

## **Edgbaston District**

### **Performance Narrative** **Quarter 4 2014 / 2015**

Rent Service										
Anti Social Behaviour	<ul style="list-style-type: none"><li>• The District received 138 new reports of ASB in the quarter and closed 61 cases. 100% of the closed cases were with a successful conclusion.</li><li>• The ASB initial contact performance has remained the same as the previous quarter with 99% of initial contacts on target.</li><li>• The three local teams are currently working on 94 ASB cases. Of these 29 are Cat A priority. (Based on figures from 6/7/15)</li><li>• The Bartley Green ward has 51% (48 cases), Quinton ward 30% (28 cases), Harborne ward 9% (8 cases) and Edgbaston ward 11% (10 cases) of the ASB cases open. (Based on figures from 6/7/15)</li></ul>									
Estates and Tenancy Management	<p>The Edgbaston Constituency has 7488 local authority Housing Properties.</p> <p><b>Bartley Green Ward 3546 tenancies</b></p> <table><tr><td>Quinton ward</td><td>2414</td><td>“</td></tr><tr><td>Edgbaston ward</td><td>723</td><td>“</td></tr><tr><td>Harborne Ward</td><td>805</td><td>“</td></tr></table> <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 Constituency benefits from 3 Neighbourhood caretaking schemes</p> <p>The city target for cleaning of high rise blocks is that 100% of them achieve a 'satisfactory' score rating of 45 points and above with 72% of them expected to achieve a 'good' score rating of 60 points or above.</p> <p>In the quarter all of our high rise blocks</p>	Quinton ward	2414	“	Edgbaston ward	723	“	Harborne Ward	805	“
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	<p>achieved a 'satisfactory' rating. Due to the extensive works going on in some of the blocks not all blocks achieved a 'good' rating. However, 93 % of tower blocks were rated as good which is above the city target and the service indicator is green.</p> <p>The extensive works to Richmond Court and Hampton Court were completed during the quarter (February 2015).</p> <p>Further to what was stated in the 3<sup>rd</sup> quarter report the works did start in January 2015 and are currently progressing to the New Zealand Blocks – Wellington House, Dunedin House and Auckland. Works include new roofs enclosing existing balconies, new SBD doors for all residents, new central heating systems for flats not meeting the decent homes standard plus the redecoration of the entrance lobby. Whilst these works are ongoing these blocks will struggle to achieve the 'good' standard due to the disruption and dust caused by the contractors work.</p> <p><b>Low Rise Blocks</b></p> <p>The area has 310 low rise housing blocks within the constituency 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 is that 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 and 100% of these were found to be cleaned to a satisfactory standard.</p> <p><b>Lodgers in Occupation</b></p> <p>At the end quarter Edgbaston had 25 live lodger cases over 12 weeks old. This is an increase of six over the last quarter snapshot figure. These cases are complex and often require us to take possession action. Dealing with cases of this</p>
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	<p>nature, including awaiting court hearing dates will take a case beyond 12 weeks.</p> <p>Lodgers left in occupation 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 30.2% of Introductory Tenancies waiting promotion to secure. This is considerably over the city target. Part of the reason is a as a result of a staffing issue that delayed the promotion of tenancies, However as stated in the HTB report there are question being raised centrally regarding the nature of this performance</p>
Voids and Lettings	<p>For quarter the total average turnaround to re-let for properties in Edgbaston was 36 days this is an increase in turnaround from the end of the previous quarter figure of 29 days. This is one day over the City Target of 35 days average turnaround time. Excluding Sheltered Housing Voids the average turn round time for voids drops to 31.8 days. This is better than the City Standard of 35 days.</p> <p>The number of days taken to let sheltered accommodation is 57.3 days. This is a slight improvement from the previous quarter figure of 60 days.</p> <p>The average time taken to repair empty property by the Repairs provider Willmott Dixon South has remained better than the City Target and stands at 12.5 days an improvement on the previous quarters 13.91 days.</p> <p>The % of properties advertised and re-let 1<sup>st</sup> time was 83.5% 74%. This is within the City Standard of 70% or more. It is also an improvement in performance from the previous quarter, up from 74%.</p> <p>Customer satisfaction with Staff is 100% against a City target of 99%.</p> <p>As a snap shot the Edgbaston District had 12</p>

	<b>Sheltered Housing Void properties at the end of the Quarter. The same as the previous quarters figures</b>
<b>Achievements – Quarter 4</b>	<ul style="list-style-type: none"> <li>• <b>The Void Contractor Wilmott Dixon have achieved the fastest average void repair turn round time in the city. Nearly a whole day over the next best performing District and 4.2 days faster than the City Average.</b></li> <li>• <b>The Housing Staff have all been re located to Bartley Green.</b></li> <li>• <b>A 3 year final ASBI was granted on 18/05/15 against an individual who had taken over vulnerable adults flat. T terms prohibit them from approaching the victim and excluded from the immediate area of the property.</b></li> </ul> <p><b>These are just a sample of the achievements the local teams have put in place across the constituency with joint working involving other teams and other council departments</b></p>