

Edgbaston District

Performance Narrative **Quarter 2 2016 / 2017**

Anti-Social Behaviour	Managed by Jonathan Antill (Acting Senior Service Manager) <ul style="list-style-type: none">• The District received 190 new reports of ASB in the quarter and closed 150 cases. 100% of the cases closed were with a successful conclusion.• The ASB initial contact performance during this quarter is 95.3% of cases being contacted within the Service standard. This is in line with the service standard. Officers are continuing to investigate ways to improve the service.• As at 28/12/2016 the ASB team were working on 42 ASB cases. Down from the last quarter's 63. Of these, 13 are Cat A cases.• As at 28/12/2016 the Bartley Green ward had 38.1% (16 cases), Quinton ward 47.6% (20 cases), Harborne ward 7.1% (3 cases) and Edgbaston ward 7.1% (3 cases) of the ASB cases open.
Estates and Tenancy Management	Managed by Jonathan Antill (Acting Senior Service Manager) <p>The Edgbaston District has 7309 local authority Housing Properties.</p> <p>Bartley Green Ward 3513 tenancies Quinton ward 2318 “ Edgbaston ward 698 “ Harborne Ward 780 “</p> <p>The District has 16 high rise blocks with a total of 778 properties managed by the two local Housing teams a further 10 of these are managed by 3 Tenant Management Organisations (TMO's) Roman Way, Four Towers and Manor Close</p> <p>The city target for cleaning of high rise blocks is that 72% of them expected to achieve a 'good or better' score rating of 60 points plus. 91.7% of tower blocks on Edgbaston District achieved this.</p>

	<p>Low Rise Blocks</p> <p>The area has 310 low rise blocks within the District. Currently 105 low rise blocks are covered by either neighbourhood caretaking schemes or external contract cleaners.</p> <p>The city target for low rise blocks we clean is 50% of them to be audited and of those 100% should be found to be cleaned to a satisfactory standard. For the quarter the Edgbaston District achieved, 100% of the blocks audited were found to be cleaned to a satisfactory standard.</p> <p>Lodgers in Occupation, also known as unlawful occupiers</p> <p>At the end quarter Edgbaston had 12 live Unlawful Occupier cases over 12 weeks old. These cases are complex and often require us to take possession action. Dealing with cases of this nature, includes waiting court hearing dates. Regrettably this will take possession cases beyond 12 weeks.</p> <p>Unlawful Occupiers are required to pay a use and occupation charge whilst their application is being determined.</p> <p>Introductory tenancies</p> <p>At the end of the quarter the Edgbaston District had 11.8% of Introductory Tenancies waiting promotion to secure. This is higher than the city target of 8% or less. All the Introductory tenancies at 12 months are reviewed. Edgbaston has a higher than normal number of Introductory Tenants in legal action and hence cannot be promoted to secure.</p> <p>Estate Assessment Scores.</p> <p>The Estate assessment scores rated the Edgbaston District Estates as “Good” and just 0.1 points from being rated as “Excellent” (29 plus)</p>
<p>Voids and Lettings</p>	<p>Voids and Lettings is managed by Gary Nicholls (Senior Service Manager)</p> <p>For the quarter the total average turnaround to re-</p>

	<p>let properties in Edgbaston was 25.9 days. This represents a 3.3 day improvement over the previous quarter and is better than the City Target of 28 days average turnaround time.</p> <p>The Average number of days taken to let an empty property once fit to let is 14.6 days. This is better than the City target of 15 days.</p> <p>Available council homes as a percentage of total stock is 99.4%. This is better than the city target of 98.8%.</p>
Achievements – Quarter 1	<ul style="list-style-type: none"> • These will be verbally reported on during the meeting