

Housing Transformation Report Q4 2015-16

Ladywood District Committee

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

<p>Management of ASB</p> <p>Ladywood continues to receive a high level of ASB cases with 147 received during period 4. 97% of cases were responded to on time which is below the target of 100%. Unfortunately staff changes meant that in 4 cases the customer received a response which was not recorded on the monitoring system and which led to the target being missed. Training and support has been provided. A total of 122 cases were closed of which 97% were recorded as successfully (which indicates that all options for the management of the case were used). In one instance the closure ticket was incorrectly completed. HLB members keep in touch with ASB service through reports to Board meetings and through their involvement with the co-regulation of the service.</p>	<p>No. of new cases received: 147</p> <p>No. of new hate crime cases: 0</p> <p>Percentage of cases responded to on time: 97%</p> <p>Total ASB cases closed: 122</p> <p>Percentage of cases closed successfully: 97%</p> <p>Number of current ASB cases: 195</p>	<p>Status: Green/Amber/Red</p>
<p>Percentage of high and low-rise blocks rated good or better</p> <p>77% of blocks in Ladywood achieved the good or better score, which is above target.</p> <p>Low rise blocks have achieved a 100% satisfaction score for Ladywood</p>	<p>81% of high-rise blocks good or better</p> <p>100% of low-rise blocks satisfactory</p>	<p>Status: green</p>
<p>‘Lodgers in Occupation’ for more than 12-weeks</p> <p>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 11 cases in Ladywood</p>	<p>No of cases: 11</p>	<p>No target</p>

where investigations have taken longer than 12-weeks and all of these are cases where legal action will be required to resolve the issues.		
Percentage of Intro tenancies over 12 months old not made secure 0.8% of tenancies in Ladywood over 12-months old were not been made secure during Q4.	Percentage of tenancies over 12-months old not made secure: 0.8%	Status: Green
Conditions of estates – average bi-annual estate assessment scores In Ladywood the average of estate assessment scores was 26.3 which is above the ‘good’ score of 21, but 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: 26.3	No target
Average days void turnaround excluding void sheltered properties The average days turnaround for void properties excluding sheltered in Ladywood was 22.1 which was below the target of 30 days. This represents continued improvement on the void process which is no managed locally. The average calendar days to let a void property from Fit For Let date to Tenancy Start Date now stands at 10.9 days for the district which means that locally the target is now being met.	Average days turnaround excluding sheltered voids: 22.3 Average days turnaround all voids: 21.9 Average calendar days to repair a void property: 20.9 Average days to let a void property: 10.9	Status: Green Status: Green Status: Amber Status: Green
Repairs The percentage of right to repair jobs completed on time in Ladywood was 95.6% which was above the service standard, but slightly below the target of 98%. The Birmingham Promise target to resolve routine repairs in 30 days achieved 95.2%	% of right to repair jobs completed on time: 95.6% % of routine repairs resolved within 30 days: 95.4%	Status: Amber Status: red

<p>which was below the target of 100%. 100% of gas servicing took place and 81.2% of gas repairs were completed within 7 days New repairs contractors are now operating in Ladywood District area.</p>	<p>100% Of gas servicing completed against profile</p> <p>% of gas repairs completed within 7 days: 81.2%</p>	<p>Status: Green</p> <p>Status: Red</p>
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