

Edgbaston District

Performance Narrative **Quarter 4 2015 / 2016**

Anti Social Behaviour	<p>Managed by Jonathan Antill (Acting Senior Service Manager)</p> <ul style="list-style-type: none">• The District received 162 new reports of ASB in the quarter and closed 166 cases. 99.4% of the cases closed were with a successful conclusion.• The ASB initial contact performance during this quarter is 96% of cases being contacted within the Service standard. This is in line with the service standard. However, Staff are investigating ways to improve the service.• As at 1/6/2016 the ASB team were working on 42 ASB cases of these, 7 are Cat A cases.• As at 1/6/2016 the Bartley Green ward had 54.8% (23 cases), Quinton ward 28.6% (12 cases), Harborne ward 2.4% (1 case) and Edgbaston ward 14.3% (6 cases) of the ASB cases open.
Estates and Tenancy Management	<p>Managed by Jonathan Antill (Acting Senior Service Manager)</p> <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 Constituency 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. 78% 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.</p>

	<p>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 15 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 4.9% of Introductory Tenancies waiting promotion to secure. This is better than the city target of 8%</p> <p>Estate Assessment Scores.</p> <p>The Estate assessment scores rated the Edgbaston District Estates as “Good” and just 0.2 points from being rated as “Excellent” (29 plus)</p>
<p>Voids and Lettings</p>	<p>Voids and Lettings is managed by Guy Chaundy (Senior Service Manager)</p> <p>For the quarter the total average turnaround to re-let properties in Edgbaston was 33.3 days. This is better than the City Standard of 35 days average turnaround time. Excluding Sheltered Housing Voids the average turn round time for voids drops to 26.7 days. This is better than the City target of 30 days.</p>

	<p>The number of days taken to let sheltered accommodation is 71.8 days. Please note that these figures can widely fluctuate due to the performance only being measured when a property is let.</p> <p>The average time taken to repair empty property by the Repairs provider Willmott Dixon South is 16.1 days. This is better than the City Target of 17 days.</p> <p>The % of properties advertised and re-let 1st time was 85.7%. This is within the City Standard of 70% or more.</p> <p>As a snap shot the Edgbaston District had 11 Sheltered Housing Void properties at the end of the Quarter.</p>
Achievements – Quarter 4	<ul style="list-style-type: none"> • These will be verbally reported on during the meeting