

## **Edgbaston District**

### **Performance Narrative** **Quarter 1 2016 / 2017**

<b>Anti-Social Behaviour</b>	<b>Managed by Jonathan Antill (Acting Senior Service Manager)</b> <ul style="list-style-type: none"><li>• The District received 183 new reports of ASB in the quarter and closed 168 cases. 98.8% of the cases closed were with a successful conclusion.</li><li>• The ASB initial contact performance during this quarter is 98% of cases being contacted within the Service standard. This is in line with the service standard and an improvement on the previous quarters 96%. Officers are continuing to investigate ways to improve the service.</li><li>• As at 29/8/2016 the ASB team were working on 63 ASB cases. Up from the last quarter's 42. Of these, 15 are Cat A cases.</li><li>• As at 29/8/2016 the Bartley Green ward had 38.1% (24 cases), Quinton ward 44.4% (28 cases), Harborne ward 7.9% (5 cases) and Edgbaston ward 9.5% (6 cases) of the ASB cases open.</li></ul>
<b>Estates and Tenancy Management</b>	<b>Managed by Jonathan Antill (Acting Senior Service Manager)</b> <p><b>The Edgbaston District has 7309 local authority Housing Properties.</b></p> <p>Bartley Green Ward 3513 tenancies Quinton ward 2318 “ Edgbaston ward 698 “ Harborne Ward 780 “</p> <p>The District 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. 92% of tower blocks on Edgbaston District achieved this.</p>

	<p><b>Low Rise Blocks</b></p> <p>The area has 310 low rise blocks within the District. 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><b>Lodgers in Occupation, also known as unlawful occupiers</b></p> <p>At the end quarter Edgbaston had 11 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><b>Introductory tenancies</b></p> <p>At the end of the quarter the Edgbaston District had 4.6% of Introductory Tenancies waiting promotion to secure. This is better than the city target of 8%</p> <p><b>Estate Assessment Scores.</b></p> <p>The Estate assessment scores rated the Edgbaston District Estates as “Good” and just 0.1 points from being rated as “Excellent” (29 plus)</p>
<p><b>Voids and Lettings</b></p>	<p><b>Voids and Lettings is managed by Gary Nicholls (Senior Service Manager)</b></p> <p>For the quarter the total average turnaround to re-let properties in Edgbaston was 29.2 days. This represents a 4.1 day improvement over the previous quarter and is better than the City Standard of 33 days average turnaround time.</p>

	<p><b>The Average number of days taken to let an empty property once fit to let</b> is 18 days. This is 1 day over the City Standard.</p> <p><b>Available council homes as a percentage of total stock is</b> 99.5% this represents a total of 37 properties being unavailable for various reasons. This is better than the city target of 98.8%.</p>
<b>Achievements – Quarter 1</b>	<ul style="list-style-type: none"> <li>• <b>These will be verbally reported on during the meeting</b></li> </ul>