

Performance Narrative – Landlord Services
Quarter 4 2015 / 2016

| | |
|---------------------------------------|---|
| Anti-Social Behaviour | <p>Managed by Jonathan Antill (Acting Senior Service Manager)</p> <ul style="list-style-type: none"> • Northfield District received 239 new enquiries of ASB in the Quarter. This is the highest number of received enquiries in the City. • The ASB team closed 199 cases in the same period of these 98.5% were closed successfully. • The ASB initial contact performance during this quarter is 97% of cases being contacted within the Service standard. This is in line with the service standard. However, Staff are investigating ways to improve the service. • As at 1/6/16 the local teams are currently working on 88 ASB cases these range from low level nuisance to more serious issues such as cannabis factories. There are currently 15 Cat A cases. • As at 1/6/16 the Kings Norton ward has 11 cases (12.5%), Longbridge ward 17 cases (19.3%), Northfield ward 31 cases (35.2%) and Weoley ward 29 cases (33%) ASB cases open. |
| Estates and Tenancy Management | <p>Managed by Jonathan Antill (Acting Senior Service Manager)</p> <p>The Northfield District has 10096 local authority Housing Properties this has increased from previous figures by 68 properties due to new Forward Housing properties (Formerly known as BMHT) being completed .</p> <p>Kings Norton ward 2841 tenancies Longbridge ward 2632 “ Weoley ward 2526 “ Northfield ward 2097 “</p> <p>The District has 33 high rise blocks managed by local Housing teams.</p> <p>The city target for cleaning of high rise blocks is for 100% to achieve a 'satisfactory' score rating of 45 points and above. 72% are expected to achieve a 'good' score rating of 60 points or above.</p> <p>In the quarter, 99% of our high rise blocks achieved a 'good' rating or better.</p> |

| | |
|----------------------------------|---|
| | <p>Low Rise Blocks</p> <p>Within the District there are currently 186 low rise blocks which are covered by either neighbourhood caretaking schemes or external contract cleaners.</p> <p>For the quarter the Northfield District achieved 100%. Of the blocks audited were found to be cleaned to a satisfactory standard or higher.</p> <p>Lodgers in Occupation also known as Unlawful Occupiers</p> <p>For the quarter, the District had 16 open cases more than 12 weeks old. 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 cases beyond 12 weeks.</p> <p>Introductory tenancies</p> <p>The Northfield District had 1.9% of introductory tenancies older than 12 Months This is well below the city target of 8%.</p> <p>Average of bi-annual estate assessment scores</p> <p>Northfield average of estate assessments is 28.2 which rates the District as Good and needing only a 0.8 increase to be rated excellent</p> |
| <p>Voids and Lettings</p> | <p>Voids and Lettings is managed by Guy Chaundy (Senior Service Manager)</p> <p>For the Quarter the average days turnaround to re-let all properties in Northfield was 25.1 days. This puts Northfield district within the City target of 30 days.</p> <p>The number of days to turn round a sheltered property for the quarter was 39.5 days. However this figure does fluctuate widely due to the figure not being calculated until a property is let. Hence it may only take 1 long term void to adversely affect the performance.</p> |

| | |
|---------------------------------|--|
| | <p>The Northfield district average time taken to repair an empty property by the Repairs provider Willmott Dixon was 13.6 days per void. This is within the City standard of 20 days and is the second best figure in the City.</p> <p>The % of properties advertised and re-let 1st time was 84.9%. Again this is above the City target of 75%</p> <p>Customer satisfaction with their new home was 100%.</p> <p>As a snap shot the Northfield District had 6 Sheltered Housing Void properties at the end of the Quarter.</p> |
| Achievements – Quarter 4 | These will be reported verbally during the meeting |