

**Ladywood District Landlord Services  
Performance Narrative Exception Report  
Quarter 4 2014 / 2015**

### Antisocial Behaviour:

Number of new cases received  
 Number of new hate crime cases  
 Percentage of A cases responded to on time  
 Percentage of B cases responded to on time  
 Percentage of C cases responded to on time  
 Total cases closed  
 Percentage of cases closed successfully



### Estates and Tenancy Management:

Percentage of high-rise blocks in the good category  
 Percentage of low-rise blocks in the satisfactory category  
 Number of lodgers in occupation for more than 12 weeks  
 Percentage of introductory tenancies over 12 months not made secure  
 Estate assessment scores  
 Estate assessment scores by category



### Voids and Lettings:

Average days void turnaround  
 Average days to repair a void  
 Average time to let a property from Fit for Let date to Tenancy Start Date  
 Percentage of properties let first time  
 Customer satisfaction with letting staff  
 Customer satisfaction with new home



### Services for Older People:

Average days turnaround for void sheltered properties  
 Number of new sheltered voids  
 Number of current sheltered voids  
 Percentage of support plans completed in 4 weeks  
 Percentage of Careline calls answered within 60 seconds



### Housing Customer Service Hubs:

Number of calls handled  
 Average time taken to answer calls  
 Percentage of calls answered



### Responsive Repairs:

Right to Repair repairs completed on time  
 Percentage of appointments kept



### Gas

Percentage of gas services completed  
 Percentage of gas repairs completed within 7 days



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<b>Anti-Social Behaviour</b>	<p><b>Percentage of A cases responded to on time</b></p> <p>The target for this is 100% but Ladywood District achieved 99% for Quarter 4. The reason for this was a new member of staff who failed to appreciate the importance of recording the date and time of response. This compliance issue has been addressed with the member of staff concerned.</p> <p>Tenant representatives have confirmed that they consider the ASB service to be well managed.</p>
<b>Estates and Tenancy Management</b>	<p><b>Percentage of High Rise Blocks in the good category</b></p> <p>Tenant representatives have commented that, while the percentage of high-rise blocks in the good category has met its target, this can conceal considerable variations. They will be working with Place Managers for their Wards looking at these figures in more detail over the coming months and may wish to make a further commentary at the next District Committee meeting.</p> <p><b>Percentage of introductory tenancies over 12 months and not made secure</b></p> <p>The performance at 16% is short of the 8% target. This relates to 33 tenancies of which 7 were tenancies that ended due to tenant vacating their tenancies prior to the 12 month period. Of the remaining 26 the majority of cases related to tenancies where Court action was being taken for rent arrears while 7 fell later in the month and missed the timescale due to the date on which the report was prepared. This performance target is currently being reviewed to ensure that better information is provided to reflect the quality of tenancy management.</p>
<b>Voids and Lettings</b>	<p><b>Average Days Void turnaround</b></p> <p>The average days void turnaround for the period was 35.2 days, which fell slightly short of the 35</p>

	<p>days standard target set.</p> <p>Turnaround for this quarter was mainly affected by advertising a number of readily available properties (RAPs). Some of these properties have been void for a considerable period of time and, while it should be celebrated that we no longer have so many voids, by letting them the turnaround increases.</p> <p>In addition, unfortunately during this period there have been a number of staffing issues due to sickness, discipline and paternity leave. Officers from other teams were moved to enable cover to be provided, but obviously a period of training was necessary to bring all staff up to full capacity.</p> <p><b>Average days to repair a void</b></p> <p>The average days to repair a void was 20.2 days which just missed the target of 20 days. This also impacts on the overall void turnaround target. Issues have been identified around the need to identify any electrical work at the earliest opportunity because this work is carried out by our energy provider, Scottish Southern and Electrical (SSE) and needs to be scheduled as early as possible within the void work.</p> <p><b>Average Time to Let a Property from Fit for Let Date to Tenancy Start Date</b></p> <p>The average time for Ladywood was 20.1 days which compares well with the City average of 25.5 days, but falls short of our target of 12 days. There have been delays in getting properties re-shortlisted and when a viewing is arranged but customers do not attend or decide they do not want the property. Work is being developed with the allocations team to address these issues.</p> <p>Overall, we continue to scrutinise our management of voids and lettings, and at the City level a wide ranging review of the service has commenced. This review has been taking an end-to-end process mapping approach and scrutinising the range of improvements required. Tenant representatives are involved with this process and have welcomed the approach being taken.</p>
<b>Gas</b>	<p><b>Percentage of gas repairs completed within 7 days</b></p> <p>84.5% of gas repairs in Ladywood were completed</p>

	<p>within 7 days which is just short of the standard target of 85% but falls short of the stretch target of 90%. Issues relating the management of contractors are being addressed by the capital asset management team and underlying issues are being assessed within the wider procurement arrangements for gas and repairs partners at the City-level.</p>
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