheld 23.08% (3 out of 13)
 Not Upheld 15.38% (2 out of 13)
 Partially Upheld 15.38% (2 out of 13)
 Resolved 46.15% (6 out of 13)

Department complaint is to

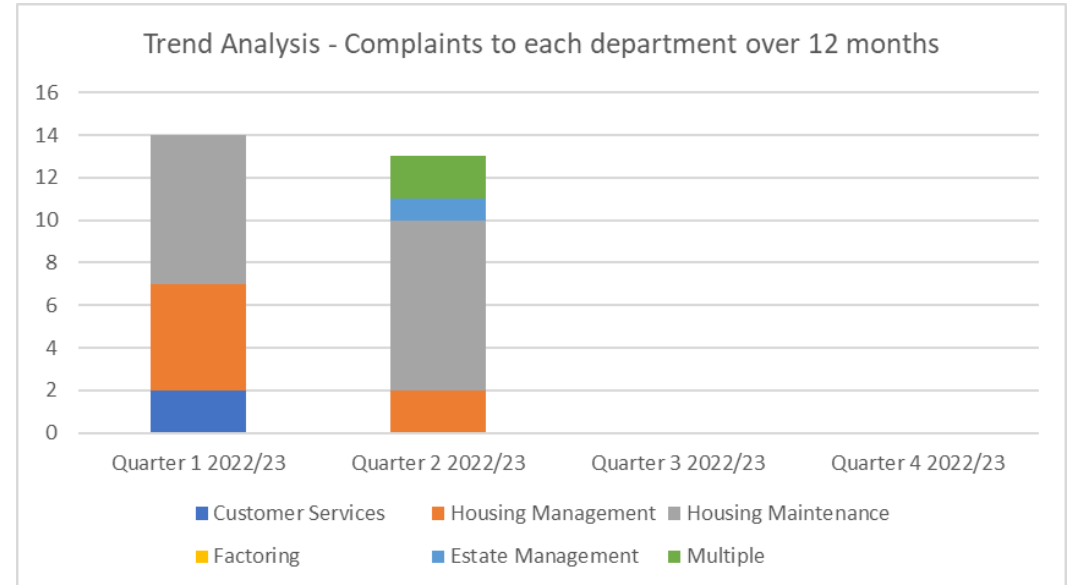
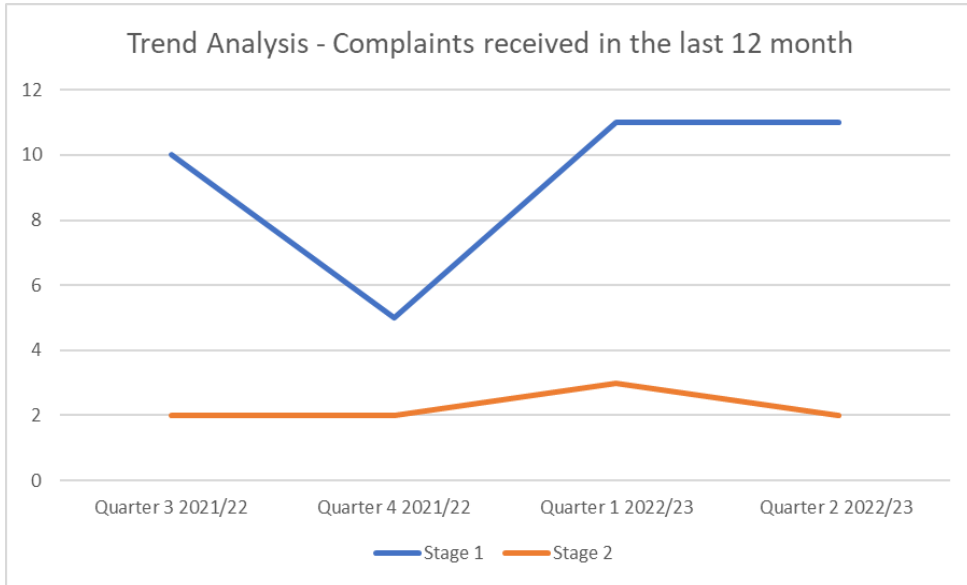


Housing Management – 15.38% (2 out of 13)
 Housing Maintenance – 61.53% (8 out of 13)
 Multiple – 15.38% (2 out of 13)
 Estate Management – 7.69% (1 out of 13)

Subcategory of complaints dealt with in Q2

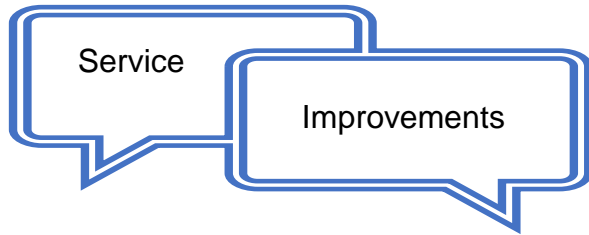


Multiple– 23.08% (3 out of 13)
 Repairs Standard of Service – 15.38% (2 out of 13)
 Repairs Response Times – 7.69% (1 out of 13)
 Fly Tipping – 7.69% (1 out of 13)
 Level of Communications – 15.38% (2 out of 13)
 Development – 7.69% (1 out of 13)
 Car Parking – 15.38% (2 out of 13)
 Grounds Maintenance – 7.69% (1 out of 13)



The average number of days taken to resolve Stage 1 complaints was 2.45 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 19 days. One complaint was granted a ten-day extension due to it being a complex issue this was approved by Senior Management.



1. Going forward all staff will log phone calls with tenants on SDM so these can be referred to.
2. Follow up phone calls should be made to tenants when appointments are arranged with sub-contractors to ensure that the tenant is satisfied after the appointment has been carried out.
3. Going forward information letters will go out to tenants which include useful contact details e.g., when heating systems/solar panels are installed.
4. Technical Officers will now be allocated to any major repairs/project work.
5. Consult with tenants regarding communal storage areas.
6. Tenants living in a scheme with a communal area should be informed of any communal adaptations – revise policy.
7. Communal storage keys should be held by LHA as well as the tenants.
8. A general toolbox talk should be had with staff who drive the company vans regarding parking.
9. Review the staff Code of Conduct with member of staff.

APPENDIX 4 FOI and GDPR Requests for Quarter 2 2022/23

FOI and GDPR Requests

Type	Number received	Outcome
Subject Access Requests	1	1 x Partially withheld (third party data)
Freedom of Information Requests	2	1 x Disclosed in full 1 x Refusal (Section 17 Information not held)
Environmental Information Requests	1	1 x Partially withheld
Data Breaches	1	1 x Information request sent to wrong email address (contractor)