

Housing Services

Performance Monitoring Group Report

Quarter 1
2024/25

Housing services Performance monitoring group report

2024/25: Quarter 1 (April - June)

	PDF Pages
Repairs performance	3 to 12
Safety & compliance	13
Capital delivery	14 to 15
Income services	16 to 19
Garages	20
Voids	21 to 22
Your new home survey	23 to 27
Tenancy services	28 to 30
ASB	31 to 32
TSM survey results	33 to 36
TSM summary	37 to 38

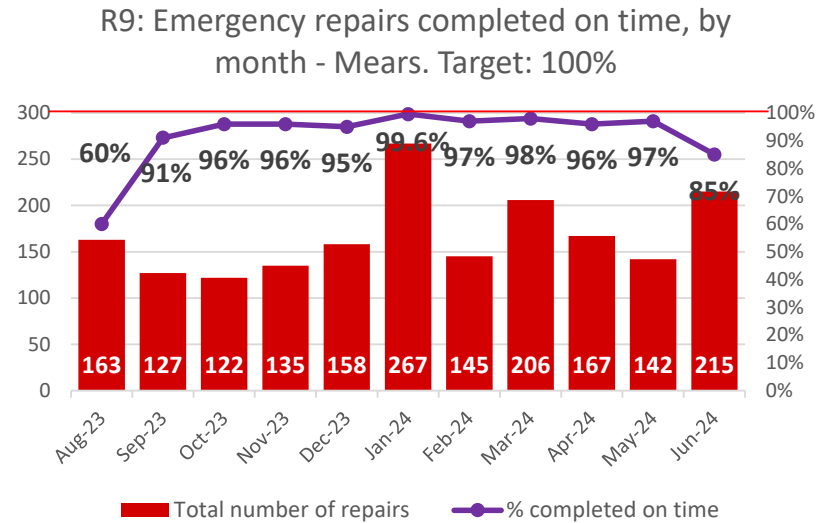
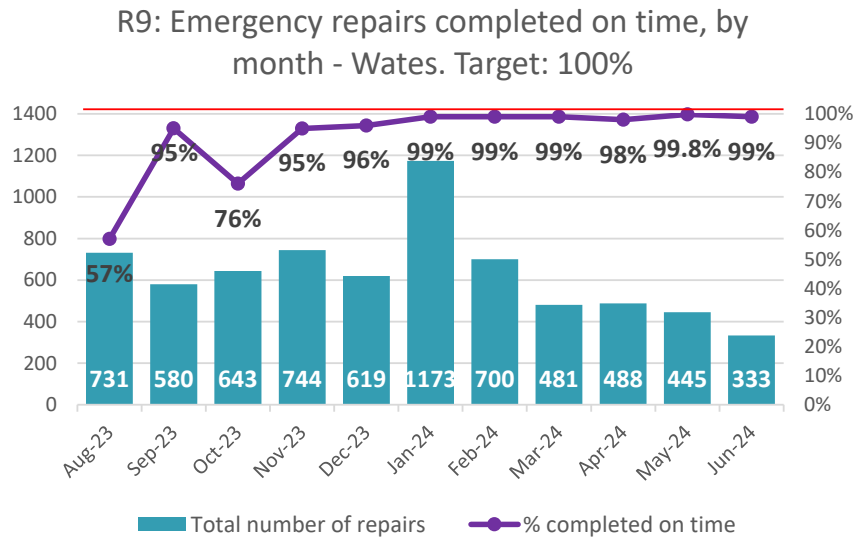
Repairs and Maintenance KPIs

Repairs performance - Wates & Mears

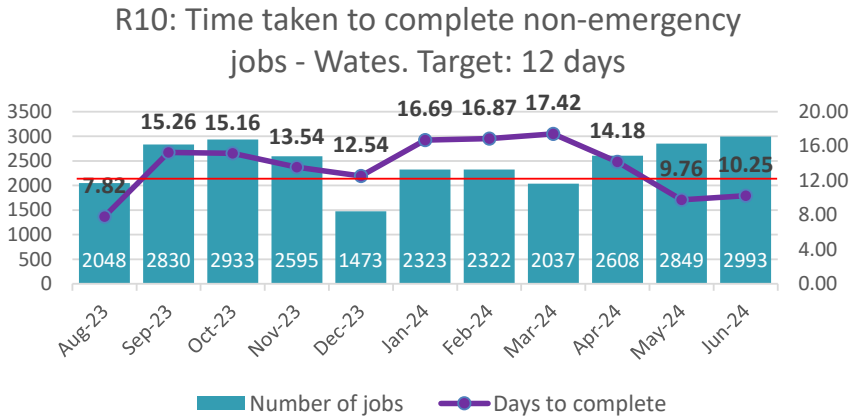
R9: Emergency repairs completed on time -
(Not including Disrepair and Damp & Mould)



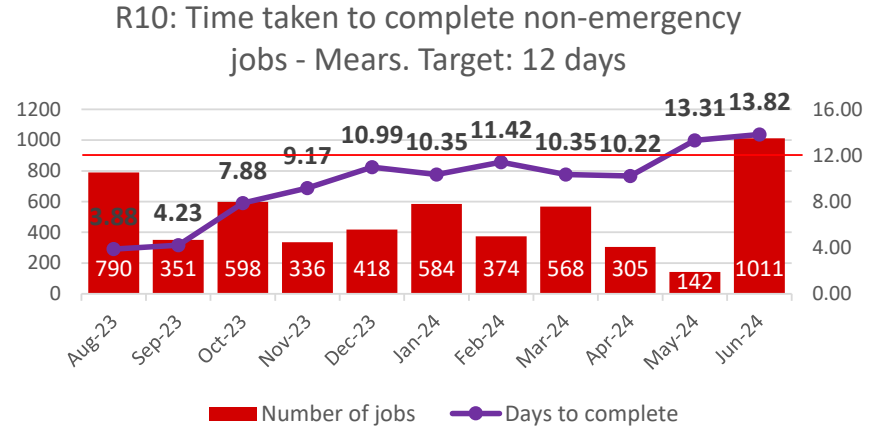
R9: Emergency repairs completed on time -
(Not including Disrepair and Damp & Mould)



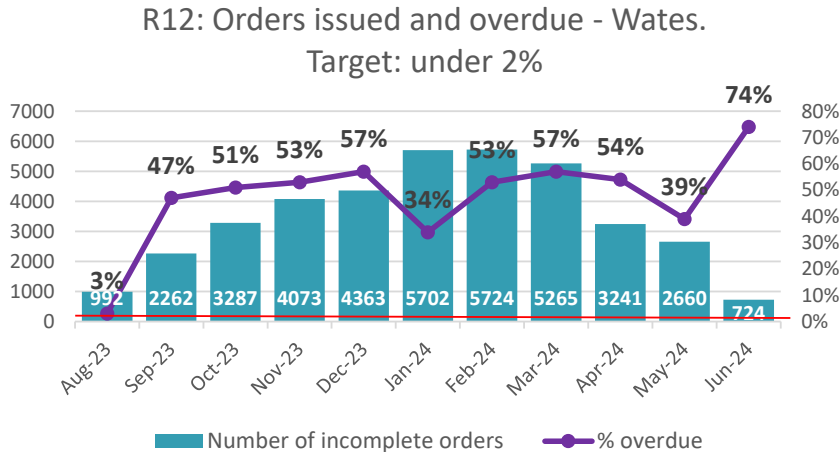
R10: Non-emergency repairs completed on time - Wates
(Not including Disrepair and Damp & Mould)



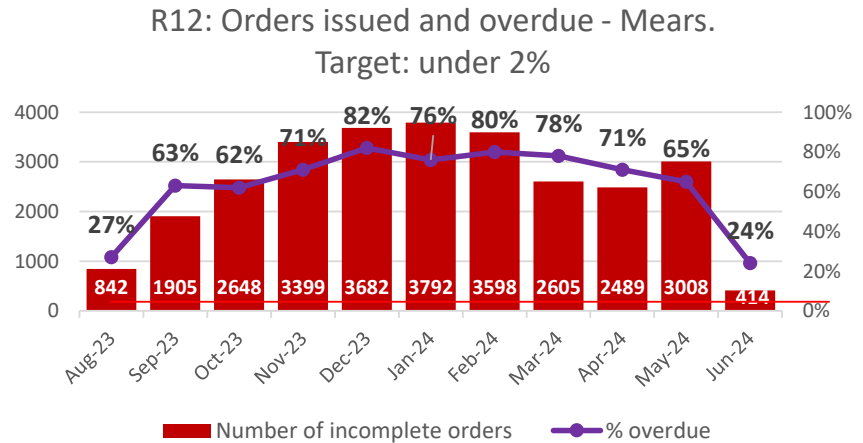
R10: Non-emergency repairs completed on time - Mears
(Not including Disrepair and Damp & Mould)



R12: Orders issued and overdue - Wates
(Not including Disrepair and Damp & Mould)

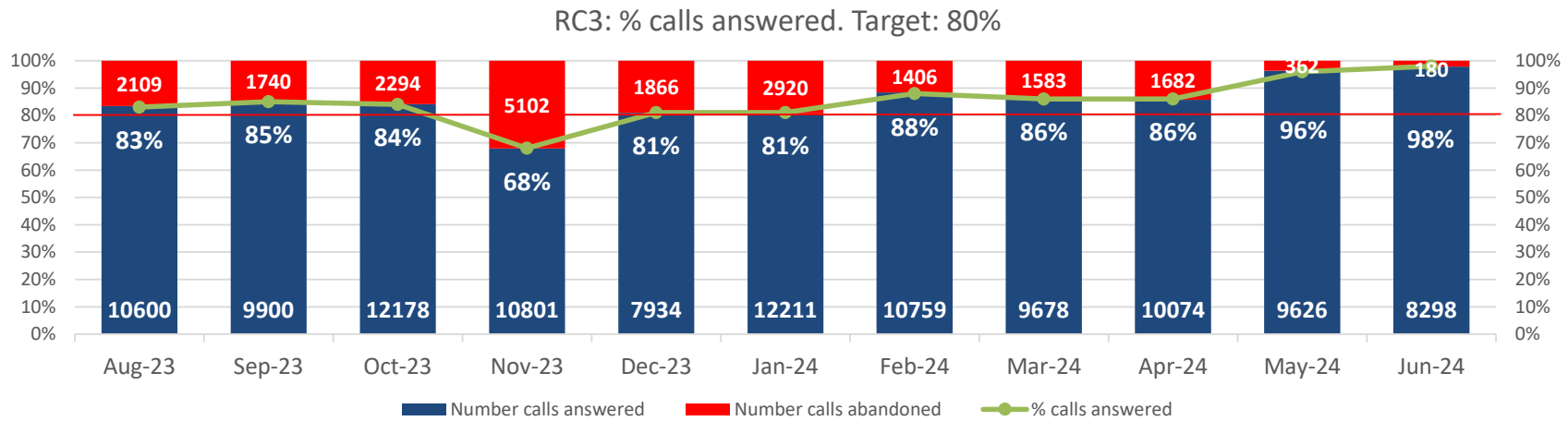


R12: Orders issued and overdue - Mears
(Not including Disrepair and Damp & Mould)

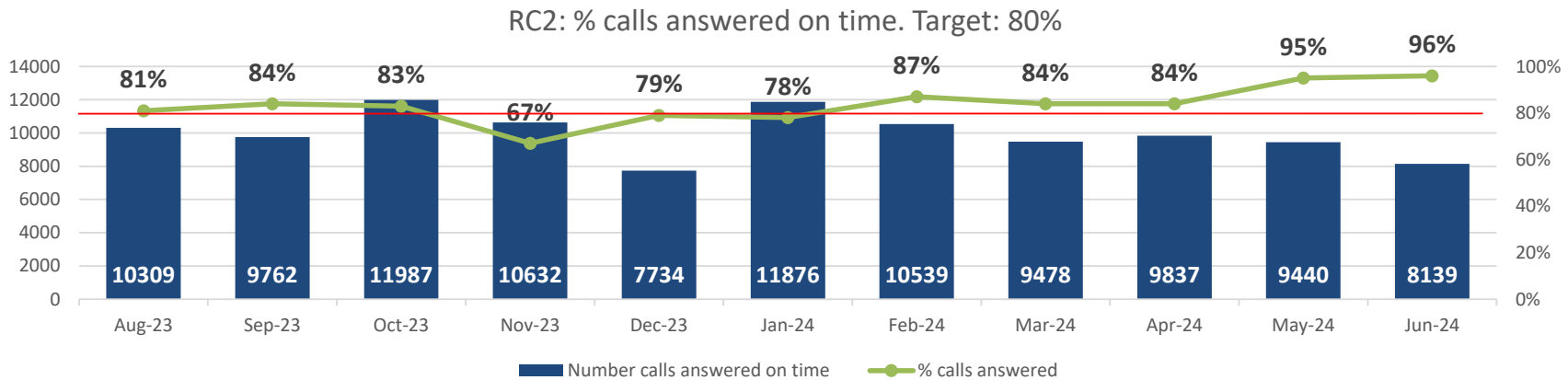


Contact centre performance

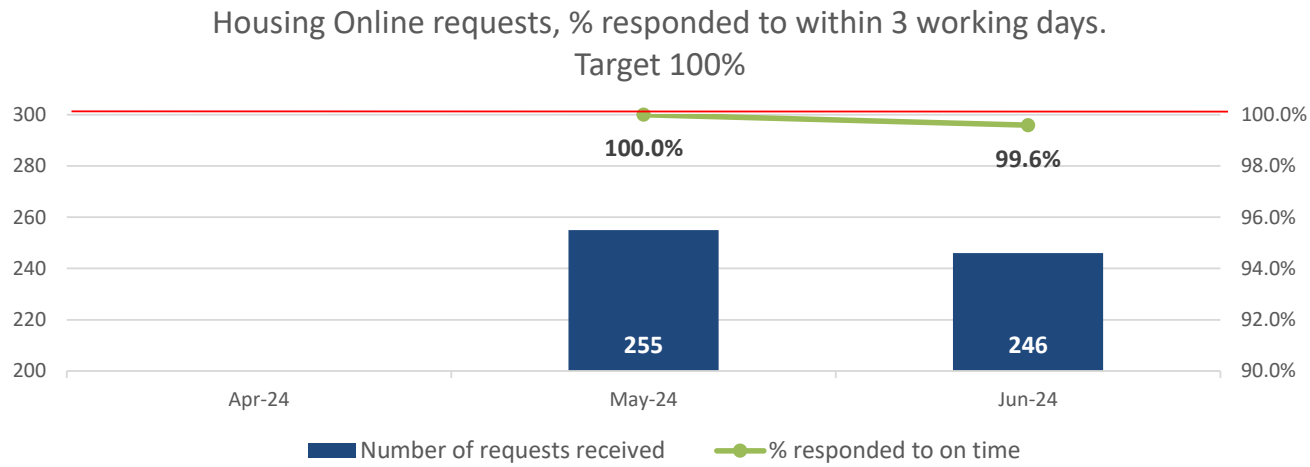
RC3: Contact centre - Calls answered



RC2: Contact centre - Calls answered on time (within 20 seconds)



Repairs requests sent to the contact centre via Housing Online



Repairs Contractors Social Value Update - Wates & Mears



MEARS

Social Value Category	Unit	Wates		MEARS	
		Contractor Committed Figure - 24/25	Delivered YTD 24/25	Contractor Committed Figure - 24/25	Delivered YTD 24/25
SV1 - Support the reduction of crime	No. Initiatives	10	2	6	0
SV2 - Employment Opportunities (based on number of recruitment rounds per annum)	No. Rounds	3	0	2	0
SV3 - Apprenticeships - FTE across all workstreams with 85% being retained in full time employment	No. Apprentices	9	2	5	4
SV4 - Work Experience/Pre-Apprenticeships	No. Placements	10	0	6	0
SV5 - Employment related events, Initiatives and training	No. Initiatives	8	0	4	0
SV6 - Supporting local business	No. Initiatives	8	0	4	1
SV7 - Mental Health, Domestic Abuse Housing Alliance, Safeguarding and Dementia Friends Awareness	% Trained	100%	0%	100%	0%
SV8 - Supporting Focussed Events	No. Events	4	0	2	0
SV9- Carbon Reduction - commitment to have in place a policy on carbon and target to reduce Scope 1-2 by 20% by 2030, or equivalent.	Commitment	1	In place	1	In place
SV10 - Fleet - Percentage of vehicle fleet to Euro 6 or better by April 2025	% In Place	100%	100%	100%	100%
SV11 - Electric Fleet - Percentage of vehicle fleet fully electric by 2030	% In Place	14%	11%	14%	0%
SV12 - Waste Management - Percentage of waste diverted from landfill	% Diverted	95%	98%	95%	100%
SV13 - Air-Quality - Commitment to only use low-VOC products throughout contract	Commitment	1	0	1	0
SV 14 - Cost of Living support / Wellbeing activities	No. Initiatives	8	3	4	3

Repairs Contractors Social Value Update - K&T



Social Value Category	Unit	Contractor Committed Figure - 24/25	Delivered YTD 24/25
SV1 - Support the reduction of crime	No. Initiatives	6	0
SV2 - Employment Opportunities (based on number of closed recruitment rounds per annum)	No. Rounds	2	0
SV3 - Apprenticeships - FTE across all workstreams	No. Apprentices	4	4
SV4 - Work Experience/Pre-Apprenticeships	No. Placements	7	0
SV5 - Young People Events and Initiatives	No. Events	2	1
SV6 - Supply Chain (based on % promoted locally)	% promoted	100%	100%
SV7 - Meet the Buyer Event / Careers Fair - one annual event held in the local area	No. Events	1	0
SV8 - Mental Health, Domestic Abuse Housing Alliance, Safeguarding and Dementia Friends Awareness	% Trained	100%	100%
SV9 - Supporting Focussed Events	No. Events	2	0
SV10 - Resident Training (Interviews/CVs)	No. Days	4	1
SV11 - Supporting start-up businesses and SMEs	No. Supported	1	1
SV12 - Carbon Reduction - commitment to have in place a policy on carbon and target to reduce Scope 1-2 by 20% by 2030, or equivalent.	Commitment	1	In place
SV13 - Fleet - Percentage of vehicle fleet to Euro 6 or better by April 2025	% In Place	100%	100%
SV14 - Electric Fleet - Percentage of vehicle fleet fully electric by 2030	% In Place	14%	20%
SV15 - Waste Management - Percentage of waste diverted from landfill	% Diverted	100%	100%
SV16 - Air-Quality - Commitment to only use low-VOC products throughout contract	Commitment	1	1

Repairs Surveys

Surveys are conducted by Acuity on our behalf. Monthly results are for repairs carried out in that period.

On track

Target missed

KPI/Survey question/Target	Contractor	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24
R1 - Appointments Kept Target 95%	WATES	82%	78%	82%	87%	80%	89%	84%	75%	76%	82%	90%
	MEARS	89%	89%	92%	89%	TBC	TBC	TBC	TBC	57%	100%	83%
	K&T	75%	77%	77%	85%	79%	67%	74%	90%	81%	84%	82%
	Overall	82%	79%	82%	87%					77%	84%	88%
R2 - Politeness and helpfulness Target 95%	WATES	96%	95%	96%	95%	97%	96%	72%	96%	93%	96%	93%
	MEARS	90%	97%	98%	92%	TBC	TBC	TBC	TBC	100%	100%	92%
	K&T	97%	94%	96%	98%	91%	98%	94%	100%	96%	98%	98%
	Overall	95%	95%	96%	96%					94%	96%	94%
R3 - Tidyness Target 95%	WATES	94%	95%	94%	93%	90%	96%	94%	95%	93%	95%	90%
	MEARS	96%	92%	92%	91%	TBC	TBC	TBC	TBC	100%	91%	91%
	K&T	99%	100%	97%	95%	75%	94%	93%	97%	93%	93%	100%
	Overall	96%	96%	95%	94%					93%	94%	92%
R4 - Completion on first visit Target 80%	WATES	82%	84%	77%	76%	80%	76%	75%	71%	79%	80%	78%
	MEARS	90%	72%	77%	86%	TBC	TBC	TBC	TBC	43%	73%	83%
	K&T	75%	73%	79%	72%	62%	68%	68%	59%	77%	70%	82%
	Overall	81%	80%	77%	76%					77%	77%	79%

KPI/Survey question/Target	Contractor	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24
R5 - Satisfaction with service provided Target 95%	WATES	86%	86%	89%	85%	82%	84%	83%	85%	87%	88%	88%
	MEARS	82%	79%	83%	89%	TBC	TBC	TBC	TBC	100%	91%	92%
	K&T	89%	91%	89%	87%	75%	75%	77%	93%	84%	93%	93%
	Overall	86%	86%	88%	86%					89%	90%	90%
R6 - Satisfaction with standard of work Target 95%	WATES	86%	87%	87%	88%	84%	90%	88%	93%	91%	93%	89%
	MEARS	83%	88%	86%	91%	TBC	TBC	TBC	TBC	100%	100%	82%
	K&T	89%	97%	93%	90%	90%	87%	96%	93%	96%	95%	95%
	Overall	87%	90%	89%	89%					93%	94%	90%
R7 - Contractor ID displayed Target 95%	WATES	70%	68%	73%	73%	71%	77%	72%	75%	68%	63%	72%
	MEARS	67%	86%	73%	73%	TBC	TBC	TBC	TBC	71%	73%	83%
	K&T	78%	70%	76%	74%	73%	67%	74%	75%	71%	81%	67%
	Overall	73%	71%	74%	73%					69%	68%	72%







Repairs Complaints

KPI 1 - Complaints received stage 1 Target: Complaints as % not exceeding 0.5%

On track

Target missed

KPI 2 - Complaints escalated to stage 2 Target: Escalation to Stage 2 – 3%

Contractor	KPI	Description	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24
	1	Result	0%	0.1%	0.0%	0.0%	0.4%	0.4%	0.6%	0.6%	0.7%	0.6%	1.3%
		No.complaints received	0	4	2	2	15	21	28	25	27	29	38
		No. orders issued	3771	3827	4549	4933	3558	5728	4390	4114	4043	4798	2986
	2	Result		0.0%	0.0%	0.0%	6.7%	19.0%	10.7%	8.0%	11.1%	13.8%	2.6%
		No. complaints escalated to S2	0	0	0	0	1	4	3	2	3	4	1
		No. S1 complaints received	0	4	2	2	15	21	28	25	27	29	38
	1	Result	0.0%	0.1%	0.0%	0.1%	0.5%	0.5%	0.4%	0.4%	0.4%	0.2%	0.5%
		No.complaints received	0	1	1	2	7	10	6	6	6	4	8
		No. orders issued	1811	1769	2088	1907	1302	1863	1449	1489	1533	1903	1726
	2	Result		0.0%	0.0%	0.0%	0.0%	10.0%	33.3%	0.0%	0.0%	25.0%	0.0%
		No. complaints escalated to S2	0	0	0	0	0	1	2	0	0	1	0
		No. S1 complaints received	0	1	1	2	7	10	6	6	6	4	8
	1	Result	0%	0.0%	0.1%	0.2%	1.4%	2.4%	1.3%	0.7%	0.7%	0.7%	1.2%
		No.complaints received	0	0	2	4	19	39	19	9	9	8	9
		No. orders issued	1185	1198	1726	2023	1350	1646	1466	1347	1245	1081	771
	2	Result		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	11.1%
		No. complaints escalated to S2	0	0	0	0	0	0	0	1	0	0	1
		No. S1 complaints received	0	0	2	4	19	39	19	9	9	8	9

Responsive repairs commentary

OVERALL PERFORMANCE: Our Q1 performance is improving across a number of KPI's. Wates, Mears and K&T Heating have been working collaboratively with us to stabilise the repairs service ahead of the first year anniversary. Our focus has been to clear overdue repairs during Qtr 1, reduce the work in progress to 2 weeks of work, which will help us achieve the average days to complete repairs KPI target (12 days) and also supports our preparations for the service over autumn/winter when we know repair demand will increase. We have completed our data cleansing exercise and we are currently reviewing the NEC system to introduce additional reporting for post inspections data and dashboards for management colleagues. We will be able to report on post inspections data in the QTR 2 update.

At the time of reporting, we are finalising our data cleanse for K&T Heating KPIs and as a result, we are unable to report on June's KPI performance. A verbal update will be provided at the meeting and this information will be added to Qtr 2 report.

CUSTOMER SATISFACTION

Acuity continue to undertake satisfaction surveys for repair completions. The data for June confirms 90% customers are satisfied with the standard of the repair; 92% were happy that the contractor worked in a clean and tidy manner and 88% were satisfied that the contractor arrived on the date and time agreed.

DAMP AND MOULD

As we expect Awabbs Law to be introduced in the next few months, in preparation for this, we have undertaken a review of our approach to Damp and Mould repairs including a review of the policy. The updated policy which includes a clear service offer was shared with the reading panel and their comments/feedback have been incorporated into the new Policy which will shortly be published on our website. We have also arranged damp and mould training with a specialist provider for our surveyors/inspectors which will take place in september/october, and we intend to roll training out to wider teams across the housing department in Qtr 3.

Compliance

We are required to provide the Regulator with yearly data on the following building safety measures.

Indicator	Description	Q1 24/25	Q1 24/25 % met	Commentary
BS01	Gas safety checks			
	% homes that have had all the necessary gas safety checks	12633 / 12656	99.81%	We have 23 overdue gas checks, 4 of which are in the legal process. In the remaining cases we are progressing access with residents.
BS02	Fire safety checks			
	% homes in buildings that have had all the necessary fire risk assessments (FRA)	765/765	100%	A new Fire Risk Assessment contract commenced on 1 January 2024 and we are working collaboratively with the contractor to ensure compliance remains at 100%
BS03	Asbestos safety checks			
	% homes in buildings that have had all the necessary asbestos management surveys or re-inspections	731/731	100%	We are working with our contractor, Riverside, who are conducting condition surveys at all relevant buildings. We aim to sustain compliance at 100%.
BS04	Water safety checks			
	% homes that have had all the necessary legionella risk assessments	166	100%	Compliance remains at 100%
BS05	Lift safety checks			
	% homes in buildings where the communal passenger lifts have had all the necessary safety checks	104/104	100%	Compliance remains at 100%. Two lifts are currently being refurbished in Gillet Road/Garnet Road.
	Electrical checks			
	Communal EICR Domestic EICR (EICR = electrical installation compliance record)		100% 94.07%	We have seen a reduction in domestic EICR compliance as a result of no access, however, we are working with tenancy management to address this an expect compliance to improve through the remainder of the year.

Capital delivery

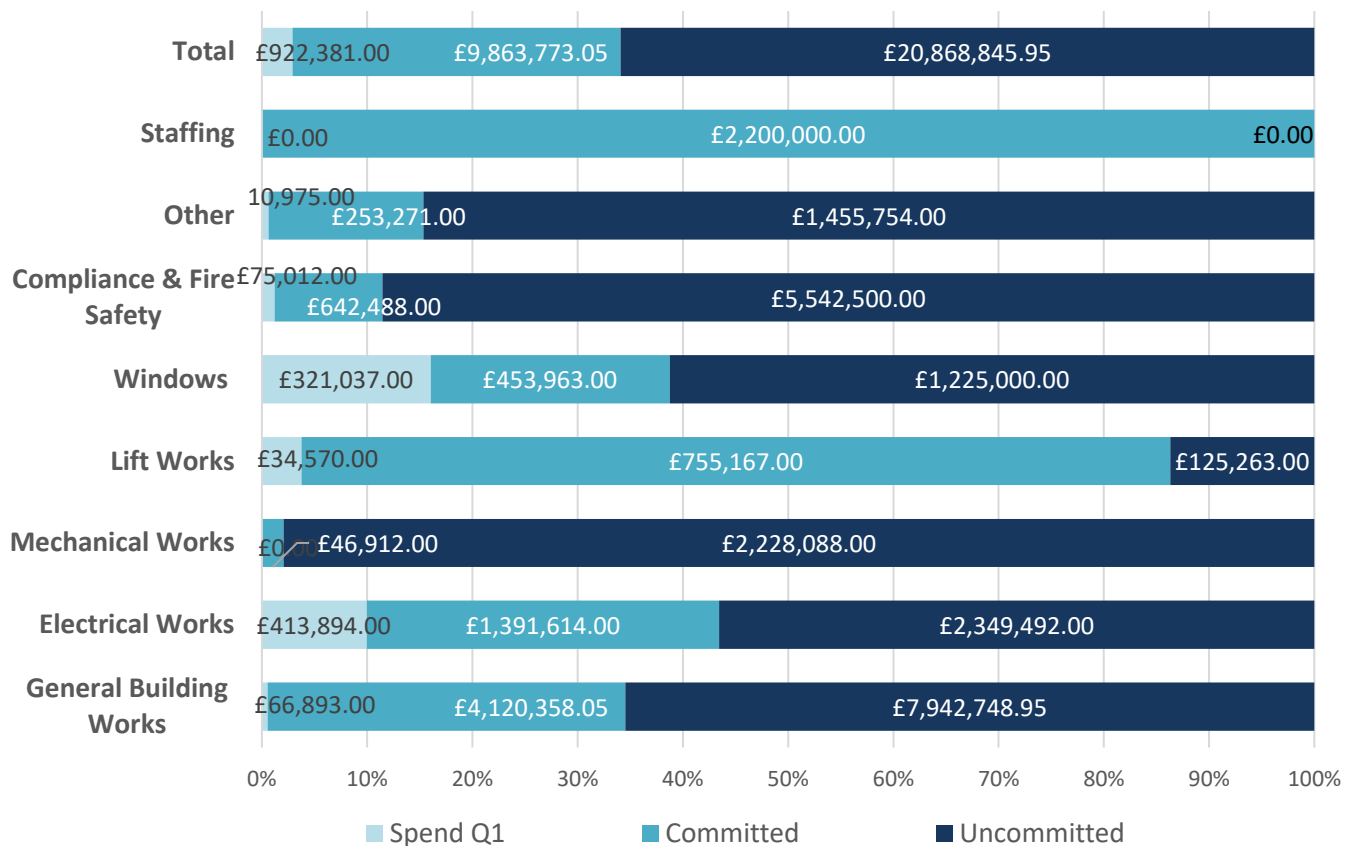
24/25 total capital
program budget

£31,655,000

The capital budget is used for planned improvements/investments to housing stock

Contracts	Budget 24/25	Spend Q1	Committed	Uncommitted
General Building Works	£12,130,000	£66,893.00	£4,120,358.05	£7,942,748.95
Electrical Works	£4,155,000	£413,894.00	£1,391,614.00	£2,349,492.00
Mechanical Works	£2,275,000	£0.00	£46,912.00	£2,228,088.00
Lift Works	£915,000	£34,570.00	£755,167.00	£125,263.00
Windows	£2,000,000	£321,037.00	£453,963.00	£1,225,000.00
Compliance & Fire Safety	£6,260,000	£75,012.00	£642,488.00	£5,542,500.00
Other	£1,720,000	10,975.00	£253,271.00	£1,455,754.00
Staffing	£2,200,000	£0.00	£2,200,000.00	£0.00
Total	£31,655,000	£922,381.00	£9,863,773.05	£20,868,845.95

Capital delivery, by category - budget spent/committed/remaining at the end of Q1 24/25

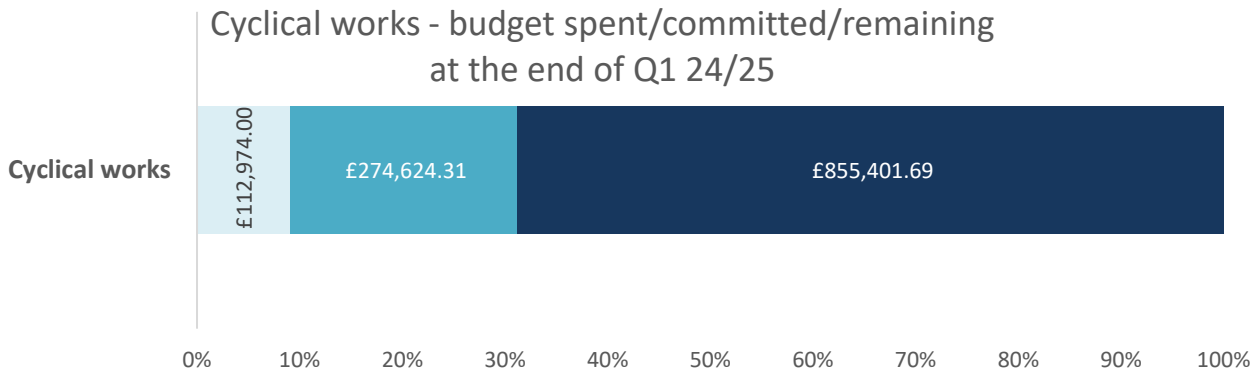


Cyclical works

Total budget for 24/25:

£1,243,000

The cyclical budget comes from the revenue budget. It is monitored and used separately for different works (health, safety and compliance).



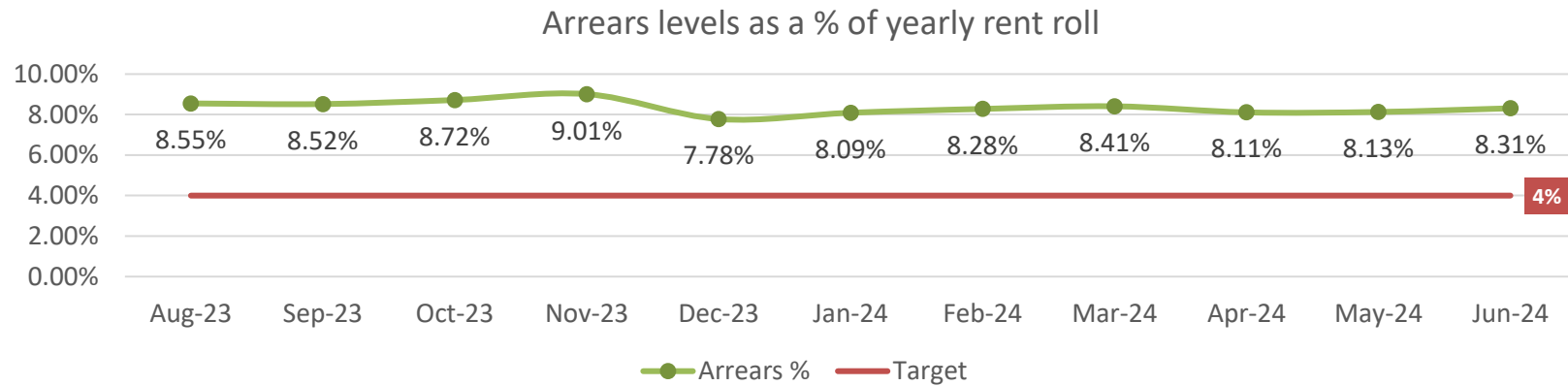
Capital delivery commentary

Of the £31.5m capital budget, just under a third has been committed which is line with expectations, and just under £1m has been spent by the end of the first quarter.

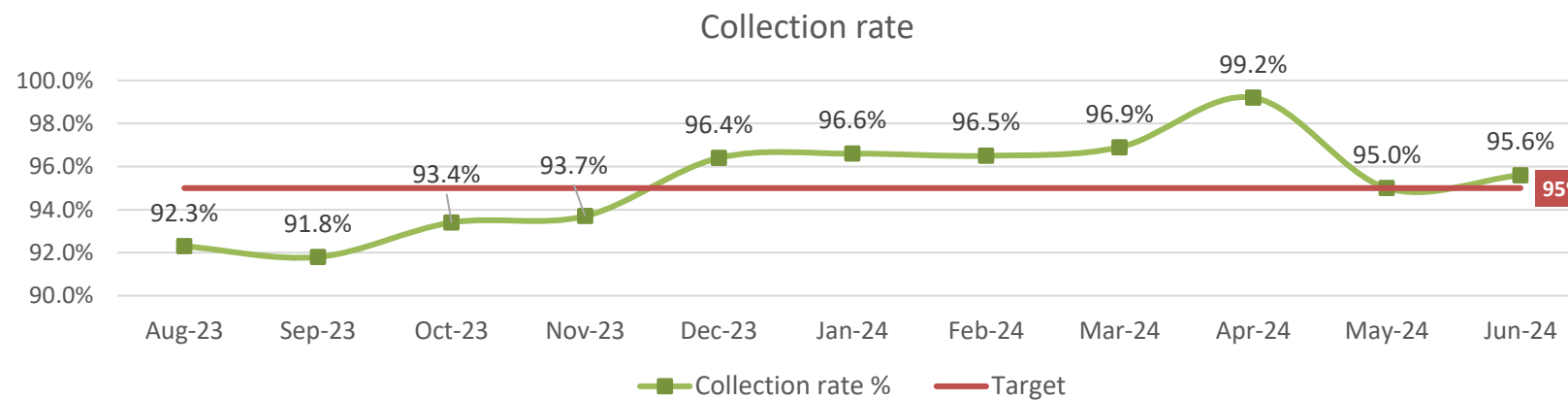
The full year work programme has been issued to contractors and we expect our contractors to deliver the full programme by year end.

Income Services

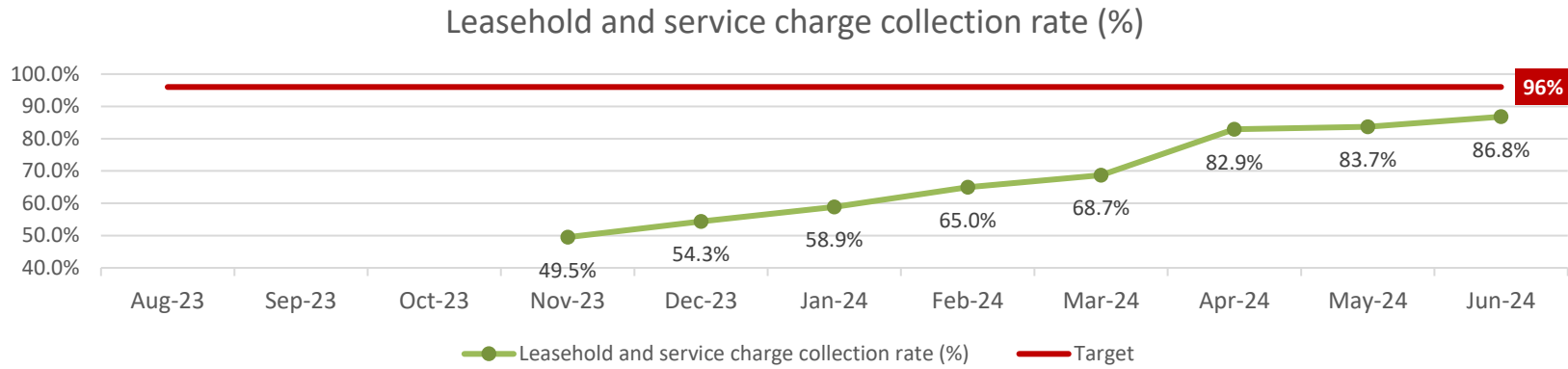
Arrears levels as a % of Yearly Rent Roll



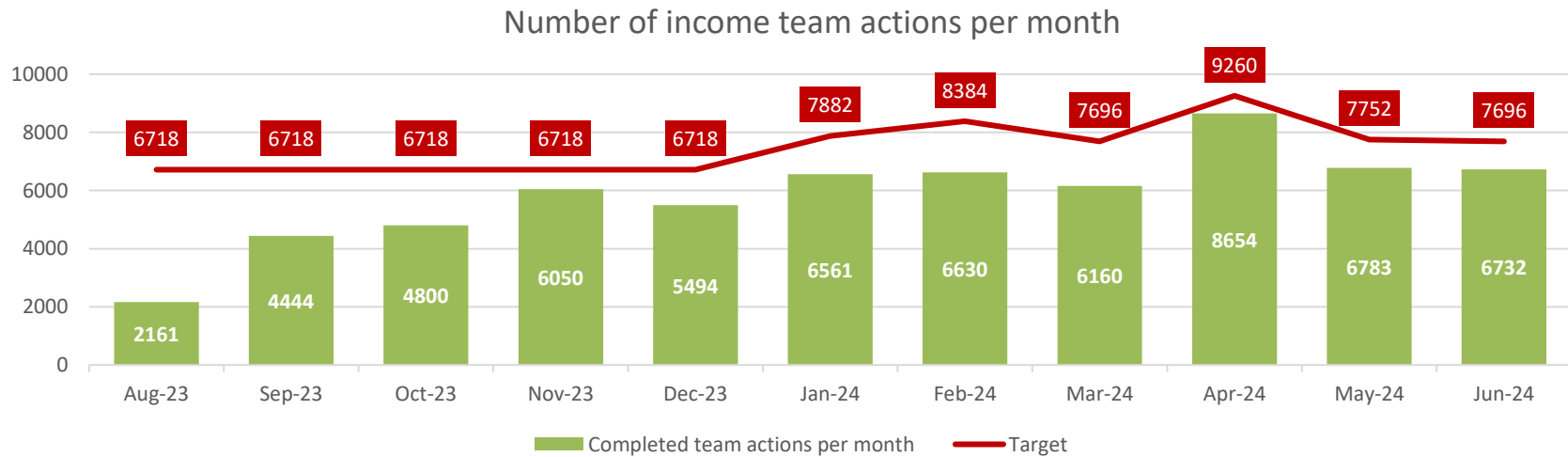
Collection rate - money collected as a percentage of rent charged



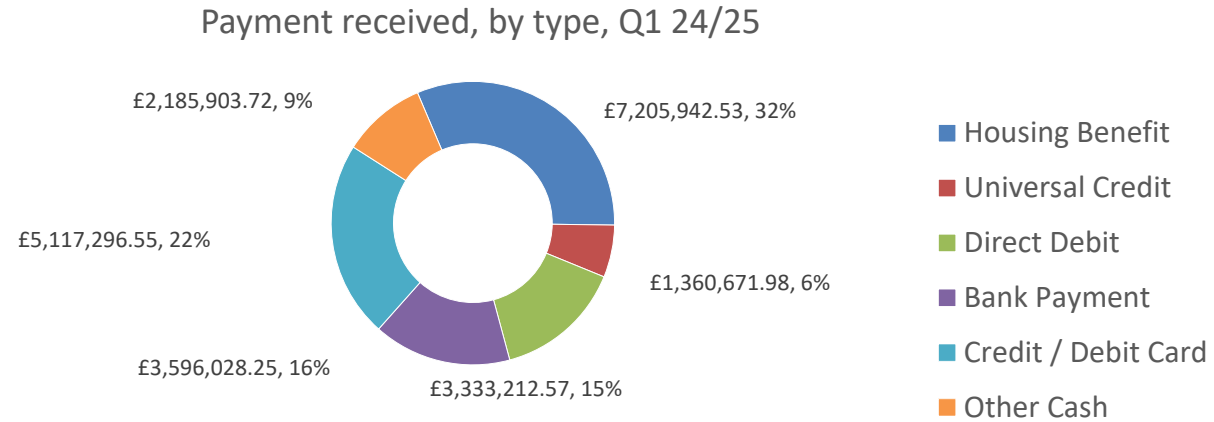
Leasehold and service charge collection rate (%)



Number of team actions per month



Payment method breakdown



Support Services and Funds

Type of support	No. residents supported 23/24	Value of support 23/24	No. residents supported YTD 24/25	Value of support YTD 24/25
Hardship Fund: one-off payment of £500 for residents suffering with the cost of living crisis who have no other means to welfare support.	119	£59,500	43	£21,500
Household Support Fund: Assistance for anyone who's vulnerable, in crisis or hardship, and cannot pay for essential items such as food, gas and electricity.	280	£192,239	60	£57,883
Discretionary Housing Payments: A payment issued at the discretion of the council to help towards housing costs for tenants entitled to Housing Benefit or Universal Credit.	244	£525,000	73	£178,801
Welfare Advice Service: In-house team who specialise in assisting tenants to maximise their incomes through full utilisation of all Welfare Benefits they are entitled to claim.	641	£1,661,264	218	£462,136
Total	1284	£2,438,003	394	£720,320

Income commentary

This quarter we have seen a slight decrease in collection rates to 95.6% in Q1, while the arrears % has reduced by 0.58%. This decrease in collection rate in large part to the reporting period of June not including any payments scheduled for the first of the month. Had these payments been included, it would have accounted for approx. £400K. This amount is comprised mainly of payments from Universal Credit, Standing Orders and Direct Debits. The effect of this was demonstrated in the collection rate reported for the following month, which is 97.6% for July. It is not unusual for Collection rates at the start of the financial year to dip as tenants update their Universal credit and standing order payment amounts to meet the new rents, which have increased by 7.7%. Approx. 30% of our monthly income is collected in this way.

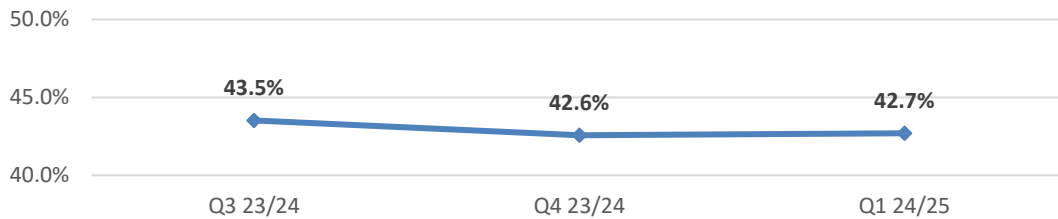
An action plan for improvements in the service during Q2 has been created, including the following activities:

- Enhancements to our priority audits to include suggested actions for officers. Cases are now presented to officers with an explanation for why they require attention and what action is suggested.
- Enhanced performance management tools, including weekly audits for managers to check the quantity and quality of the actions taken by officers.
- Closer management of our high level arrears cases. At present, approx. 4% of our highest rent arrear cases account for approx. 40% of arrears. The team continue to work through our highest arrears cases and have resolved approx. £200K in tenant debt in Q1. This has involved enforcement action and intensive support from officers.

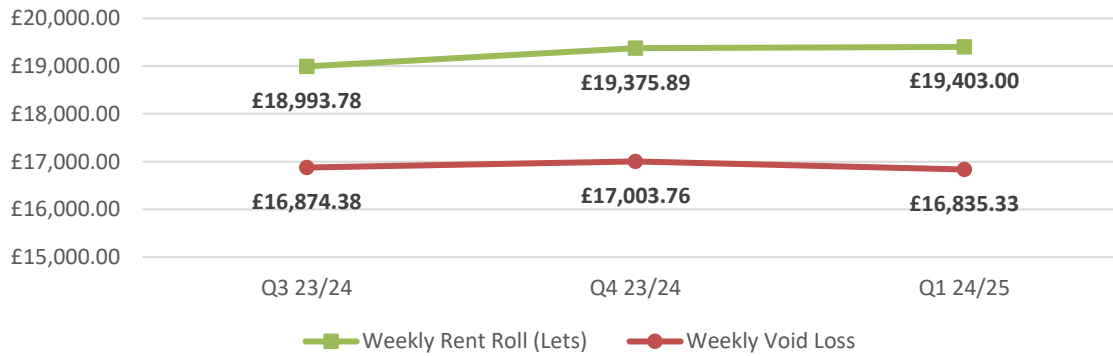
Garages

	Q3 23/24	Q4 23/24	Q1 24/25
No. council owned garages	2578	2577	2577
Garages let	1456	1480	1477
Garages not let	1122	1097	1100
% garages not let	43.5%	42.6%	42.7%
Weekly Rent Roll (Lets)	£18,993.78	£19,375.89	£19,403.00
Weekly Void Loss	£16,874.38	£17,003.76	£16,835.33

% garages not let, by quarter



Garages weekly rent roll and void loss, by quarter



Garages commentary

- We continue to work closely with repairs team to address the number of void garages that require inspection. Last year we identified many void garages requiring lock changes. Repairs have raised orders for 189 lock changes with Wates and Mears to complete as a programme of works. This is now complete and inspections are underway. Of these, approx. 50 garages have been returned to the team. These are to be let before the end of August.
- The team are now using mail merges to streamline the process for sending out early stage garage arrears letters.
- We will continue to report and monitor progress as part of the Task and Finish Group.

Void turnaround

The average turnaround calculation looks at the time it takes the council to let HRA (Housing Revenue Account) general needs (GN) and sheltered vacant properties. It includes all calendar days from vacation date to tenancy start date, for standard (minor works) lets and calendar days from ready to let' to tenancy start date for major works lets

The key to key figure includes all lets for the period and all days, from void date to let date.

Month	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24
Average turnaround days - GN/shelt combined	80	103	89	85	75	70	73	77	56	63	46	47
Average turnaround days - GN only	81	80	87	73	57	58	78	62	50	58	43	46

Key to key - all lets	136	166	126	157	89	131	177	212	141	116	134	76
-----------------------	-----	-----	-----	-----	----	-----	-----	-----	-----	-----	-----	----

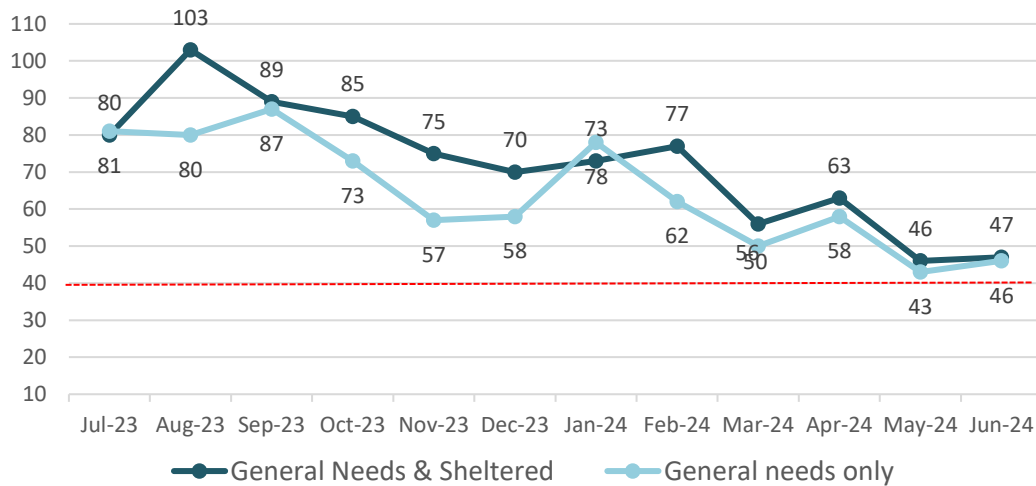
Total number of lets	63	42	37	40	43	53	62	43	44	46	48	63
No. sheltered & extra care lets	12	11	19	10	15	13	12	15	8	7	11	17

Combined turnaround year to date **51** days

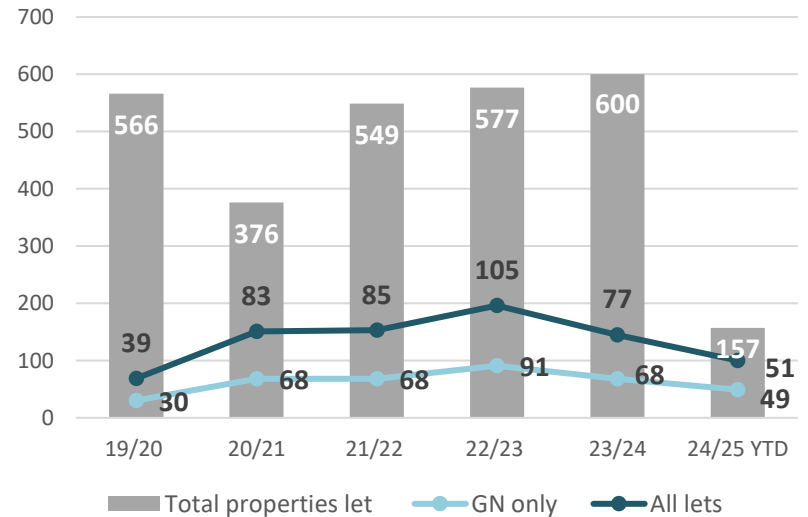
General needs turnaround

Key to Key all lets year to date **105** days

Void turnaround, by month



Average turnaround and relets, by year



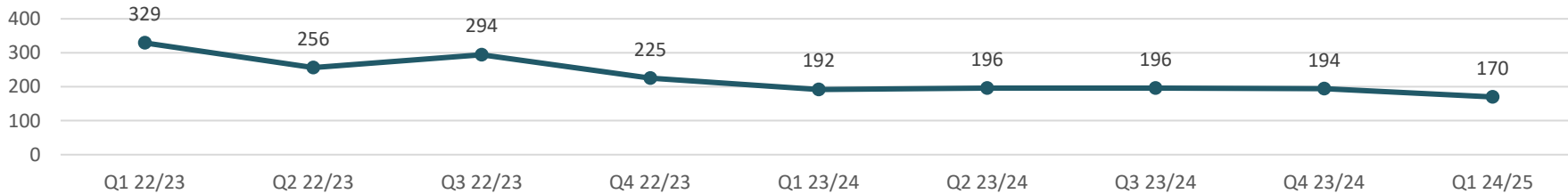
Current voids

170 properties (snapshot Aug 24)

Vacant properties, including:
19 voids with capital delivery undergoing major work; 10 extra care vacancies; 8 properties out of management (e.g. awaiting legal action).

	Under 1 month	1 - 3 months	3-6 months	6 months - 1 year	1 - 2 years	2 - 5 years	5 years plus	Total
Under repair	44	21	17	11	11	11	4	119
Ready to let	4	22	11	3	3	0	0	43
Out of management	0	1	0	2	2	2	1	8
Total	48	44	28	16	16	13	5	170

Number of void properties, over time



Voids commentary

During quarter one, we have driven down the number of void properties. We continue to work closely with allocations to pre allocate properties to assist in reducing the number of properties left empty after works have been carried out.

In a number of instances, enhanced works i.e. decorations have taken place to allow us to increase the opportunity of letting properties, which had proved to be hard to let.

We continue to take opportunities to convert properties to allow us to create large family accommodation ie four bedroom properties. This has allowed us to provide permanent homes for residents who were previously living in temporary accommodation.

The Northgate, (Housing Management System) Technical Project Manager has held four initial meetings with key voids management service areas regarding the Void process redesign and reporting, which is due to go live in October 2024. Meetings will be concluded in August.

During quarter one we were able to decant the final tenant who was required to be moved to allow us to empty the first Regina Road block.

Your New Home Survey Results

	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	YTD
HRA relets/new lets	38	54	36	32	37	34	48	60	39	42	45	48	513
Completed online	10	13	10	5	8	9	14	19	12	14	12	21	147
Completed by phone	11	23	10	10	11	11	16	17	9	15	12	12	157
Total completed	21	36	20	15	19	20	30	36	21	29	24	33	304
% completed	55%	67%	56%	47%	51%	59%	63%	60%	54%	69%	53%	69%	59%

New tenants are usually invited to complete this survey a month after moving in to their property

Monthly stats are in respect of tenancy start date, not survey completion date

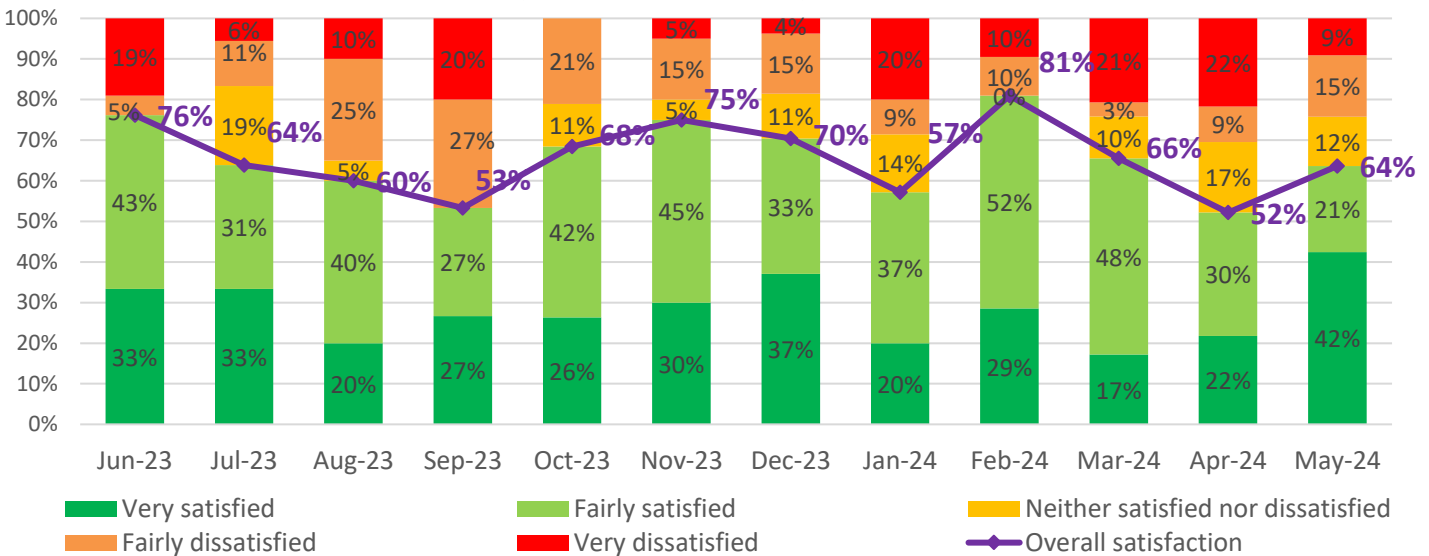
YTD and total responses are based on a rolling 12 month period

Open ended responses - some comments raise multiple points and are counted in more than one category

Overall, how satisfied or dissatisfied were you with the experience of moving into your new home?

Overall satisfaction **65%** Overall dissatisfaction YTD **25%** Total responses YTD **299**

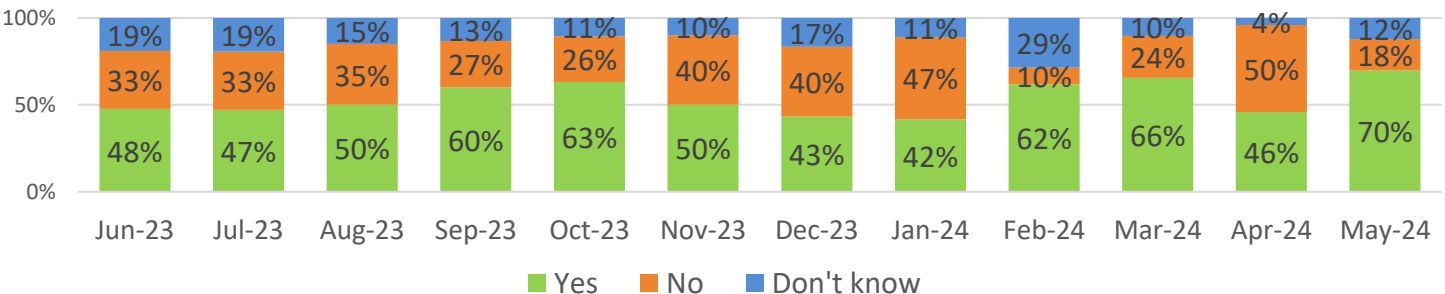
Overall experience of moving into new home



Were you made aware of the 'lettable standard' (the condition in which the property would be let to you)?

Aware of lettable standard **53%** Not aware/don't know **47%** Total responses YTD **304**

Awareness of lettable standard

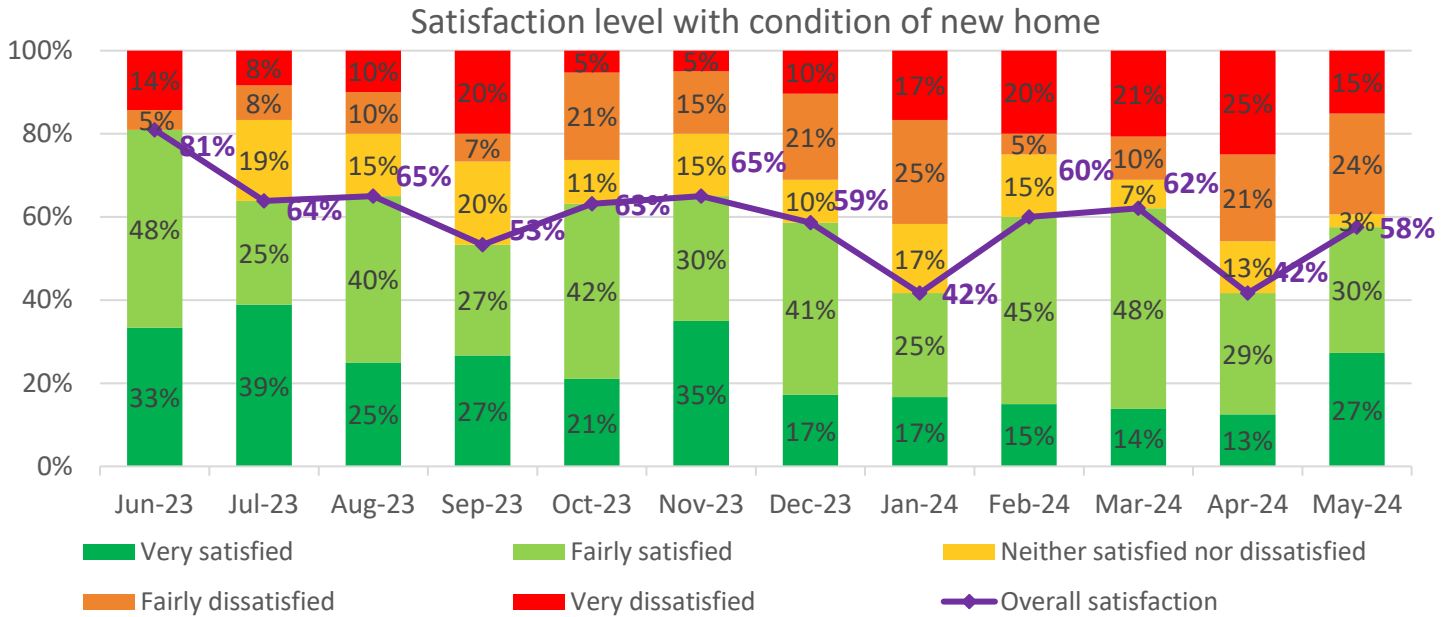


Overall, how satisfied or dissatisfied were you with the condition of your new home when you moved in?

Overall satisfaction **59%**

Overall dissatisfaction YTD **29%**

Total responses YTD **302**

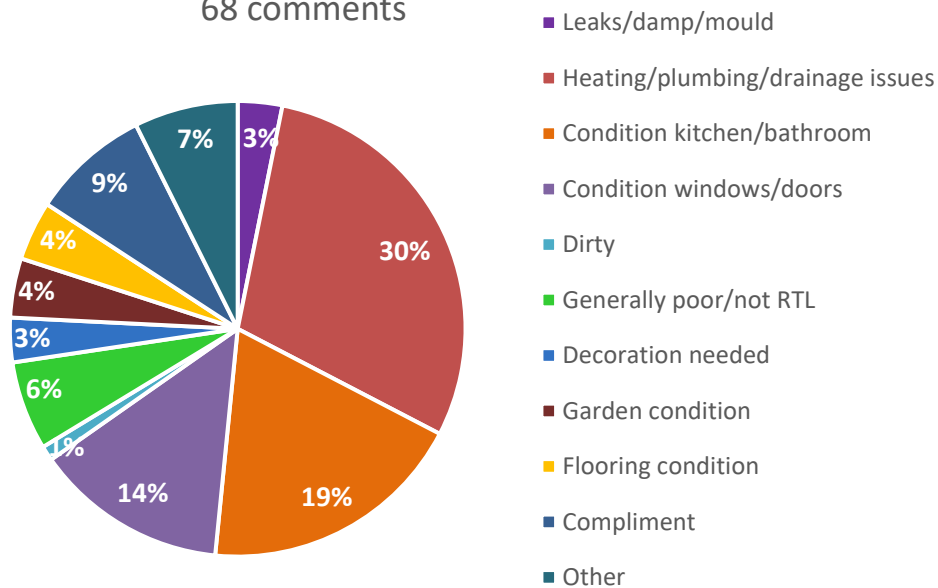


Please explain why you were not satisfied with the condition of the property

(Results for March to May 24)

Property condition - summary of responses

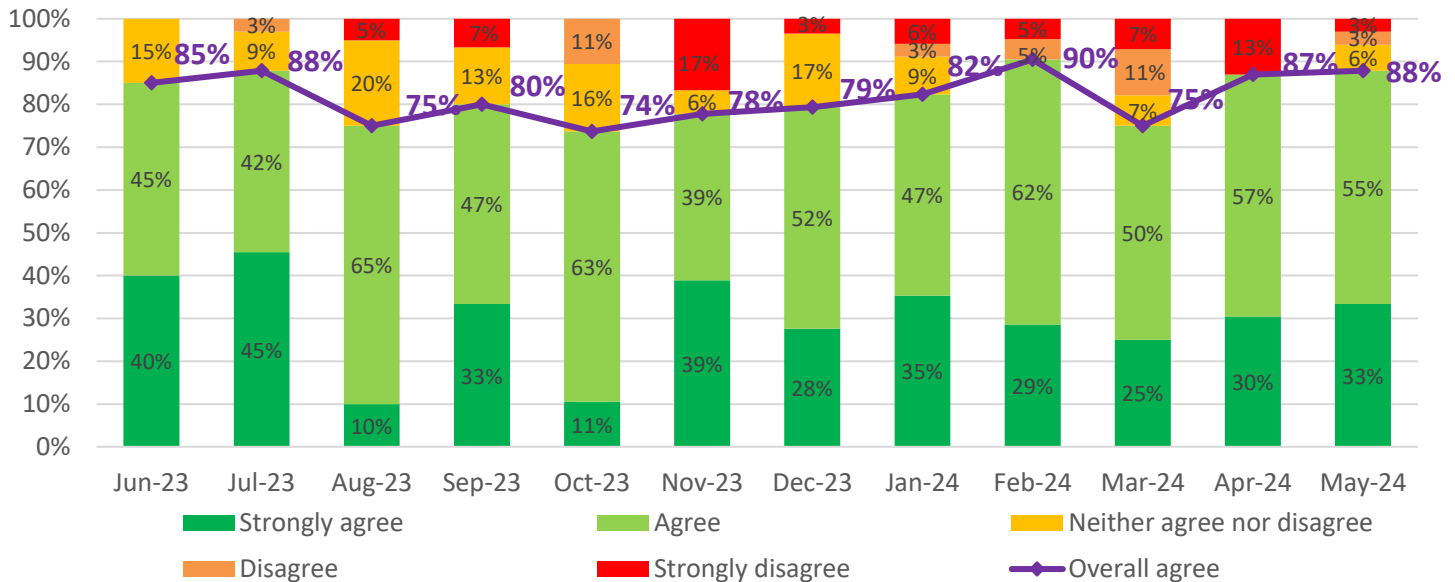
68 comments



During your recent rehousing/letting experience, to what extent do you agree or disagree with the following: 'I was treated fairly and with respect'?

Agreed with statement YTD **82%** Disagreed with statement YTD **8%** Total responses YTD **293**

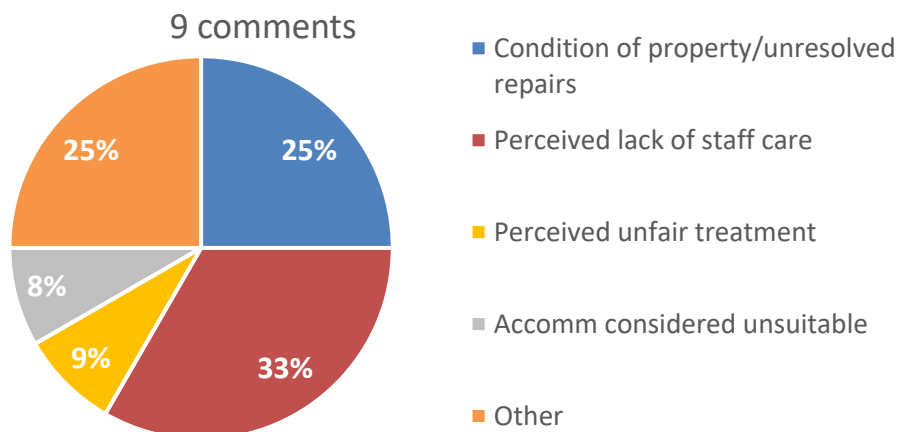
Treated fairly and with respect



As you did not agree with the statement, please explain why you feel this way?

(Results for March to May 24)

Treated fairly & with respect - summary of responses



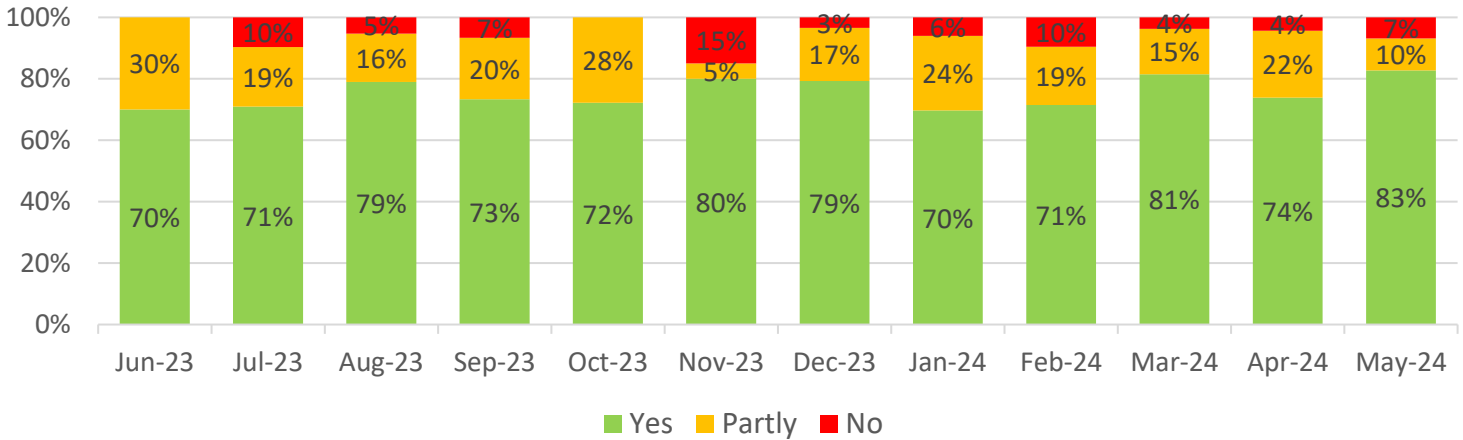
Did you find the sign up pack useful?

Usefulness of pack (Yes) YTD **75%**

Usefulness of pack (No) YTD **6%**

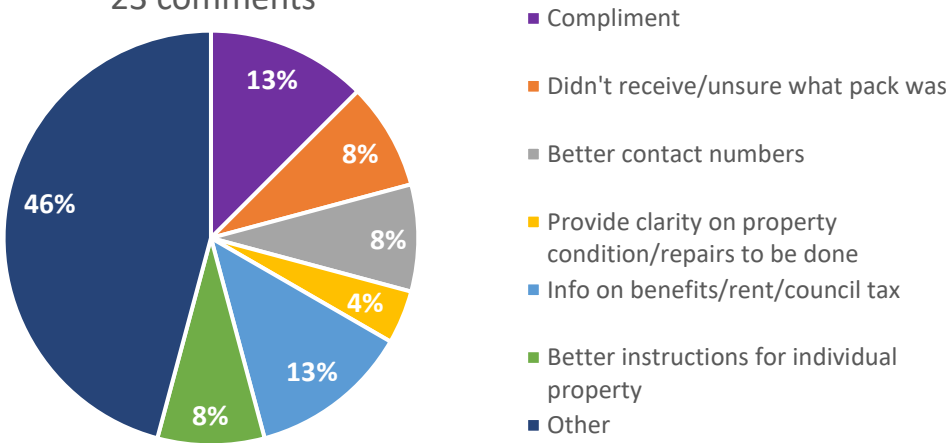
Total responses YTD **285**

Usefulness of sign up pack



How could we make the pack more useful and is there anything in particular that we should include? (Results for March to May 24)

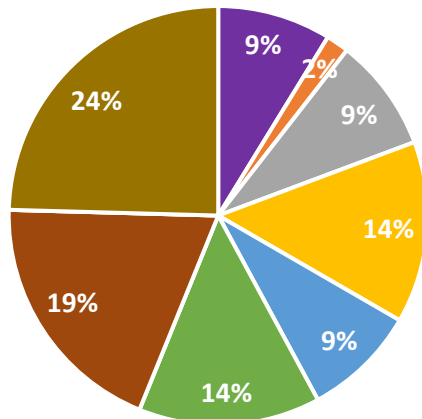
Sign up pack - summary of responses
23 comments



Was there any additional information we could have provided, or anything we could have done differently, to make the process easier? (Results for March to May 24)

General suggestions - summary of responses

50 comments



- Compliment
- View/walk through with officer
- Not given enough time to move
- Property condition/get works done before letting
- Info on benefits/rent/council tax
- Better instructions/info about property/tenancy
- Suitability of property
- Customer service/follow up
- Key/fob issues
- Other

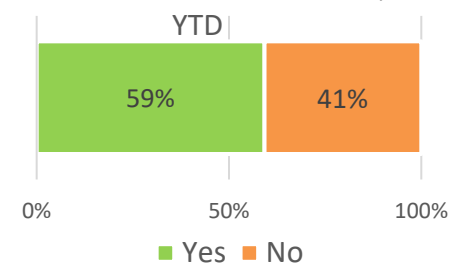
To help us improve the service, would you be interested in discussing your experience of moving into your new home with us further?

Number interested YTD **177**

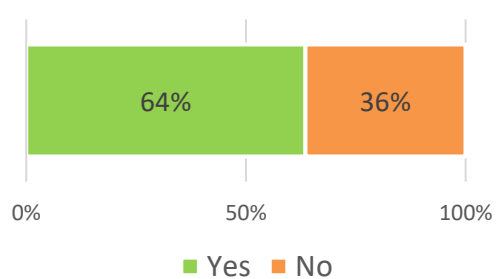
Would you like us to provide you with more information about resident involvement and the ways you can make your views known?

Number interested YTD **190**

Interest in further discussion,



Interest in resident involvement, YTD

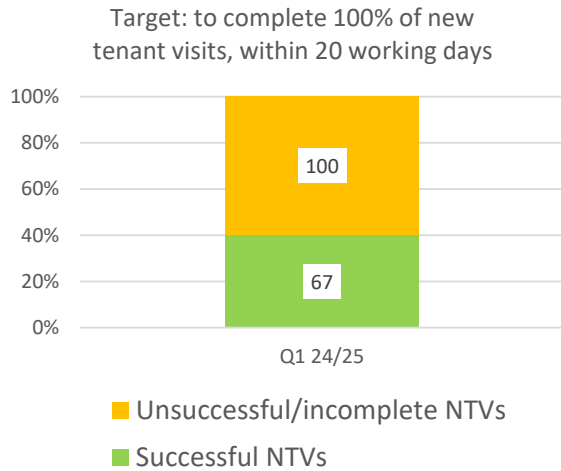


Survey actions and outcomes

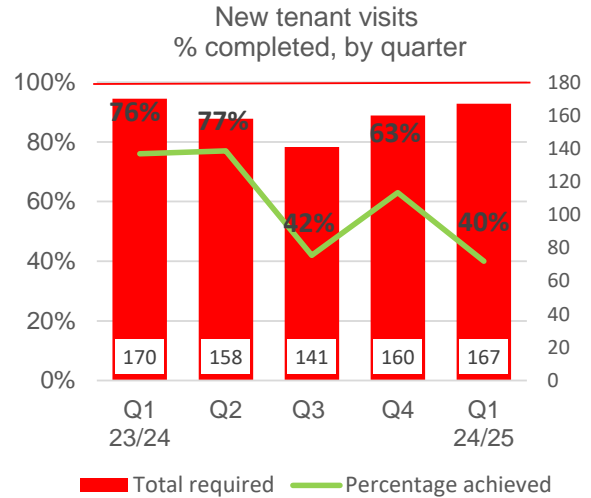
- Survey progress and results are shared regularly with the void strategic group
- All repairs related comments are forwarded to the repairs voids team for investigation and additional repair work is instigated if required
- When inspecting properties, surveyors focus on issues that have been raised frequently, in recent months this has included heating/plumbing issues and doors/windows
- Other issues raised are forwarded to the relevant teams such as income and tenancy and suggestions are forwarded to the relevant manager
- The sign up pack has been reviewed by the lettings team and now has a front cover. Contact details are reviewed regularly
- Residents' comments have helped inform the revised lettable standard which is now being included in sign up packs and with the offer when sent by Allocations. The latest results suggest this is now being seen more
- Residents interested in further involvement are sent more information and invited to register their details.

Tenancy services

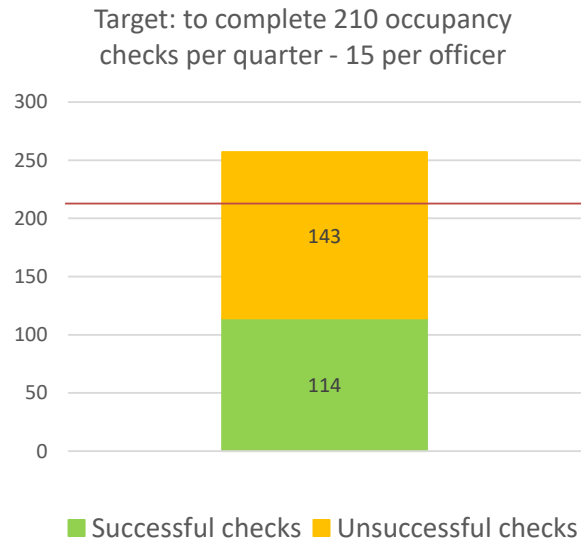
New tenant visits



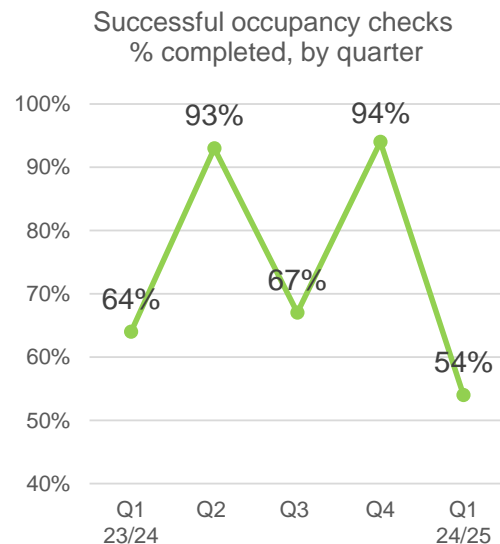
Target 100%: **Achieved 40%**



Occupancy checks

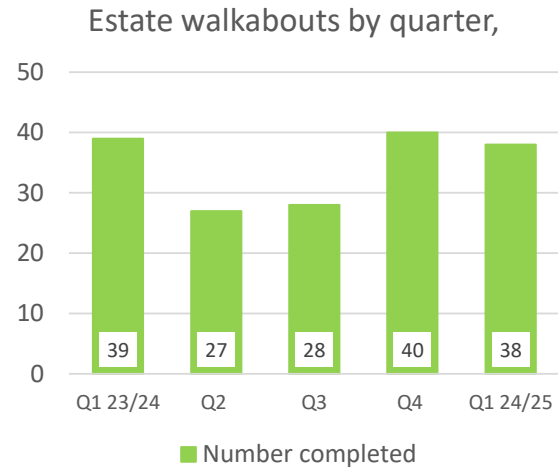
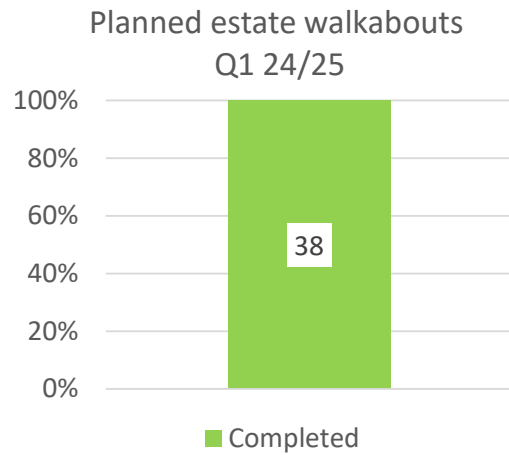


Target 210 successful checks:
achieved 114 from 257 total visits



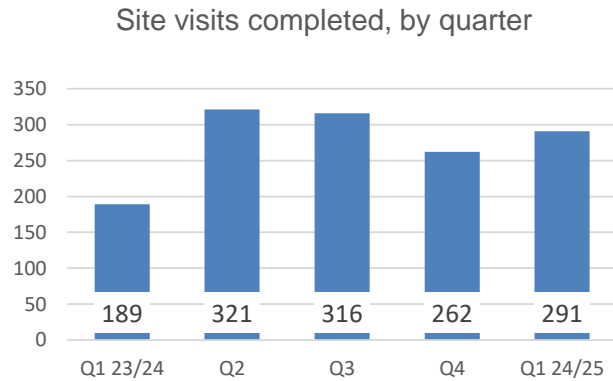
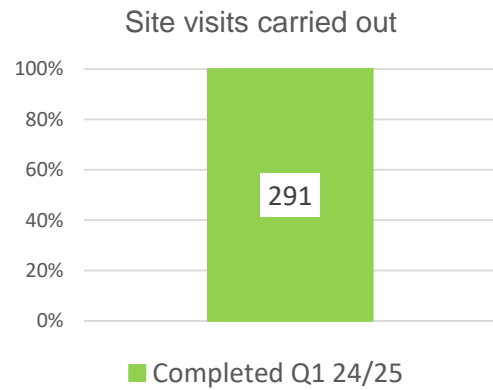
Estate walkabouts

(Scheduled estate visits including managers and sometimes councillors/residents)



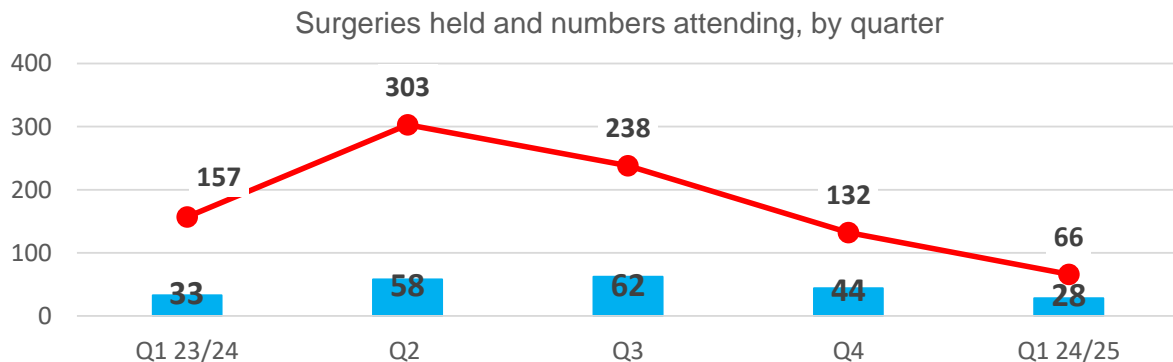
Site visits

(Ad hoc visit to estate/area)



Surgeries

Q1 24/25 28 surgeries held by tenancy officers



Tenancy commentary

New tenant visits & occupancy checks

All officers now fully trained on entering Tenancy processes, New Tenant Visits and Occupancy Checks into NEC, the housing database. Although there are 45 cases which require a second New Tenant visit there are 55 cases that have not received the first visit and these visits are to take place during Q2. A reminder to staff that all new visits should occur within the first 6 weeks of start of Tenancy will be reiterated at the next Tenancy Team meeting in August 2024. In saying this, there is currently an Audit taking place until end of August 2024 on how Tenancy handle New Tenant Visits and the outcome will help to shape and tighten up the process.

Occupancy check form using Housemark Photobook is currently in test mode with 4 officers. We are hoping that this will cut down on the amount of paperwork involved in carrying out Occupancy Checks, as using Housemark will mean that the form can be directly uploaded into Tenancy File including all the ID documentation for the resident.

In the meantime, in order to ensure the correct number of Occupancy Checks are being carried out we have split the teams into two, so that we have officers who carry out the visits and officers in the back office who updating NEC following visits to ensure that the outcome of visits are recorded. This will take place until the end of August 2024 to get back on track with Occupancy Checks.

In addition, we have enhanced management arrangements by using Mondays to focus on increased performance.

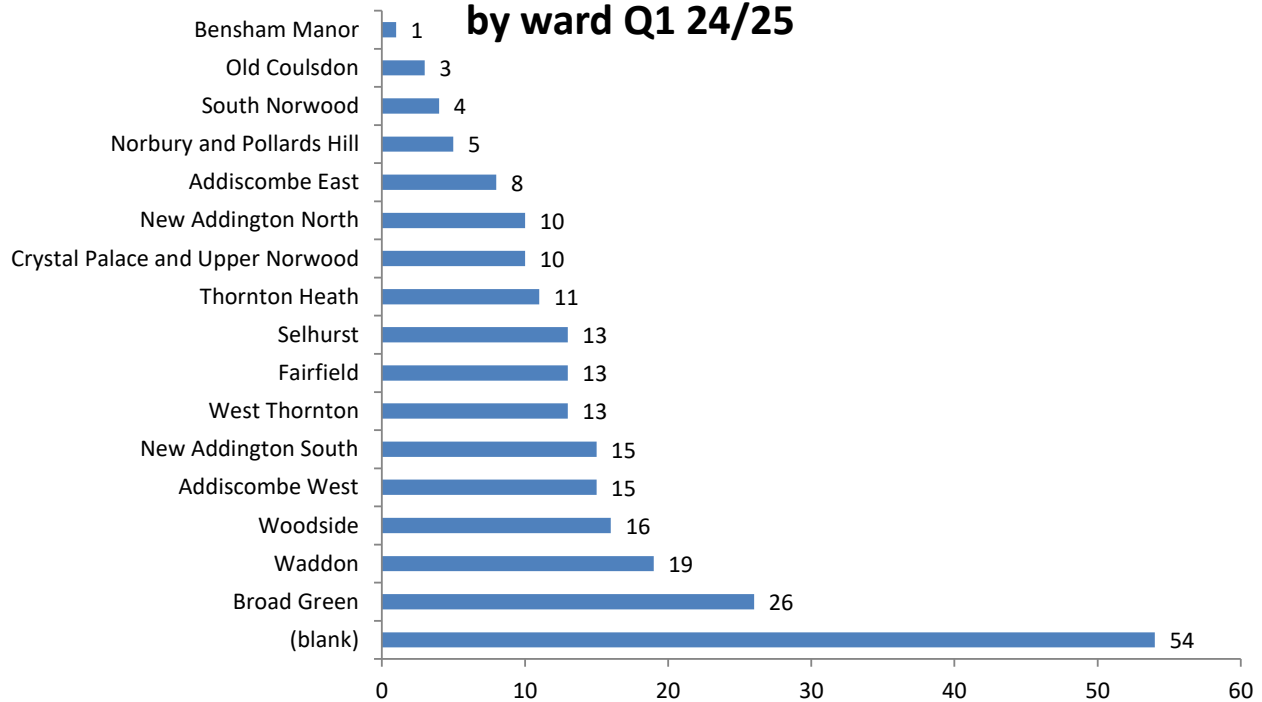
Roadshows

Eight roadshows took place over a three week period in May. Officers from various teams across the housing service and representatives from our three responsive repairs contractors also participated in the events.

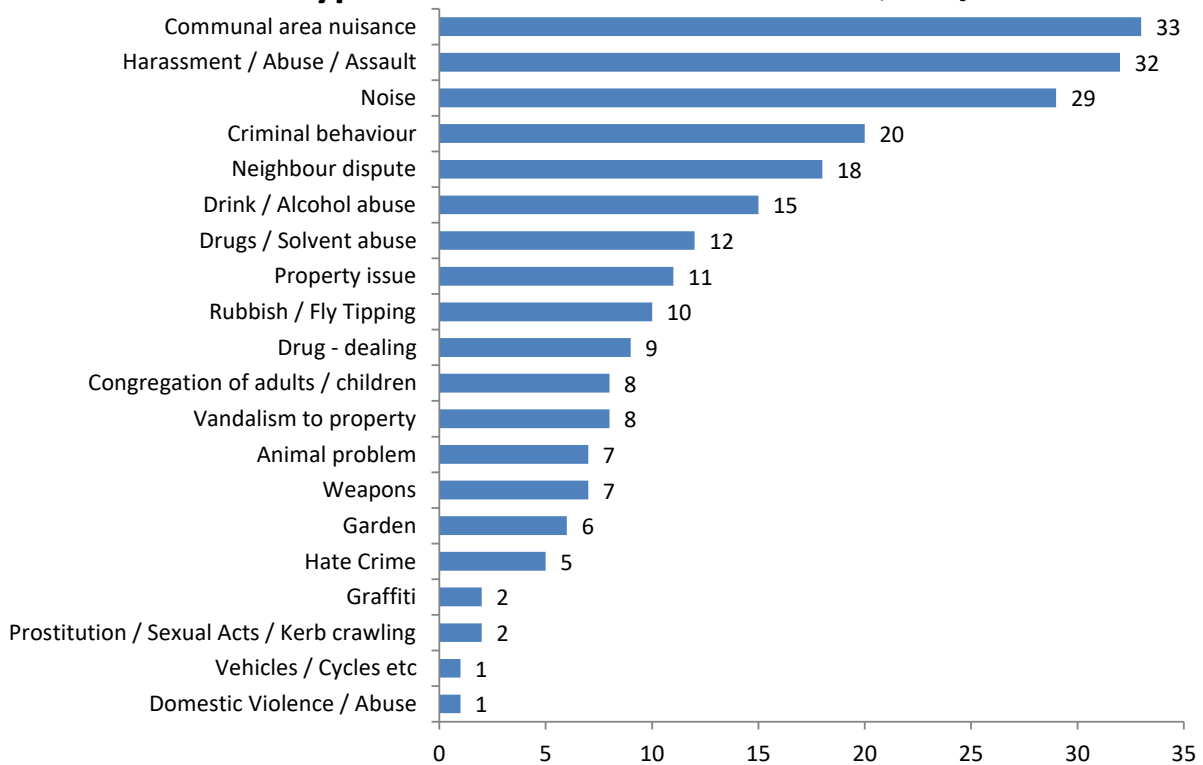
Residents were able to have their questions on a range of issue responded to and officers from our repairs contact centre raised jobs orders and issued job numbers and appointments to residents at the events.

Further roadshows will take place in August, at the next PMG we will provide details on surveys carried out to get the views of residents about opportunities to get involved and the barriers the Council need to address to increase participation.

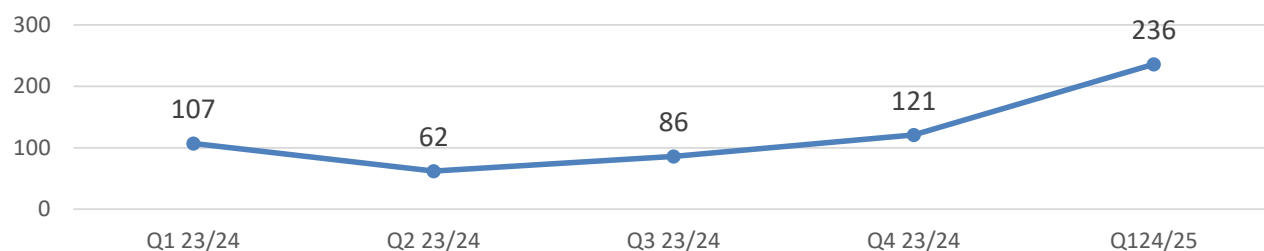
All logged ASB incidents by ward Q1 24/25



Type of ASB incident recorded Q1 24/25



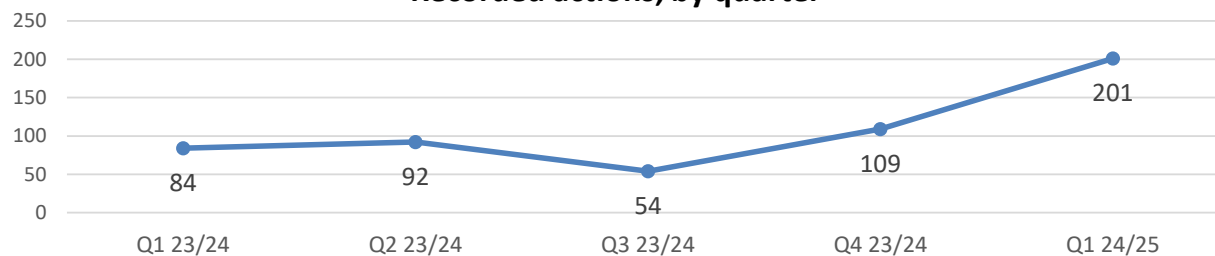
Total incidents recorded, by quarter



Actions by quarter for housing cases

Recorded actions	Q1 23/24	Q2 23/24	Q3 23/24	Q4 23/24	Q1 24/25
Investigation actions	28	46	29	78	161
Referral to mediation	2	1	1	0	2
Warnings issued	3	11	11	6	8
Complainant contact/support actions	51	34	13	25	30
Total	84	92	54	109	201
Number open cases at end of quarter	459	247	239	183	285
Cases open for over a year	366	146	144	71	152
Cases closed	29	27	26	22	26
Cases opened/reopened	33	27	17	32	57

Recorded actions, by quarter



ASB commentary

We have further improved the monitoring of ASB by the introduction of an additional manager to oversee cases monthly with each tenancy officer, these monthly in depth reviews are in addition to the review of cases/actions within 1-1s.

An further enhancements have been made to case management in Caseworks, and this has shown a slight increase in satisfaction with the ASB has been handled. We hope to see even more satisfaction reported in the coming quarters.

Tenant Satisfaction Measures (TSM) survey results

Q1 24/25: 248 telephone surveys completed

How we are using survey feedback:

- * Collating Tenant Satisfaction Measures to provide yearly data to the Regulator
- * Urgent issues forwarded when the survey is conducted – mainly repairs/damp & mould/tenancy
- * Individual maintenance issues raised are forwarded to repairs, damp & mould and assets
- * Individual comments regarding caretaking, tenancy & ASB are shared with operational managers
- * Findings have been used to inform locations of roadshows this year
- * New contact details and dead numbers are used to update central records
- * Key questions included in corporate KPIs and HIP (housing improvement plan) measures
- * Results shared with residents via PMG and Open House newsletter each quarter
- * HouseMark benchmarking

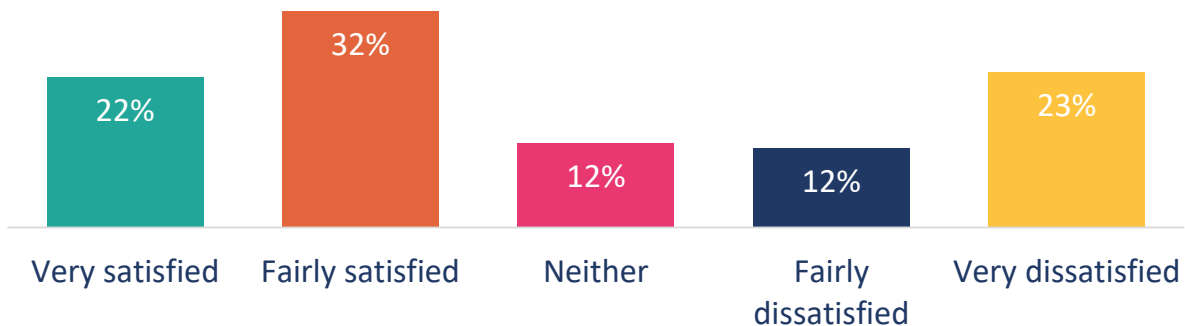
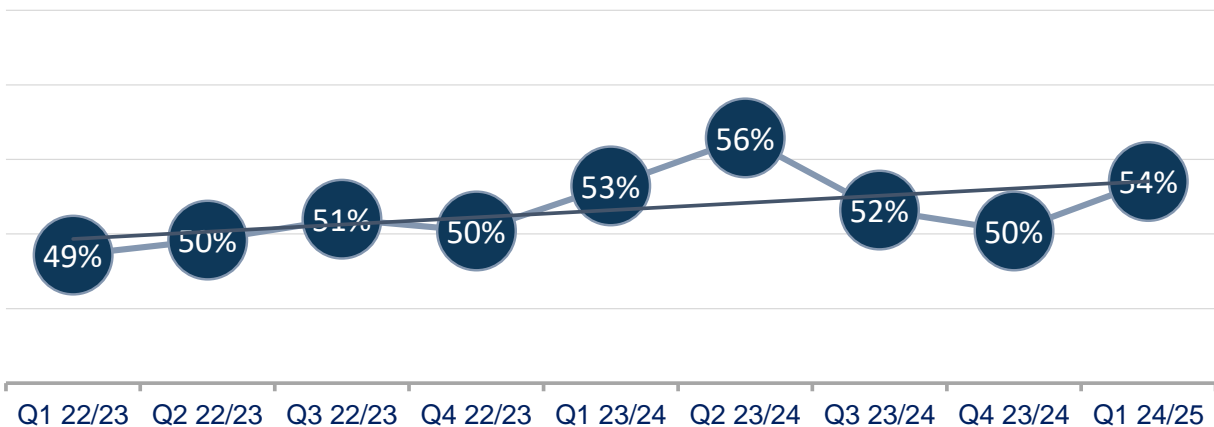
Housing services overall

Q1 24 25

Satisfaction with overall housing service provided

54%

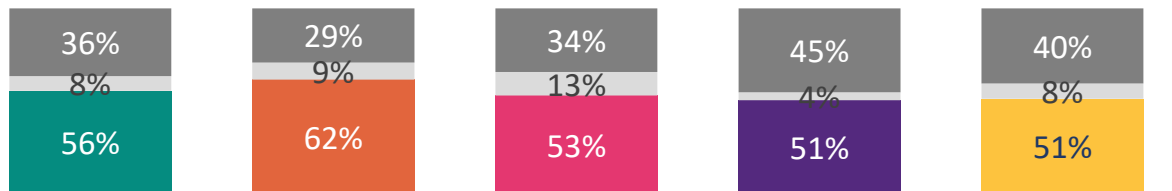
Overall Satisfaction Over Time



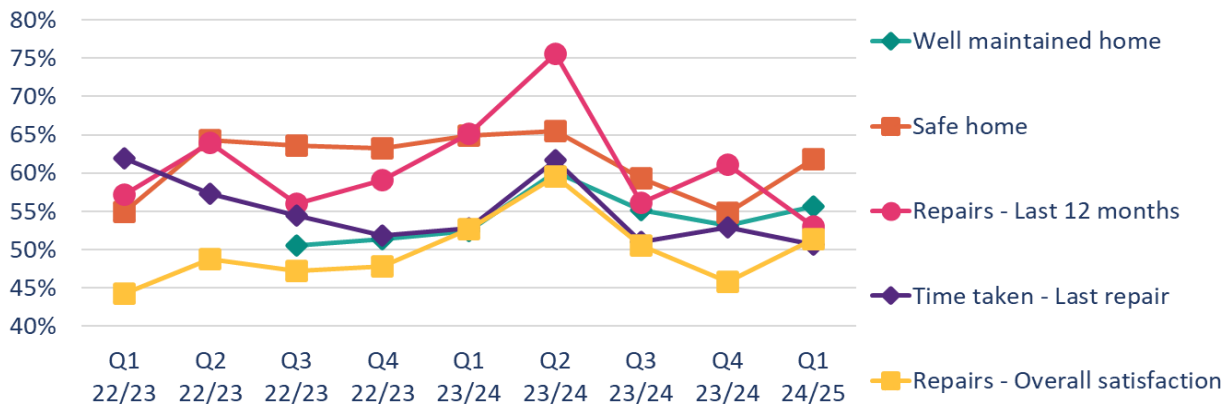
Keeping Properties in Good Repair

Q1 24 25

Has Croydon Council carried out a repair to your home in the last 12 months? Yes	64%
If yes...Satisfaction with the overall repairs service over the last 12 months	53%
If yes...Satisfaction with the time taken to complete your most recent repair	51%
Asked of all... General satisfaction with the way we deal with repairs and maintenance?	51%
Satisfaction that we provide a home that is well maintained	56%
Satisfaction that we provide a home that is safe (condition of the property/building you live in)	62%



Well maintained home (264) Safe home (251) Repairs - Last 12 months (164) Time taken - Last repair (164) Repairs - Overall satisfaction (255)



*Safe home changed from “safe and secure” to “well maintained and safe” in Q1 22/23 and to just “safe” in Q3 22/23.

Summary of open-ended comments relating to home not being well maintained/safe

136 comments were received and the majority were in respect of outstanding repairs and the time taken to complete these. 29% of comments were in respect of damp and mould in properties. 10% of comments were in respect of communal door security

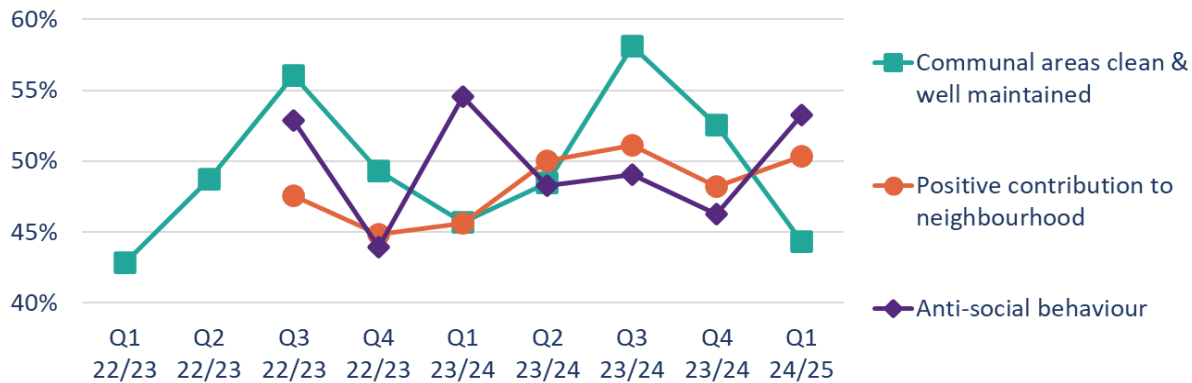
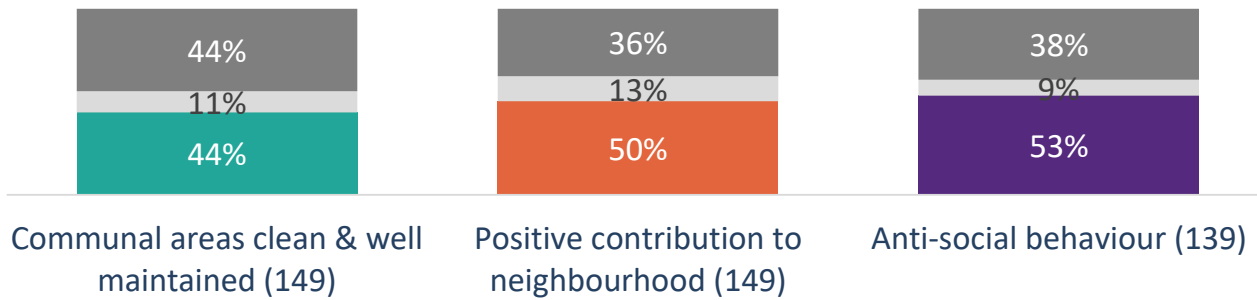
Summary of open-ended comments relating to repairs

51% of tenants were satisfied with the repairs & maintenance service; those who were not were asked why. Of 135 comments the most frequent were around the timescales to complete repairs (40%) and forgotten/outstanding repairs (30%). There were various comments relating to appointment issues/the need for repeated reporting/ease of reporting and general comms.

Responsible Neighbourhood Management

Q1 24 25

Do you live in a building with communal areas, either inside or outside, that Croydon Council housing services is responsible for maintaining? Yes	62%
If yes... Satisfaction that we keep these communal areas clean and well-maintained?	44%
Asked of all... Satisfaction that we make a positive contribution to your neighbourhood?	50%
Asked of all... Satisfaction with our approach to handling anti-social behaviour?	53%
Asked of all... Have you reported ASB to housing in the last 12 months?	14%



*Communal areas changed from “clean, safe and well maintained” to just “clean and well maintained” in Q3 22/23.

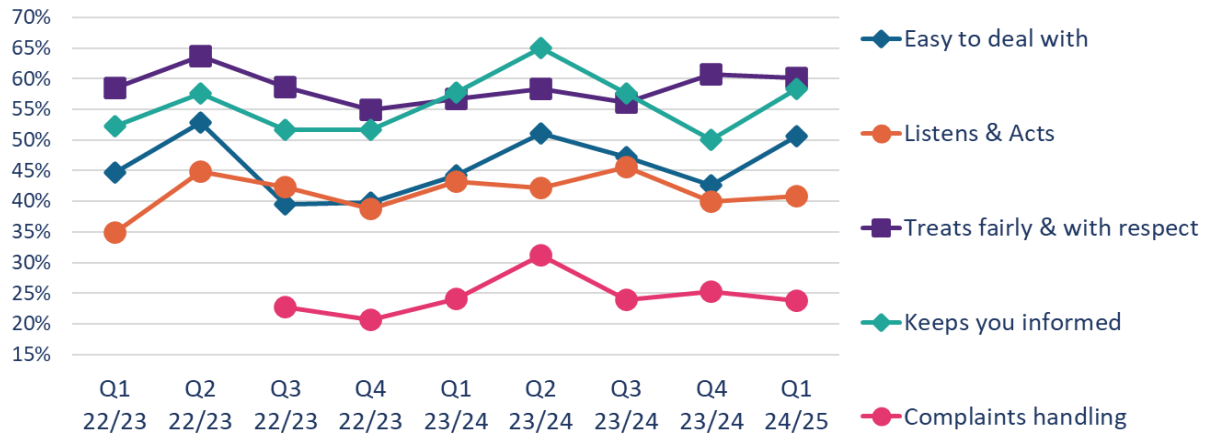
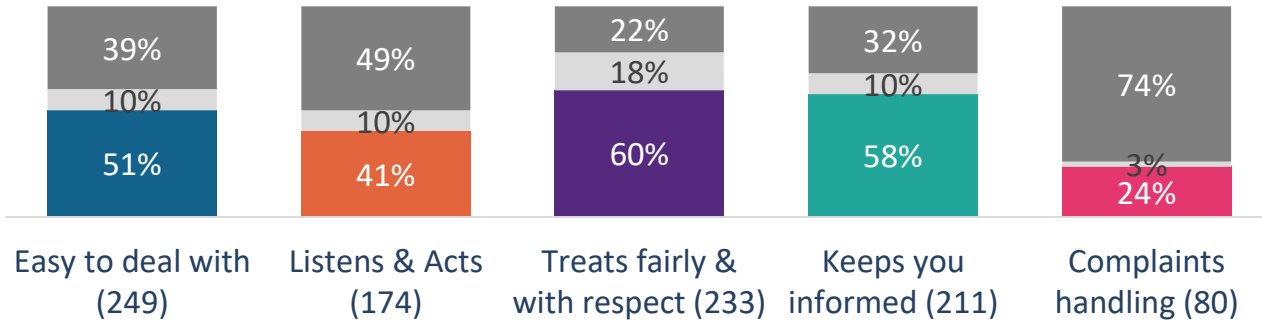
Summary of open-ended comments relating to communal areas

83 tenants provided reasons for dissatisfaction with their communal areas. The most common reason given was the frequency of the cleaning service, followed by dissatisfaction with grass cutting. There were several comments about the maintenance of communal areas and entry doors, as well as issues with rubbish storage areas.

Respectful & Helpful Engagement

Q1 24 25

Satisfaction that we are easy to deal with	51%
Satisfaction that we listens to your views and acts upon them	41%
Satisfaction that we keep you informed about things that matter to you	58%
Agreeing that `Croydon Council Housing services treats me fairly and with respect`?	60%
Have you made a complaint to Croydon Council Housing services in the last 12 months? Yes	33%
If yes...Satisfaction with our approach to complaints handling	24%



Summary of open-ended comments relating to 'Listens & Acts' and 'Keeps informed'

Our customer service open-ended question changed this quarter. 116 tenants provided information. We had a variety of responses, some is service specific, relating to e.g. repairs or ASB. Several around general lack of response, not hearing back, complaints not dealt with and having to chase. Also some comments relating to not being contacted by us proactively and not getting newsletters.

Tenant Satisfaction Measures (TSM) Summary

Measures set by and provided to the Regulator of Social Housing (RSH) annually from June 24.

This data is included in our HouseMark return for benchmarking with other landlords

Measured by tenant perception survey (LBC data source: quarterly phone survey c250 tenants)

Measured by landlord

* HouseMark Benchmarking - 23/24 year-end median for London councils/ALMOs.

TSM Reference	Description	23/24	Q1 24/25	Q2 24/25	Q3 24/25	Q4 24/25	24/25	London 23/24 benchmark *
TP01	Overall satisfaction	53%	54%					59%
Keeping properties in good repair								
RP01	Homes that do not meet the Decent Homes Standard	0.85%	0.49%					9.10%
RP02	Repairs completed within target timescale 1- Non-emergency 2- Emergency	1 - 79% 2 - 84%	1 - 85% 2 - 93%					1 - 77.5% 2 - 90.6%
TP02	Satisfaction with repairs	64%	53%					63%
TP03	Satisfaction with time taken to complete most recent repair	55%	51%					60%
TP04	Satisfaction that the home is well maintained	55%	56%					61%
Maintaining building safety								
BS01	Gas safety checks	99.1%	99.8%					99.8%
BS02	Fire safety checks	100%	100%					99.9%
BS03	Asbestos safety checks	100%	100%					100.0%
BS04	Water safety checks	100%	100%					99.5%
BS05	Lift safety checks	98%	100%					98.3%
TP05	Satisfaction that the home is safe	61%	62%					66.5%
Respectful and helpful engagement								
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	43%	41%					51%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	58%	58%					66%
TP08	Agreement that the landlord treats tenants fairly and with respect	58%	60%					69%

TSM Reference	Description	23/24	Q1 24/25	Q2 24/25	Q3 24/25	Q4 24/25	24/25	London 23/24 benchmark *
Effective handling of complaints								
CH01	Complaints relative to the size of the landlord (total number of complaints / number per 1000) S1= Stage 1 S2= Stage 2	S1 1001 74.6 S2 99 7.4	S1 308 22.95 S2 25 1.86					S1 = 73.48 S2 = 14.65
CH02	Complaints responded to within Complaint Handling Code timescales S1= Stage 1 S2= Stage 2	S1 20.7% S2 9.1%	S1 45.8% S2 16%					S1 73.9% S2 67.2%
TP09	Satisfaction with the landlord's approach to handling complaints	26%	24%					26%
Responsible neighbourhood management								
NM01	Anti-social behaviour cases relative to the size of the landlord (T - total number of cases provided for this report) H = cases involving Hate incidents	T = 129 9.61 H = 6 0.45	T = 53 3.95 H = 6 0.45					T = 32.1 H = 0.47
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	51%	44%					61.5%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	49%	50%					62%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	49%	53%					58%