

Area Panels: 25, 26, 27 and 28 July 2016

**Summary: Housing Management Performance Report
Quarter 1 2016/17**

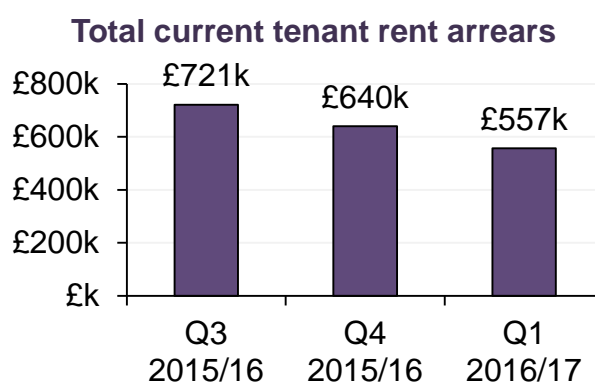
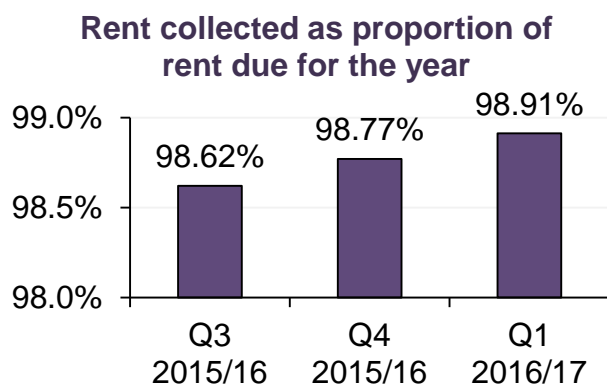
Background

The Housing Management Performance Report covers Quarter 1 of the financial year 2016/17. Due to the close timing of the end of the quarter to when papers are dispatched to Area Panel representatives, we are unable to bring the full performance report to Area Panels in July. However, information is currently available for this summary report for the Area Panels to note and comment on.

To ensure the timely reporting of performance information we would like to take the full report to Housing & New Homes Committee on 21 September 2016. We hope this will be acceptable to the Area Panels and we can on request provide representatives with a copy of the full report once it is available.

Rent collection and current arrears

- Rent collection rate at record high of 98.91%
- Current tenant arrears have fallen from £640k to £557k over the last quarter.



Customer services and Complaints

- 94% of calls answered
- 5 of 35 Stage 1 Complaints upheld (14%).

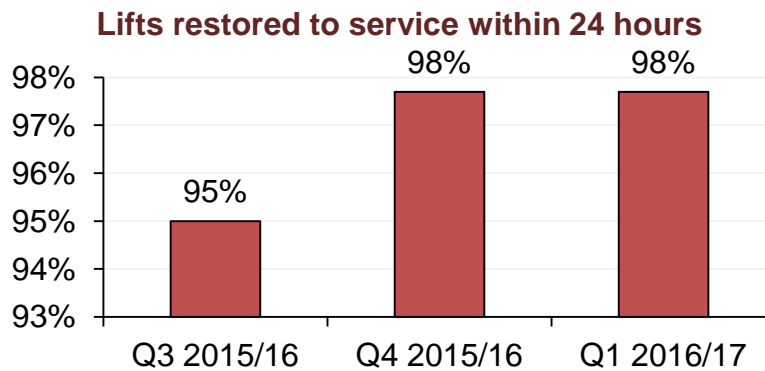
Empty home turnaround time

- 147 homes let, of which 110 general needs and 37 Seniors Housing
- 16 calendar days taken to re-let a home, excluding time spent in major works

- 100% of mutual exchange applications completed within 42 days.

Property & Investment

- 6,866 repairs completed
- 97% of appointments kept
- 96% of calls to repairs helpdesk answered.



Estates Service

- 100% cleaning quality inspections pass rate
- 100% Emergency Response Team quality inspections pass rate
- 98% of Emergency Response Team jobs completed within 3 working days.

Anti-social behaviour (ASB)

- 37 cases closed, of which 2 resulted in tenancy legal action
- 136 open ASB cases.

Tenancy management

- 2 properties taken back due to fraud
- 121 open fraud cases under investigation
- 34 tenancies sustained.

