

Additional paper for Area Panel: January 2015

Summary: Housing Management Performance Report ~ Quarter 3 2014/15

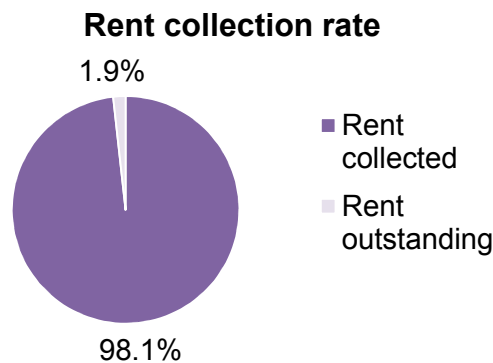
Background

The Housing Management Performance Report covers quarter three of the financial year 2014/15. Due to the close timing of the end of the quarter to when papers were dispatched to Area Panel representatives, we were unable to bring the full performance report to Area Panels in January. However information is now available for the summary report which is attached for the Area Panel to note and comment on.

To ensure the timely reporting of performance information we would like to take the full report to Housing Committee in March. We hope this will be acceptable to the Area Panel and we can send representatives a copy of the full report. However if the Area Panel would prefer to comment on the full report we can bring this to the next round of Area Panels and report to Housing Committee in June.

Rent collection and current arrears

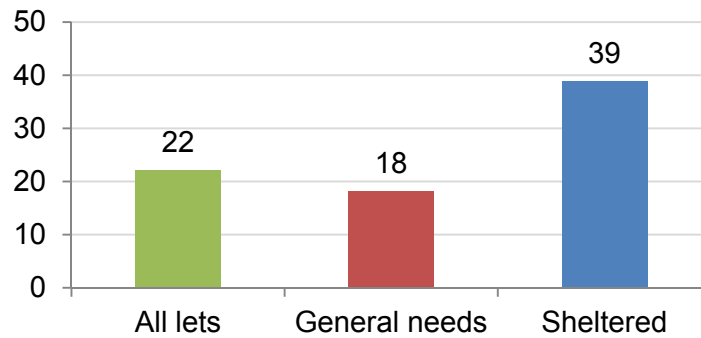
- Forecasted rent collection rate of 98.13%, the same as quarter three last year.
- Smaller increase in arrears following the Christmas period (8%) compared to the same period in 2013/14 (16%) and 2012/13 (15%)



Empty home turnaround time and mutual exchanges

- 190 homes re-let (up from 159 last quarter), taking an average of 22 days (or 63 including major works)
- 100% of decisions on mutual exchange applications made within 42 days
- 148 under occupiers affected by welfare reforms have moved since April 2013 (92 through transfer, 56 through a mutual exchange)

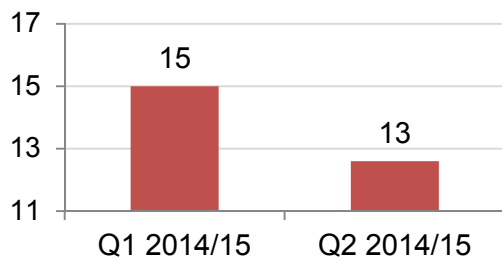
Average re-let time in days



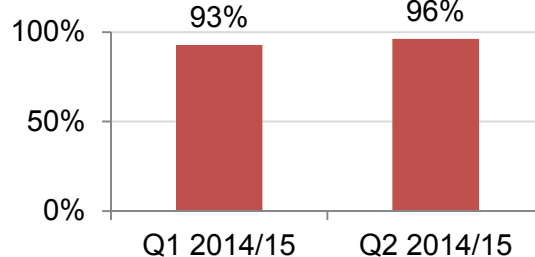
Property & Investment

- More than 7,000 responsive repairs carried out
- Average time to complete routine repairs has fallen to 13 calendar days, from 15 last quarter
- Increased satisfaction with repairs (96%) compared to last quarter (93%)
- 100% gas compliance at end December

Average time to complete routine repairs



Resident satisfaction with repairs

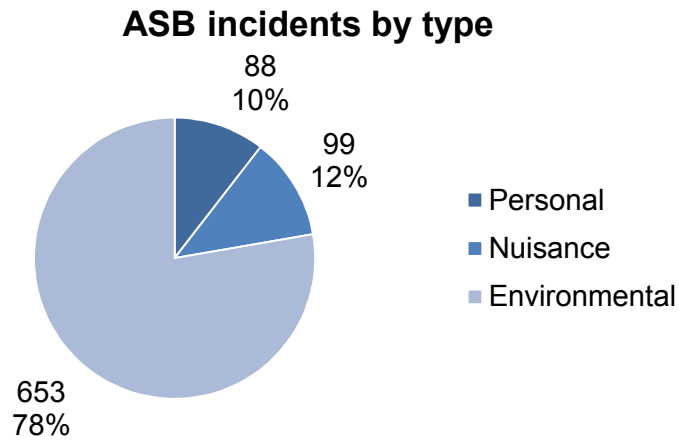


Estates Service

- 1,473 Neighbourhood Response Team jobs carried out
- 689 removals of bulk waste carried out
- 649 light replacements/repairs carried out

Anti-social behaviour (ASB)

- 184 open cases at the end of the quarter
- 108 cases closed (up from 93 last quarter)
- 2 ASB evictions during the quarter
- 840 incidents reported (down from 1,081 last quarter)



Tenancy Fraud

- 5 properties taken back by the Tenancy Enforcement Team due to tenancy fraud
- 44 open cases being investigated by the Corporate Fraud team at end December

