

Selly Oak District

Performance Narrative **Quarter 3 2014 / 2015**

Rent Service													
Anti Social Behaviour	<ul style="list-style-type: none">• The ASB teams received 126 new cases during the Quarter and closed 43 with 98% of these closed successfully• The ASB initial contact performance improved this quarter to 100% being contacted within the target time.• As at 27/5/15 the two local teams are currently working on 122 ASB cases of these, 19 are Cat A cases.• The Billesley ward has 19% (23 cases); Bournville ward 13% (16 cases), Brandwood ward 62% (76 cases) and Selly Oak ward 6% (7 case) of the ASB cases currently open.												
Estates and Tenancy Management	<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 73% of our high rise blocks achieved a ‘good’ rating and the remainder 27% achieving a satisfactory.</p> <p>Low Rise Blocks</p> <p>Within the constituency currently 106 low rise blocks are covered by either neighbourhood caretaking schemes or external contract cleaners.</p>	Billesley ward	2417	tenancies	Bournville ward	872	“	Brandwood ward	2535	“	Selly Oak ward	383	“
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	<p>For the quarter the Selly Oak District achieved, 100% of the blocks audited were found to be cleaned to a satisfactory standard.</p> <p>Lodgers in Occupation</p> <p>At the end of the quarter Selly Oak District had 15 open cases over 12 weeks an increase on the previous months 10. 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.</p> <p>Lodgers left in occupation are required to pay a use and occupation charge whilst their application is being determined.</p> <p>Introductory tenancies</p> <p>At the end of the quarter the Selly Oak District had 40.5% of its Introductory tenancies over 12 months old. This poor performance, in addition to the issues cited in the city commentary, is partly due to an unforeseen Staffing issue on the Quadrant that resulted in a delay in updating tenancies. This has been resolved temporarily and the District has caught up with the back log and is on course to improve performance in the next quarter</p>
Voids and Lettings	<p>For the Quarter the average day's turnaround to re-let properties in the Selly Oak District was 28.4 days. This is under the City Target of 30 days.</p> <p>The average time taken to repair empty property by the Repairs provider Willmott Dixon South was 13.3 days per void. This is better than last quarter's figure of 15.39 days. The performance is within the City target of 17 days and is the second best performance in the City.</p> <p>The % of properties advertised and re-let 1st time is nearly the same as last quarter and currently stands at 76.3% let first time. This is better than the City standard of 70% but below the 75% City Target.</p> <p>Customer satisfaction with the letting Staff was 100%.</p>

	<p>As a snap shot the Selly Oak constituency had 7 Sheltered Housing Void properties at the end of the Quarter. This is exactly the same as the previous Quarter's figure- WAS THIS THE SAME PROPERTIES?</p>
Services for Older People	<p>The Selly Oak District has 4 vertical sheltered schemes and 7 low rise sheltered schemes a total of 434 properties.</p>
Achievements – Quarter 3	<p>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</p> <p>Brandwood Ward have been working with the local community and the local HLB have funded a boxing club at Manningford Hall, 15-20 people from the estate are attending.</p> <p>Handrails around the blocks that were funded from the capital environmental have been installed around the majority of the blocks.</p> <p>Local Housing Team have been working with the Police and have had a pitbull seized following reports from residents.</p> <p>A tenant from Druids Heath was found guilty in court for threats to staff and criminal damage.</p> <p>Bournville Housing Team have been working with local cat sanctuaries and have re-homed 10 cats in recent months who were neglected.</p> <p>A community furniture swap shop has been arranged at Shelly Tower on Monday 8th June, 2015.</p> <p>Billesley Ward newly appointed District Neighbourhood Caretakers have completed various environmental clear-ups within the area.</p>

	<p>Selly Oak will be having an All-Out day on 2nd July, 2015.</p> <p>Manningford Hall is now managed through Landlord Services Tenants Management by Colin Hannon.</p>
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