

Housing Transformation Report Q2 2017-18

Perry Barr District Committee

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

Management of ASB Perry Barr continues to have a relatively low level of ASB cases with 73 new enquiries received during period 2, of which 0 were classified as hate crimes. 99% of cases were responded to on time. A total of 44 cases were closed and there were 41 cases open as a snapshot of cases on the day of the HTB report.	No. of new cases received: 73 No. of new hate crime cases: 0 Percentage of cases responded to on time: 99% Total ASB cases closed: 44 Snapshot cases open: 41
Percentage of high and low-rise blocks rated good or better 100% of high-rise blocks in Perry Barr achieved the good or better score and likewise, low rise blocks have achieved a 100% satisfaction score	100% 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 were 2 case in Perry Barr where investigations had taken longer than 12-weeks.	No of cases: 2
Percentage of Intro tenancies over 12 months old not made secure 8.33% tenancies in Perry Barr over 12-months old were not been made secure during Q2 with all of these being due to issues relating to rent arrears.	Percentage of tenancies over 12-months old not made secure: 8.33%

<p>Conditions of estates – average bi-annual estate assessment scores</p> <p>In Perry Barr, the average of estate assessment scores was 27.7 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.</p>	<p>Average bi-annual estate assessment score: 27.7</p>
<p>Voids</p> <p>The average days void turnaround for Perry Barr was 72.3 and this was due to properties being let within this period after a lengthy void period due to low demand for some types of property. The average days from Fit to Let until tenancy start date was 57.8</p>	<p>Average days from Fit For Let to Tenancy Start Date: 72.3</p> <p>Average days from Fit For Let to Tenancy Start Date 57.8</p>
<p>Repairs</p> <p>The contractors, Wates, responded to emergency repairs within 2 hours of 98.3% of occasions. They resolved routine repairs within 30 days on 96% of occasions, both of which continue the upward trends previously reported. Customer satisfaction was 99.0%</p>	<p>Respond to emergencies within 2 hours: 98.3%</p> <p>Respond to routine repairs in 30 days 99%</p> <p>Customer satisfaction 99%</p>