

## Selly Oak District

### Performance Narrative – Landlord Services

#### Quarter 1 2015 / 2016

Anti Social Behaviour	<p><b>Managed by Jonathan Antill (Senior Service Manager)</b></p> <ul style="list-style-type: none"><li>• The ASB teams received 164 new cases during the Quarter and closed 87 with 99% of these closed successfully</li><li>• The ASB initial contact performance fell during this quarter to 96% being contacted within the target time.</li><li>• As at 26/8/15 the two local teams were working on 123 ASB cases of these, 20 were Cat A cases.</li><li>• On The 26/8/15 The Billesley ward had 17% (21 cases); Bournville ward 18% (22 cases), Brandwood ward 55% (68 cases) and Selly Oak ward 10% (12 cases) of the ASB cases open.</li></ul>												
Estates and Tenancy Management	<p><b>Managed by Jonathan Antill (Senior Service Manager)</b></p> <p>The Selly Oak District has 6207 local authority Housing Properties.</p> <table><tr><td>Billesley ward</td><td>2417</td><td>tenancies</td></tr><tr><td>Bournville ward</td><td>872</td><td>“</td></tr><tr><td>Brandwood ward</td><td>2535</td><td>“</td></tr><tr><td>Selly Oak ward</td><td>383</td><td>“</td></tr></table> <p>The District has 27 high rise blocks managed by the local Housing teams.</p> <p>The city target for cleaning of high rise blocks is for 100% of them to 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 94% of our high rise blocks achieved a 'good' rating. Up from 73% in the previous Quarter</p> <p><b>Low Rise Blocks</b></p>	Billesley ward	2417	tenancies	Bournville ward	872	“	Brandwood ward	2535	“	Selly Oak ward	383	“
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	<p><b>Within the district currently 106 low rise blocks are covered by either neighbourhood caretaking schemes or external contract cleaners.</b></p> <p><b>For the quarter the Selly Oak District achieved, 100% of the blocks audited were found to be cleaned to a satisfactory standard.</b></p> <p><b>Lodgers in Occupation</b></p> <p><b>At the end of the quarter Selly Oak District had 15 open cases over 12 weeks the same as the previous Quarter. These cases are complex and often require us to take court possession action. Dealing with cases of this nature, including waiting for court hearing dates will take a case beyond 12 weeks.</b></p> <p><b>Lodgers left in occupation are required to pay a use and occupation charge whilst their application is being determined.</b></p> <p><b>Introductory tenancies</b></p> <p><b>At the end of the quarter the Selly Oak District had 1.4% of its Introductory tenancies over 12 months old. This is well within the City target of 8%.</b></p>
<p><b>Voids and Lettings</b></p>	<p><b>Voids is managed by Gary Nicholls (Senior Service Manager) and Lettings managed by Karen Markall (Senior Service Manager)</b></p> <p><b>For the Quarter the average day's turnaround to re-let properties in the Selly Oak District was 29.6 days. This is better than the City Target of 30 days.</b></p> <p><b>The average time taken to repair empty property by the Repairs provider Willmott Dixon South was 15.8 days per void. This is lower than last quarter's figure of 13.3 days. The performance is within the City target of 17 days and is again the second best performance in the City.</b></p> <p><b>The % of properties advertised and re-let 1<sup>st</sup> time is nearly the same as last quarter and currently stands at 88.2% let first time. This is better than the 75% City Target.</b></p> <p><b>Customer satisfaction with the letting Staff was 100%.</b></p>

	<p><b>As a snap shot the Selly Oak district had 10 Sheltered Housing Void properties at the end of the Quarter. This is three more than the previous Quarter's figure</b></p>
<p>Services for Older People</p>	<p><b>The Selly Oak District has 4 vertical sheltered schemes and 7 low rise sheltered schemes a total of 434 properties.</b></p>
<p>Achievements – Quarter 1</p>	<ul style="list-style-type: none"> <li>• <b>Willmott Dixon consistently repairs the void properties within the City Target assisting in the overall performance of the average Void Turnaround time.</b></li> <li>• <b>Place Action Plans have all been drafted and are now being analysed</b></li> <li>• <b>Following Austin Rodriguez's successful move to the Future Council programme, Sue Brookin has joined on secondment from West Midlands Fire Service to lead on the South Community Safety Partnership. Sue will be supporting the Place Action Plans in Bournville and Selly Oak.</b></li> <li>• <b>Senior Service Manager, Place Manager and various Housing Officers attended community event 'Happy Valley' in June 2015.</b></li> </ul> <p><b>These are just a sample of the achievements the local teams have put in place across the District with joint working involving other teams and other council departments</b></p>