

Performance Narrative – Landlord Services
Quarter 2 2016 / 2017

Anti-Social Behaviour	<p>Managed by Jonathan Antill (Acting Senior Service Manager)</p> <ul style="list-style-type: none"> • Northfield District received 341 new enquiries of ASB in the Quarter, an increase of 18 cases from the previous quarter. This is the highest number of received enquiries in the City and represents 21% of all enquiries received by the City. • The ASB team closed 342 cases in the same period of these 99.4% were closed successfully. • The ASB initial contact performance during this quarter is 97.9% of cases being contacted within the Service standard. This is 0.1% down on the previous quarter. This is within the service standard. However, Officers are continuing to investigate ways to improve the service. • As at 28/12/16 the local teams are currently working on 81 ASB cases down by 58 cases from previous Quarter. These range from low level nuisance to more serious issues such as cannabis factories. There are currently 13 Cat A cases. • As at 28/12/16 the Kings Norton ward has 28 cases (34.56%), Longbridge ward 15 cases (18.52%), Northfield ward 20 cases (24.69%) and Weoley ward 18 cases (22.22%) ASB cases open.
Estates and Tenancy Management	<p>Managed by Jonathan Antill (Acting Senior Service Manager)</p> <p>The Northfield District has 10096 local authority Housing Properties this has increased from previous figures by 68 properties due to new Forward Housing properties (Formerly known as BMHT) being completed .</p> <p>Kings Norton ward 2841 tenancies Longbridge ward 2632 “ Weoley ward 2526 “ Northfield ward 2097 “</p> <p>The District has 33 high rise blocks managed by 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, 90.2% 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 also known as Unlawful Occupiers</p> <p>For the quarter, the District had 14 open cases more than 12 weeks old. This is two less than the previous quarter. 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 cases beyond 12 weeks.</p> <p>Introductory tenancies</p> <p>The Northfield District had 4.9% of introductory tenancies older than 12 Months This is well below the city target of 8%.</p> <p>Average of bi-annual estate assessment scores</p> <p>Northfield average of estate assessments is 28.4 which rates the District as Good and needing only a 0.6 increase to be rated excellent</p>
Voids and Lettings	<p>Voids and Lettings is managed by Gary Nicholls (Senior Service Manager)</p> <p>For the Quarter the average day's turnaround to re-let all properties in Northfield was 30.2 days. This puts Northfield district within the City standard of 33 days.</p>

	<p>Average number of days to let a property from the fit to let date was 17.2 days in the first Quarter. This is 0.2 days over the City's Standard of 17 daysbut an improvement on the previous Quarter by 2 days..</p> <p>Available Council Homes as a percentage of total Stock was 99.4% in the Quarter. This is above the city target of 98.8% of stock being available.</p>
Achievements – Quarter 4	These will be reported verbally during the meeting