Housing Transformation Report Q2 2016-17

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. 97.3% of cases were responded to on time which is above the standard for this measure of 95%. A total of 64 cases were closed during the period presented.	No. of new cases received: 73 No. of new hate crime cases: 0 Percentage of cases responded to on time: 99.5% Total ASB cases closed: 64
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 was 1 case in Perry Barr where investigations had taken longer than 12-weeks.	No of cases: 1
Percentage of Intro tenancies over 12 months old not made secure 3.2% of 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: 3.2%
Conditions of estates – average bi-annual estate assessment scores In Perry Barr, the average of estate assessment scores was 27.6 which is above the 'good' score of 21, but below the score for excellent of 29. The estate assessments take	Average bi-annual estate assessment score: 27.6

place twice per year and lead to the development of improvement plans.	
Voids The average days to let a property from Fit For Let date to Tenancy Start Date was 34.2 in Perry Barr during Q2, although the average days turnaround was 55.8 days reflecting some lets that were made during the quarter after lengthy delays	Average days from Fit For Let to Tenancy Start Date: 34.2
Repairs Performance of work completed within timescale is slightly below the target range of 87.9% - 92.6% at 85.7% however performance in quarter 3 has seen an improvement in the overall year to date performance. Works order for gas are above target, however, the overall KPI is currently impacted by contractors completing older outstanding repairs Percentage of appointments made is slightly below the target range of 94.9% - 98.1% at 94.5% which is 0.4% below the standard however performance in November has seen this move into amber. The percentage of appointments kept is below the target range of 94.9% - 98.1% at 65.5% however performance in quarter 3 has seen improvement. Contractors are reviewing their data and also addressing operative behaviour to ensure correct use of PDAs to record arrive on site time. Overall, tenants are receiving a responsive repairs service even where the operative arrives outside the appoint time. The Percentage of Right to Repair jobs completed on time is slightly below the target range of 87.9% - 92.6% at 78.8% however quarter 3 has seen an overall improvement in performance across the two districts managed by Wates in the central west area. Performance for new repairs is improving but this KPI is currently impacted by contractors successfully completing older outstanding cases which are outside the SLA for their category Responding to emergency repairs within 2 hours is below the target range of 94.9% - 98.1% at 73.3% however contractors are addressing issues where operatives fail to use PDAs correctly, and additionally have established separate Quick Response Teams to further improve	Work completed within timescales: 85.7% Appointments made: 94.5% Appointments kept: 65.5% Right to Repairs jobs completed on time: 78.8% Respond to emergencies within 2 hours: 73.3%

performance. It must be stressed that whilst the 2-hour target it not currently being met, emergency repairs are being responded to well and average response times show that the majority of tenants are still experiencing quick response times. Performance in quarter 3 has seen improvement.	