

Performance Narrative – Landlord Services
Quarter 1 2015 / 2016

Anti-Social Behaviour	<p>Managed by Jonathan Antill (Acting Senior Service Manager)</p> <ul style="list-style-type: none"> • Northfield received 221 new enquiries of ASB in the Quarter. This is the highest number of received enquiries in the City. 152 cases were closed in the same period of which 100% were closed successfully. • The ASB Initial contact performance has fallen to 97% of initial contacts taken place within the target time against 100% for the last quarter. Those missed initial contacts were a matter of a few hours and have all been prioritised accordingly. • As at 26/08/15 the local teams are currently working on 137 ASB cases these range from low level nuisance to more serious issues such as cannabis factories. There are currently 31 Cat A and 106 Cat B cases • As at 26/08/15 the Kings Norton ward has 40 cases (29.2%), Longbridge ward 34 cases (24.8%), Northfield ward 40 cases (29.2%) and Weoley ward 23 cases (16.8%) ASB cases open.
Estates and Tenancy Management	<p>Managed by Jonathan Antill (Acting Senior Service Manager)</p> <p>The Northfield District has 10028 local authority Housing Properties and 589 leaseholders.</p> <p>Kings Norton ward 2861 tenancies</p> <p>Longbridge ward 2588 “</p> <p>Weoley ward 2503 “</p> <p>Northfield ward 2076 “</p> <p>The District has 33 high rise blocks managed by three local Housing teams.</p> <p>The city target for cleaning of high rise blocks is for 100% to achieve a 'satisfactory' score rating of 45 points and above. 72% are expected to achieve a 'good' score rating of 60 points or above.</p> <p>In the quarter, 93% of our high rise blocks achieved a 'good' rating or better.</p>

	<p>Low Rise Blocks</p> <p>Within the District there are currently 186 low rise blocks which are covered by either neighbourhood caretaking schemes or external contract cleaners.</p> <p>For the quarter the Northfield District achieved 100%. Of the blocks audited were found to be cleaned to a satisfactory standard or higher.</p> <p>Lodgers in Occupation</p> <p>For the quarter, the District had 22 open cases more than 12 weeks old. These cases are complex and often require us to take court possession action. Dealing with cases of this nature, including waiting for court hearing dates, will take a case beyond 12 weeks.</p> <p>Lodgers left in occupation are required to pay a use and occupation charge whilst their application is being determined.</p> <p>Introductory tenancies</p> <p>For the quarter, the Northfield District had 3.1% of its introductory tenancies over 12 months. This is better than the City Target of 8%. These Tenancies are with the rent team and are in the legal process for rent arrears.</p> <p>Average of bi-annual estate assessment scores</p> <p>Northfield average of estate assessments is 28.6 which rates the District as Good and needing only a 0.4 increase to be rated excellent</p>
Voids and Lettings	<p>Voids is managed by Gary Nicholls (Senior Service Manager) and Lettings by Karen Markall (Acting Senior Service Manager)</p> <p>For the Quarter the average days turnaround to re-let all properties in Northfield was 30.3 days against the previous quarters average of 29.9 days. This puts Northfield within the city standard of 35 days and nearly within the City target of 30 days.</p>

	<p>The number of days to turn round a sheltered property for the quarter was 59.9 days. Up from the previous quarter of an average of 47.7 days.</p> <p>The Northfield district average time taken to repair an empty property by the Repairs provider Willmott Dixon South was 18.3 days per void. This is within the City standard of 20 days</p> <p>The % of properties advertised and re-let 1st time was 88% and is better than the City target of 75% and above the city average of 84.1%.</p> <p>Customer satisfaction with their new home was 100%.</p> <p>As a snap shot the Northfield District had 6 Sheltered Housing Void properties at the end of the Quarter. 4 less than the previous quarter.</p>
Achievements – Quarter 4	<ul style="list-style-type: none"> • April 15 – 1 tonne of fly tipped rubbish removed by Neighbourhood Caretakers from Merritts Brook in Weoley. • June 2015 – Taken on a 3.5T tipper that was previously used by Neighbourhood Workers. This is being utilised across the district to collect fly tipped waste to create a cleaner and greener Environment. • On the 26 June 15 Birmingham County Court gave a 20 week custodial sentence to a Northfield tenant for continuously breaching his ASB injunction which was originally served for causing noise and nuisance to his neighbours. • Social Media training was provided to Place Managers in April. This has been cascaded to Staff who have been tweeting about more of their work. Follow us via: @SSMSouthHousing; @WeoleyHousing; @KNHousing; @NorthfieldHsng; @PlaceLongbridge; <p>These are just a sample of the achievements the local teams have put in place across the constituency with joint working involving other teams and other council departments</p>