

Housing Transformation Report Q1 2017-18

Ladywood District Committee

The table below summarises Ladywood-specific information from the City-wide Housing Transformation report.

Management of ASB Ladywood continues to receive a high level of ASB cases with 153 new enquiries received during period 1, of which 3 were classified as hate crimes, although in 2 instances this was due to systems errors. 100% of cases were responded to on time. A total of 130 cases were closed of which 100% were recorded as successfully. At the time of the HTB report there were 163 live cases for Ladywood District	No. of new cases received: 153 No. of new hate crime cases: 3 Percentage of cases responded to on time: 100% Total ASB cases closed: 130 Percentage of cases closed successfully: 100% No. of live cases 163
Percentage of high and low-rise blocks rated good or better 74.9% of blocks in Ladywood achieved the good or better score, which is above target. Low rise blocks have achieved a 100% satisfaction score for Ladywood which meets the performance target for this service	74.9% of high-rise blocks good or better 100% of low-rise blocks satisfactory
‘Lodgers in Occupation’ for more than 12-weeks This measures the number of people occupying council properties where the tenancy has ended and the status of those occupying requires further investigation. The situation normally arises when the tenancy ends either because of the death of the tenant or relationship breakdown. There are currently 12 cases in Ladywood where investigations have taken longer than 12-weeks and these are generally situation where legal action will be required to resolve the issues.	No of cases: 12
Percentage of Intro tenancies over 12 months old not made secure	Percentage of

2.38% of tenancies in Ladywood over 12-months old were not been made secure during Q2 with all of these being due to issues relating to rent arrears.	tenancies over 12-months old not made secure: 2.38%
Conditions of estates – average bi-annual estate assessment scores In Ladywood the average of estate assessment scores was 28.2 which is above the 'good' score of 21, and only just below the score for excellent of 29. The estate assessments take place twice per year and lead to the development of improvement plans.	Average bi-annual estate assessment score: 28.2
Voids The average days turnaround on all voids in Ladywood was 30.1 days and the average day from Fit to Let to Tenancy Start date was 12.7 which represents continue improvement in this area or work.	Average days turnaround all voids: 30.1 Average days from Fit For Let to Tenancy Start Date: 12.7
Repairs The contractors, Wates, responded to emergency repairs within 2 hours of 98.1% of occasions. They resolved routine repairs within 30 days on 95.3% of occasions. Customer satisfaction was 99.8%	Respond to emergency repairs in 2 hours: 98.1% Respond to routine repairs within 30 days 95.3% Customer satisfaction 99.8%