



# **Housing Performance Report**

**Quarter 2 2022/23**

**HANAP November 2022**

## Housing Performance Report - Summary

### 1. We will offer a range of quality homes

Satisfaction with repairs fell in Quarter 2 with the main comments relating to workmen not turning up for appointments, long waiting times for non-urgent repairs to be resolved and not being able to get through on the phone. Tenants who have had a repair in the last year, just over half were satisfied with the time they had to wait. There have been improvements in satisfaction with repairs completed right first time, rising to 78% in Quarter 2 and also with the quality of repairs and percentage of repairs completed. Gas safety certificates has improved in Quarter 2, up from 92% in Quarter 1 to 97%. Access cases were 1,386 in Quarter 1 but have now fallen to 775 as they work their way through the legal process. All high-rise fire risk assessments were completed during Quarter 2 and just one Older Persons Independent Living (OPIL) inspection missed due to an infestation. Fire risk assessment repairs is performing significantly below target and this is mainly due to repairs relating to fire doors and delays in the manufacturing and delivery of these. Electrical safety certificates continue to perform at 97% with 37,800 homes compliant to date and the team continue to target properties with certificates older than 5 years. Satisfaction that the home is well maintained and safe to live in has fallen in Quarter 2, partly due to the questions being included in a targeted survey of tenants who have given notice to quit. This group of tenants tends to show lower satisfaction than existing or new tenants over a range of measures. The number of homes which are non-decent increased due to additional homes as part of the stock increase programme which are automatically rated as non-decent. This figure should drop once these have been updated on the database. The Stock Increase Programme overall target for 2022/23 has been revised slightly and is now 317 new homes (96 acquisitions and 221 new builds). There was a slight delay to the 140 Adlington new build properties, which were expected to complete in Quarter 2. This was due to delays with building control but completed in October.

### 2. We will take care of your neighbourhood

Satisfaction with neighbourhood as a place to live and communal areas being clean and well maintained both fell in Quarter 2. These questions are included in the targeted survey of tenants who have given notice to quit which may have a bearing on satisfaction levels in these areas. In contrast, satisfaction with green areas remained steady and this question is not asked as part of the quitting survey. For those who raised issues around their neighbourhood as a place to live, 31% were around ASB – down from over 40% in Quarter 1. For communal areas there is a large discrepancy in the scores between August and September. September scores are from new tenants, and these are significantly higher than the August scores. Satisfaction with shared green areas has remained relatively stable with most comments around grass not being cut, clippings not being collected, and trees and bushes that need pruning. Health and safety inspections are still below target in Quarter 2. This has been affected by staff availability during the summer. Fly-tipping reports did increase in Quarter 2 due to a sharp increase in July, however fly-tipping removed within 24 hours is still performing well and exceeding the 99% target. Satisfaction with communal waste management fell slightly in Quarter 2 with main theme being about rubbish being left in the communal areas, particularly when bins are full and issues with bin chutes and bins often overflowing. Similar themes also came out from satisfaction with communal recycling facilities as well as comments around there not being enough recycling bins and bins not being emptied. Satisfaction with handling of ASB has fell in Quarter 2. This is a perception question so not necessarily capturing the views of tenants who have directly experienced the service. Satisfaction with the speed of service however has seen improvements in Quarter 2,

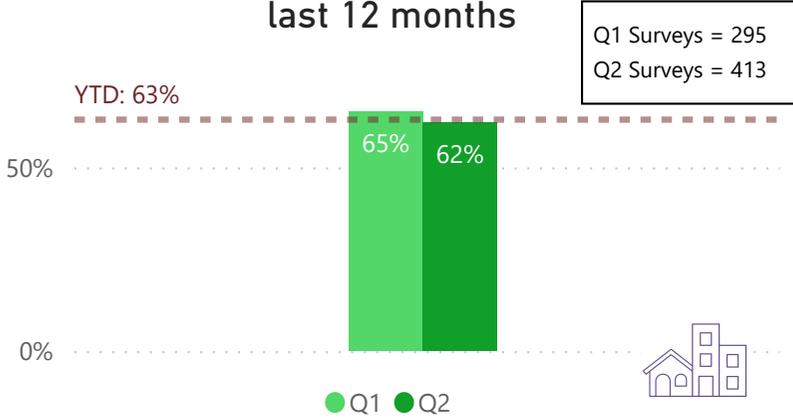
### 3. We will provide a good service to you

Satisfaction on how easy it is to contact us has fallen again to 38% - the worst scoring question. Satisfaction with the Contact Centre has remained stable at 62% but still remains under target of 85%. Contact Centre waiting times fell slightly over Quarter 2 and the percentage of housing calls answered rose slightly from Quarter 1. Tenant satisfaction around listening to tenants' views fell in Quarter 2 which ties in with comments about not being able to get through on the phone. Tenants continue to feel they are treated fairly and with respect as Quarter 1 and Quarter 2 high satisfaction scores reflect. Satisfaction around the handling of complaints has again scored second lowest out of all the survey questions in Quarter 2. Satisfaction levels around knowing how to make a complaint scored quite highly and possibly links to "keeps tenants informed" and general communication with tenants.. Satisfaction with overall service remains stable since Quarter 1, although the score remains below the benchmark of 88%. The main comments from tenants were to do with repairs (37%) and with the contact centre (18%). Satisfaction that tenants are kept informed about things that matter to them fell in Quarter 2, possibly because it is included in the questions for quitting tenants.

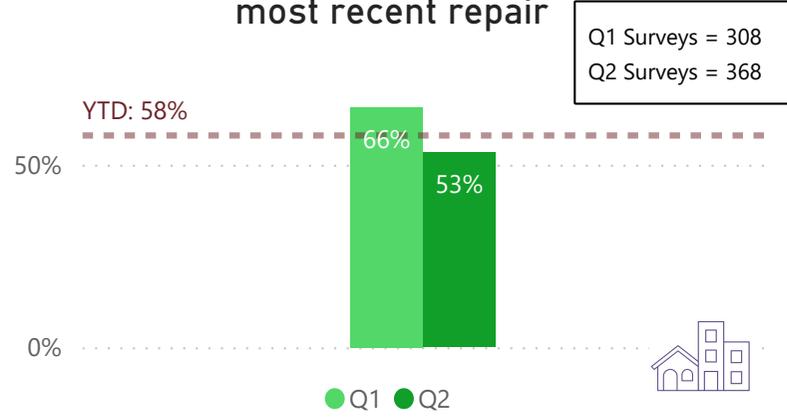
# We will offer a range of quality homes

Your repairs will be done right first time, to a good standard and within agreed timescales

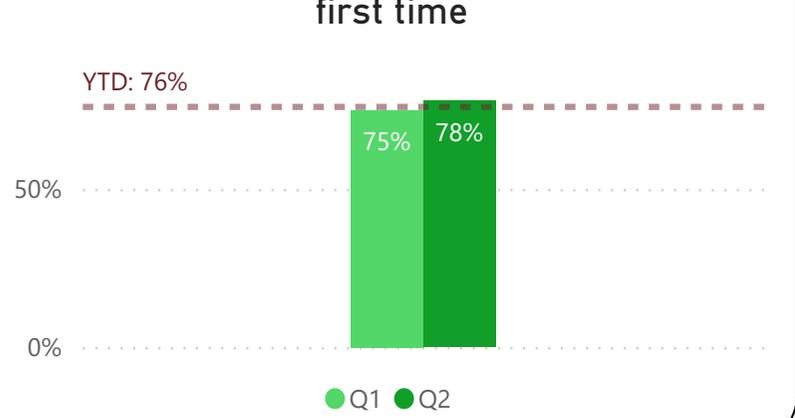
Satisfaction with the repairs service over the last 12 months



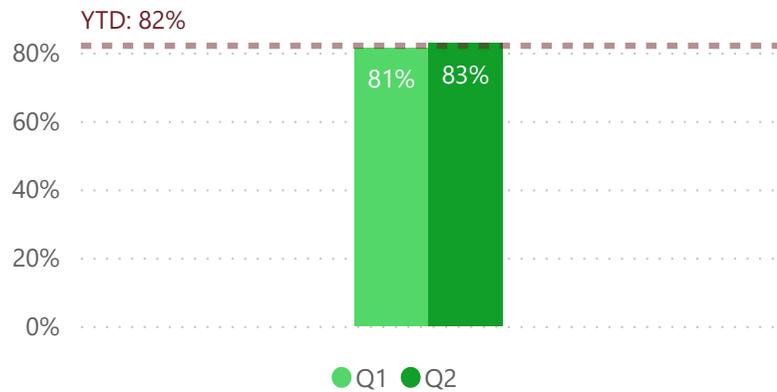
Satisfaction with time taken to complete most recent repair



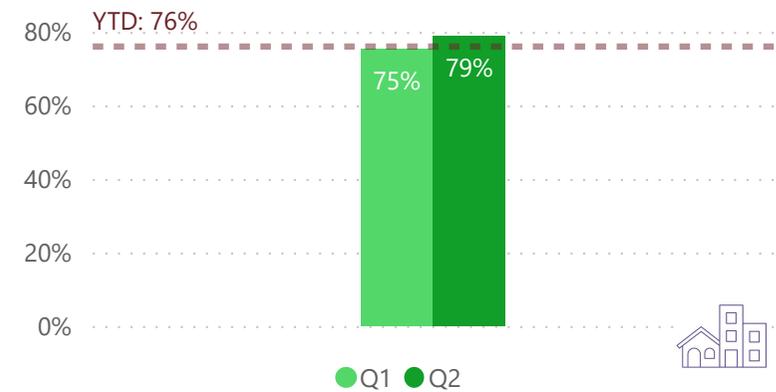
Satisfaction that the repair was done right first time



Satisfaction with the quality of repairs

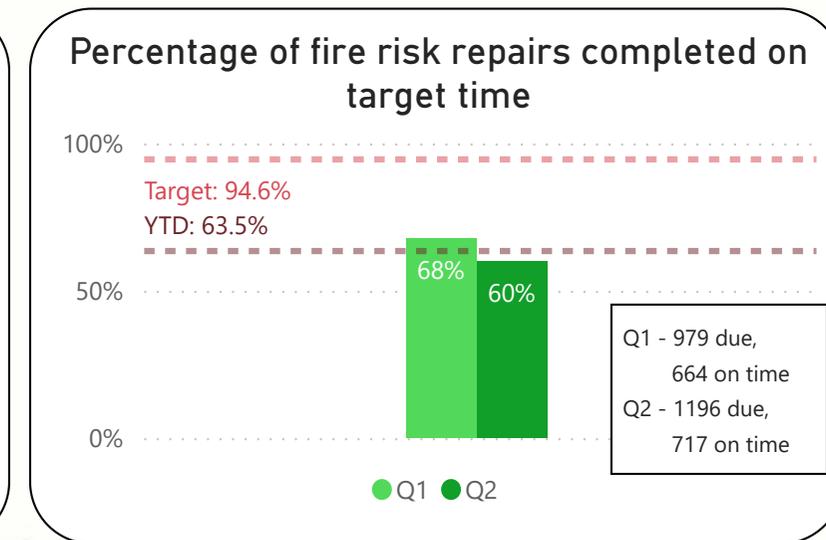
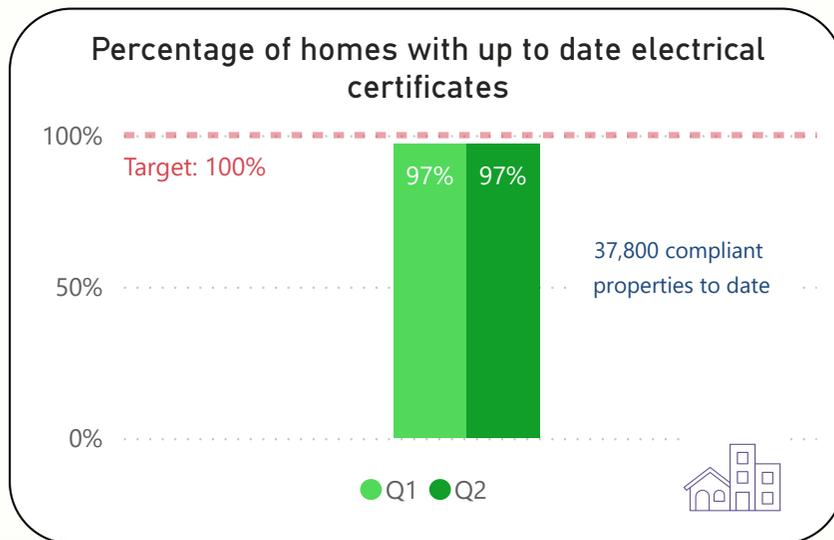
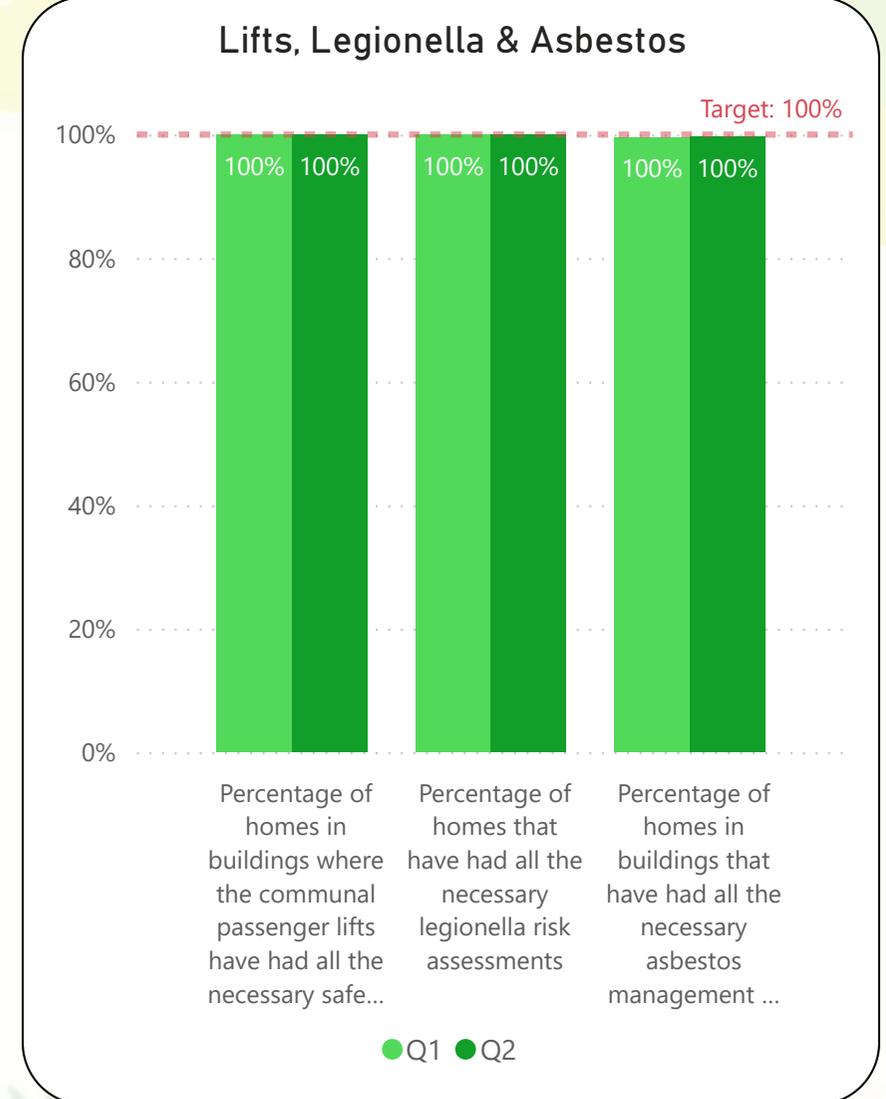
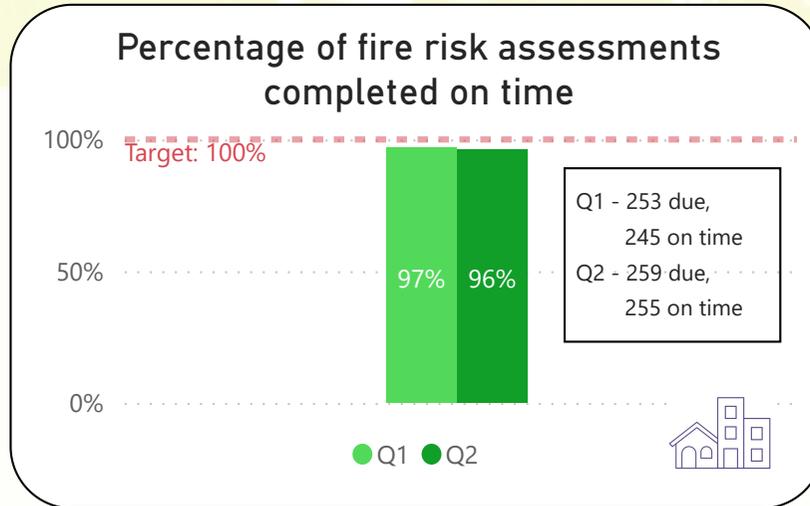
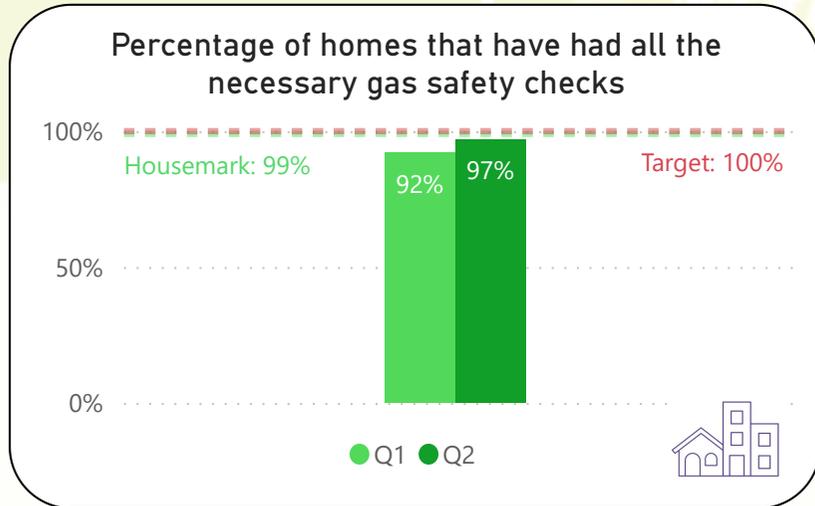


Percentage of repairs completed on time



# We will offer a range of quality homes

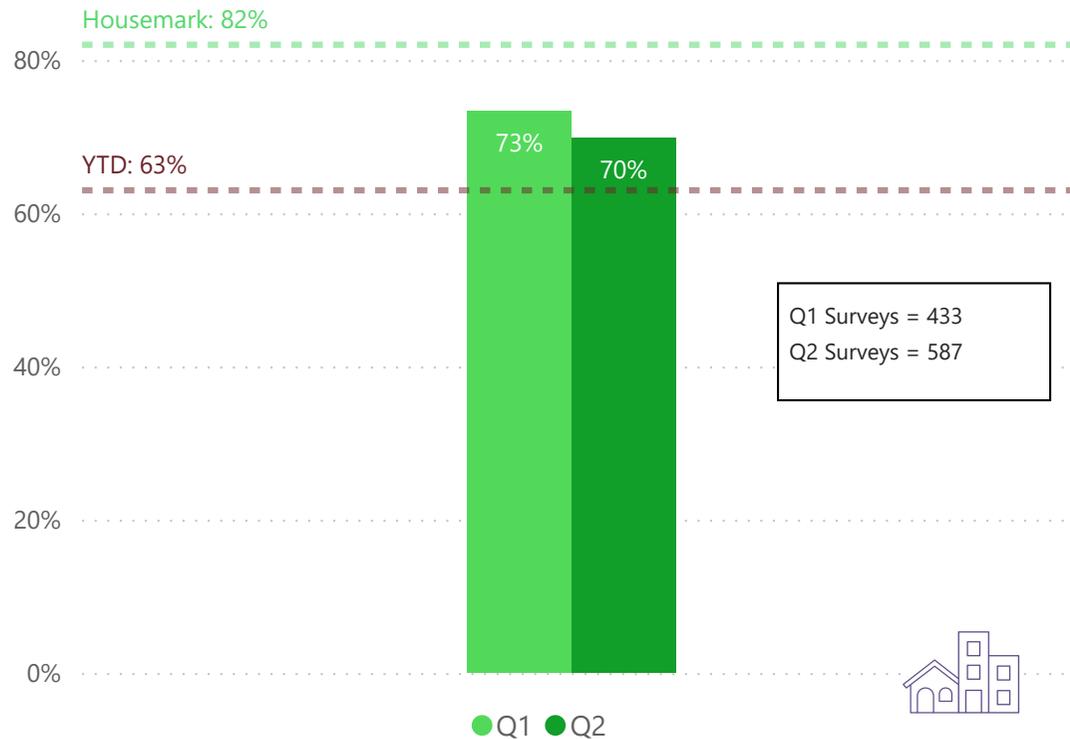
Your home will comply with all health and safety obligations, including electrical, fire and gas safety checks



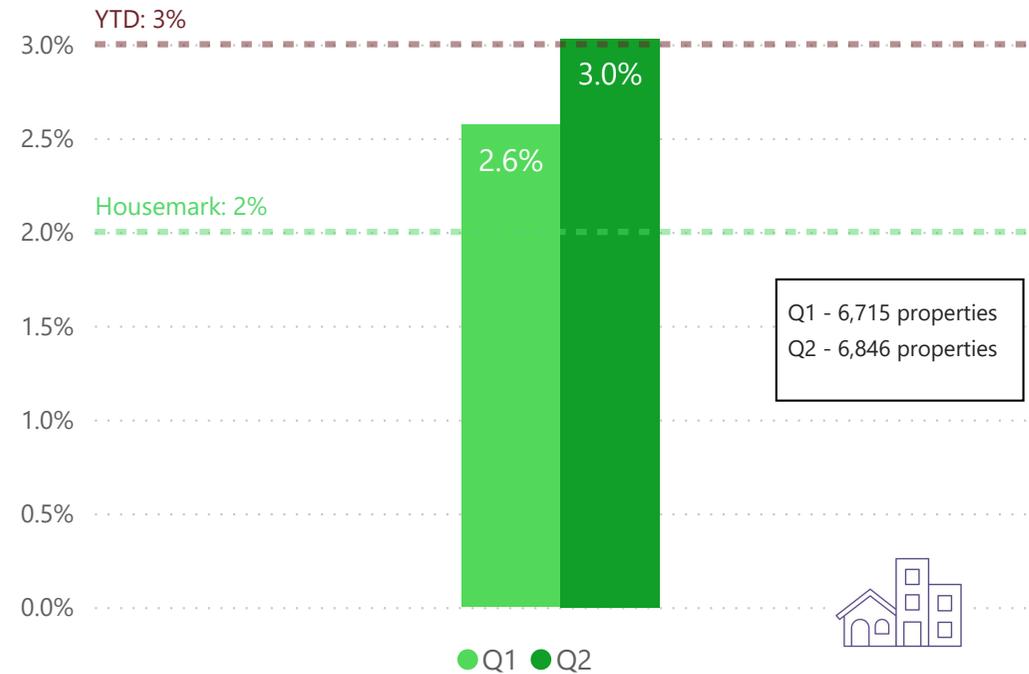
# We will offer a range of quality homes

Your home will be of a good quality and meet the Government's Decent Homes Standard

Satisfaction that the home is well maintained and safe to live in



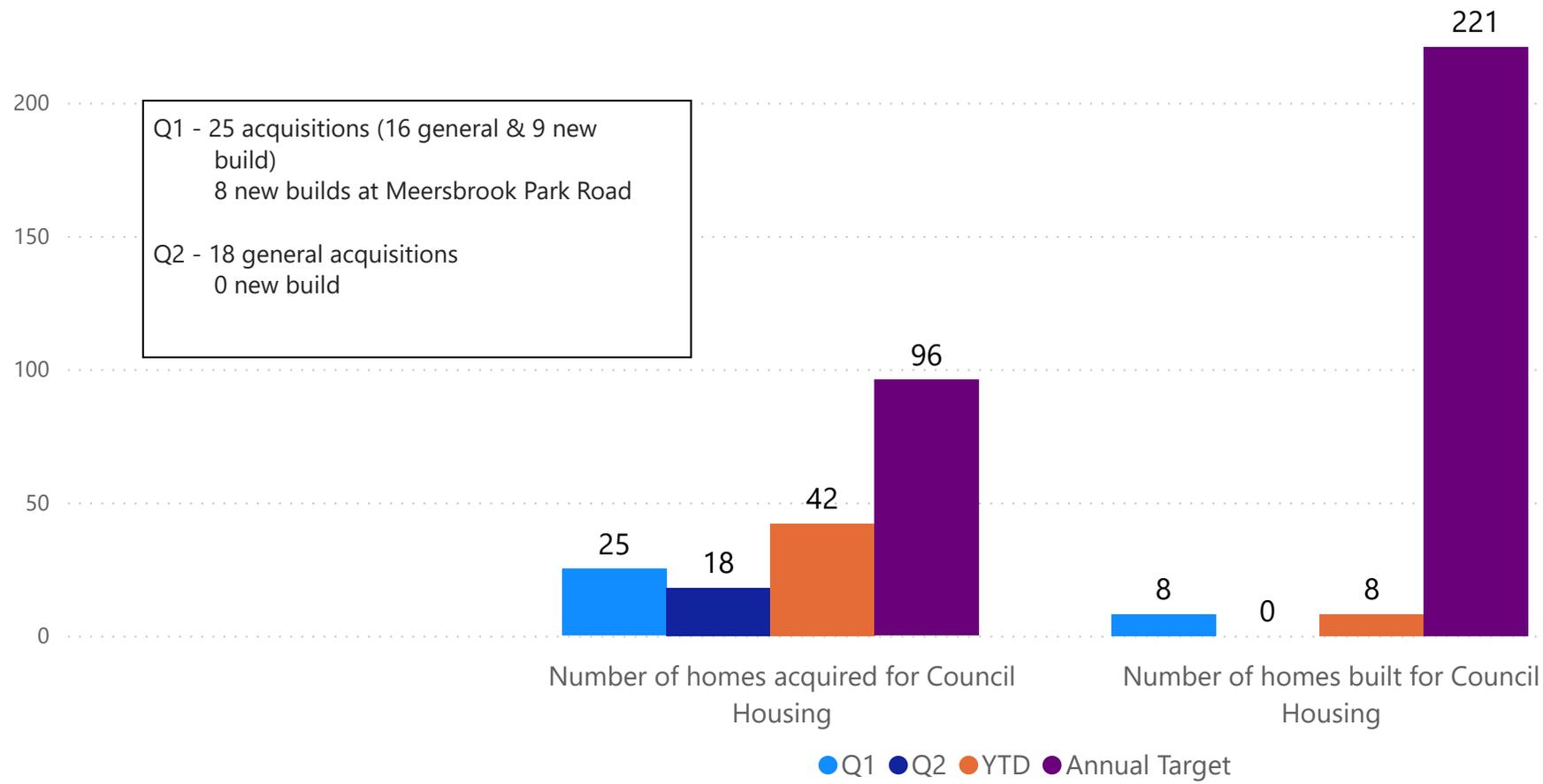
Percentage of homes that do not meet the Decent Homes Standard



# We will offer a range of quality homes

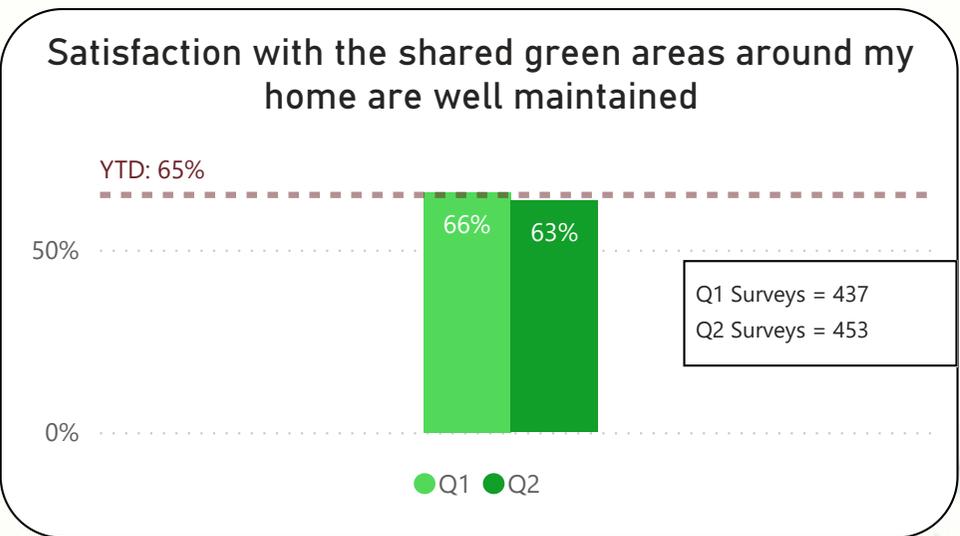
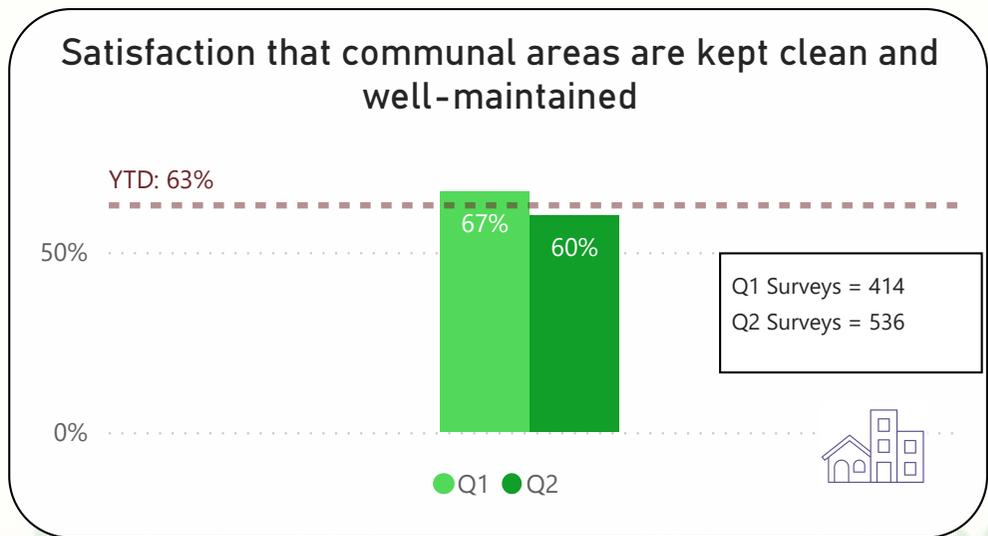
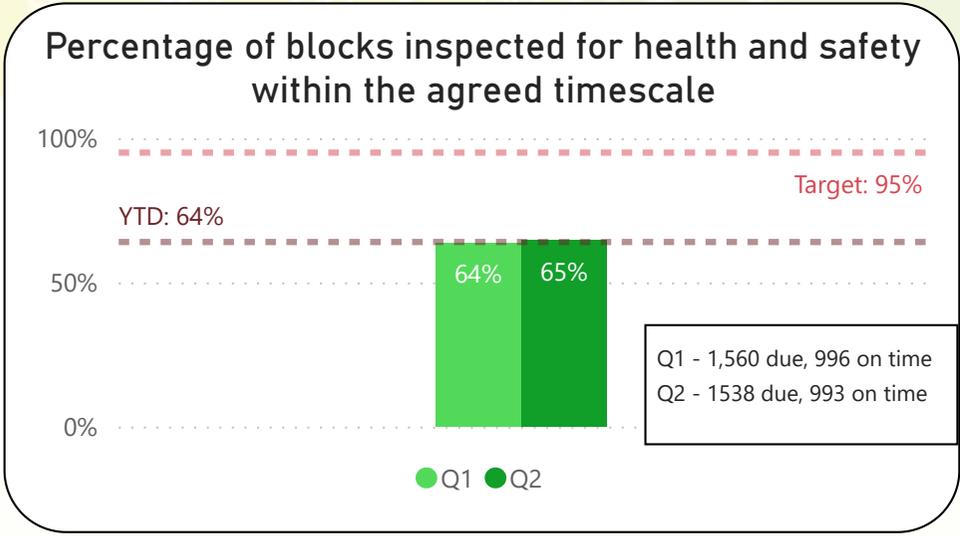
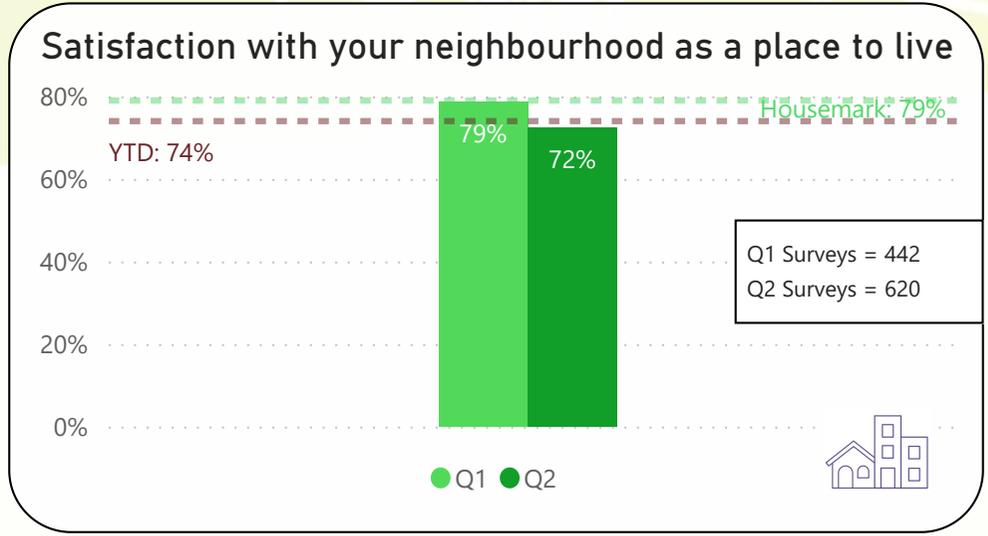
We will increase the supply of new Council housing in the city

Stock increase planned programme 2022/23



# We will take care of your neighbourhood

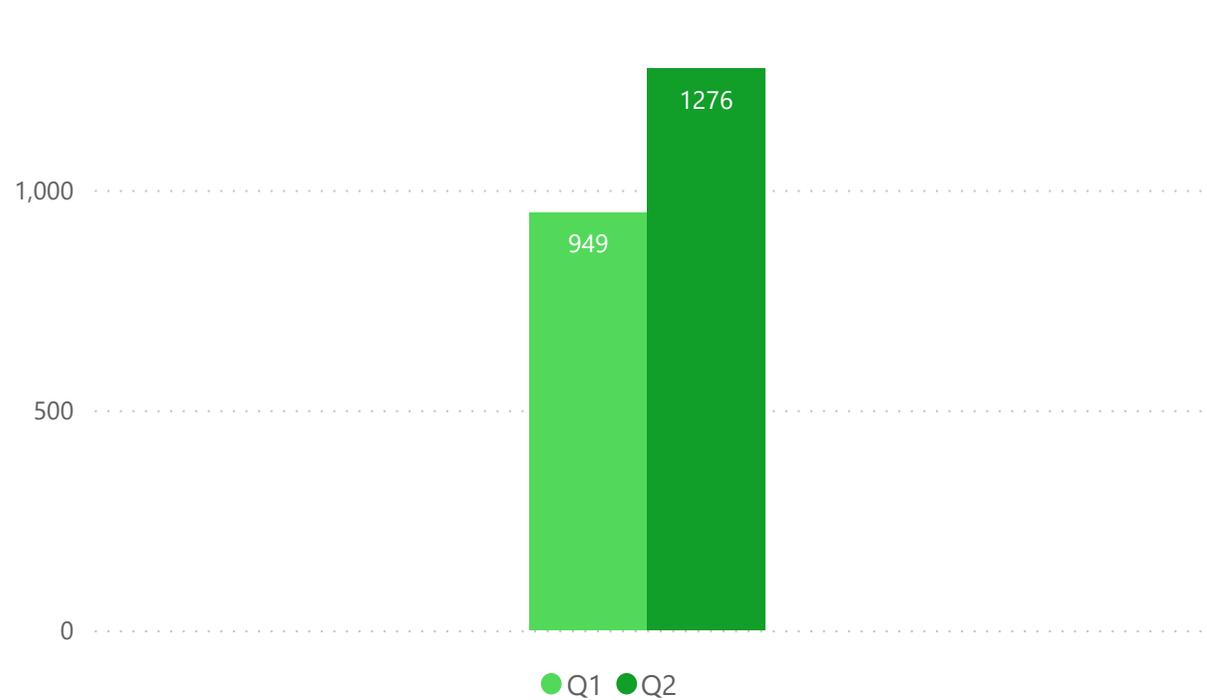
Your estate and communal areas will be clean and tidy and maintained to a good standard



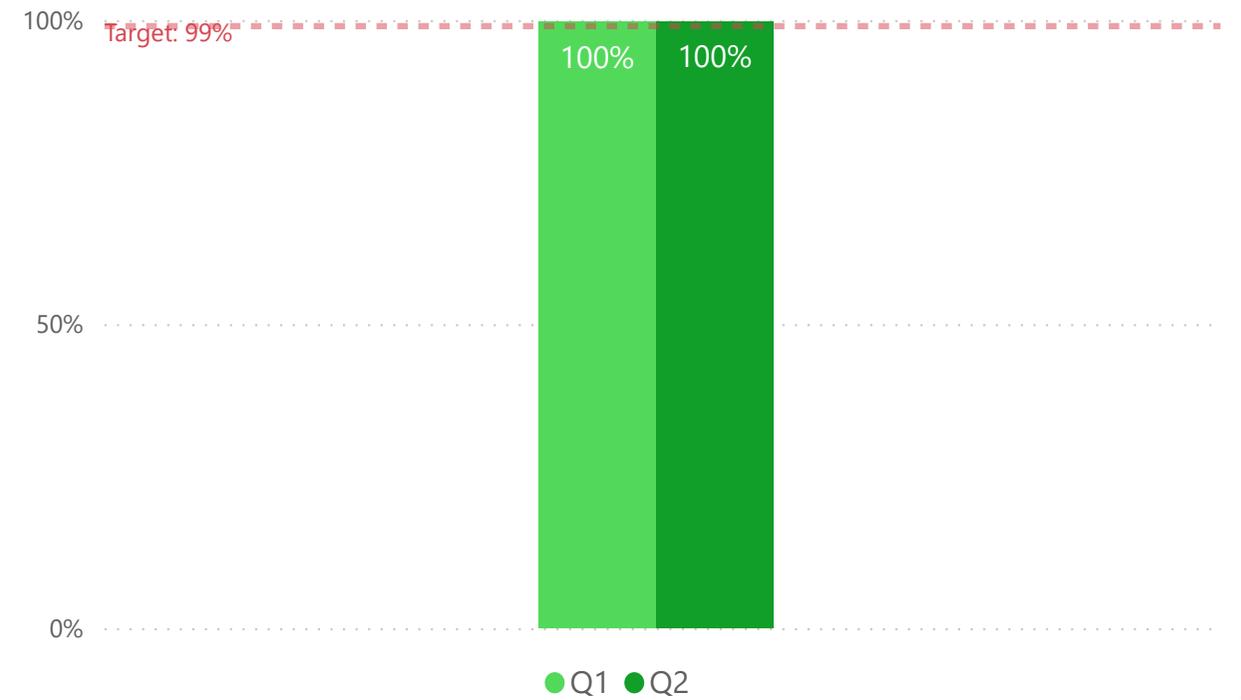
# We will take care of your neighbourhood

Fly-tipping will be dealt with quickly and we will educate and take enforcement action to help reduce it

Number of fly-tipping reports



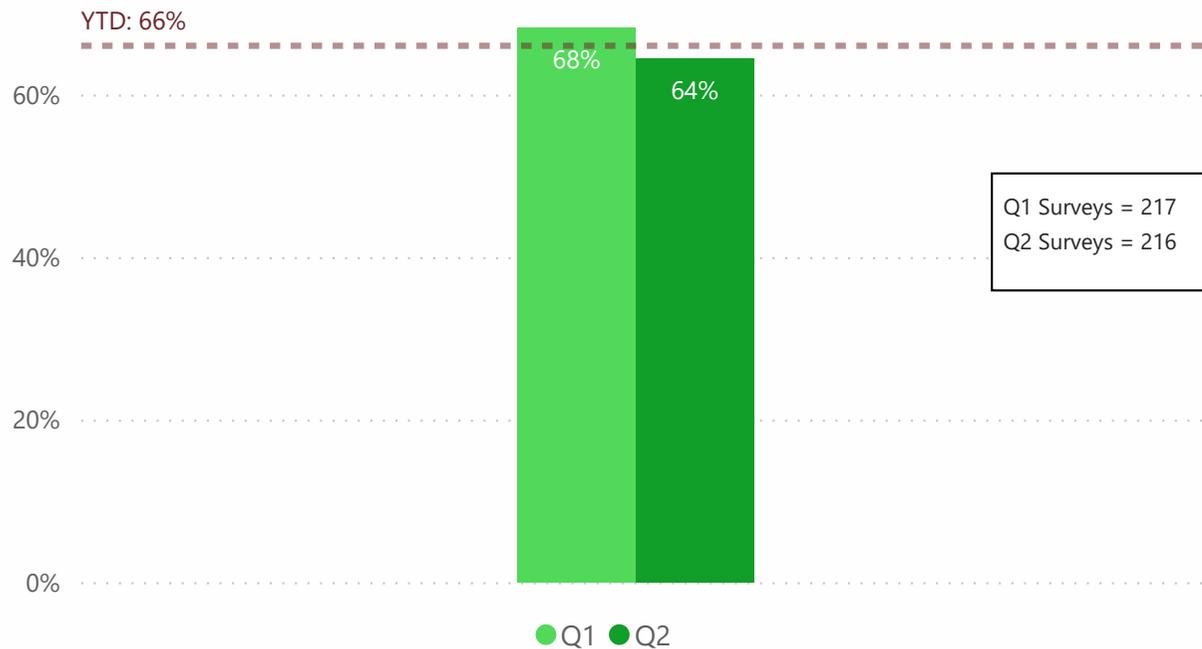
Percentage of fly-tipping removed within 24 hours



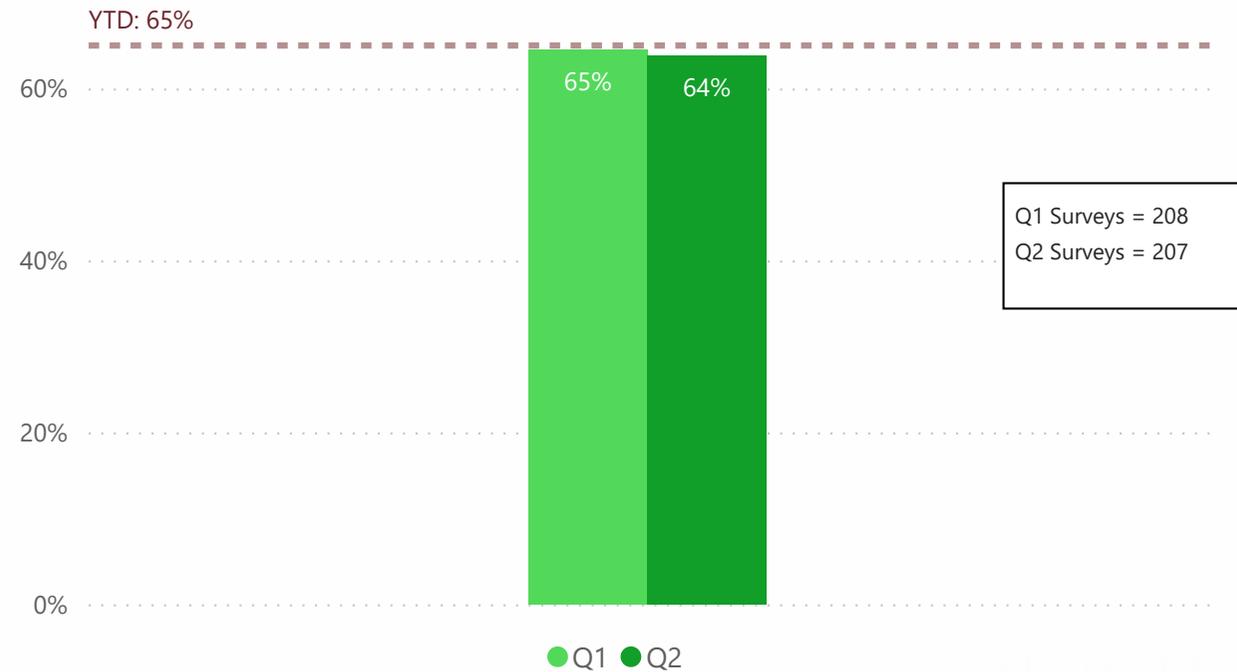
# We will take care of your neighbourhood

Working in partnership with other agencies we will manage waste effectively in all our blocks of housing

### Satisfaction with communal waste management



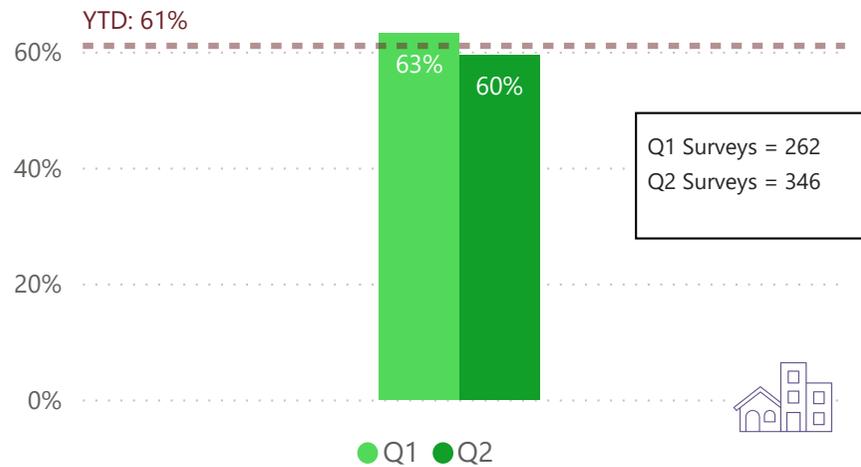
### Satisfaction with communal recycling facilities



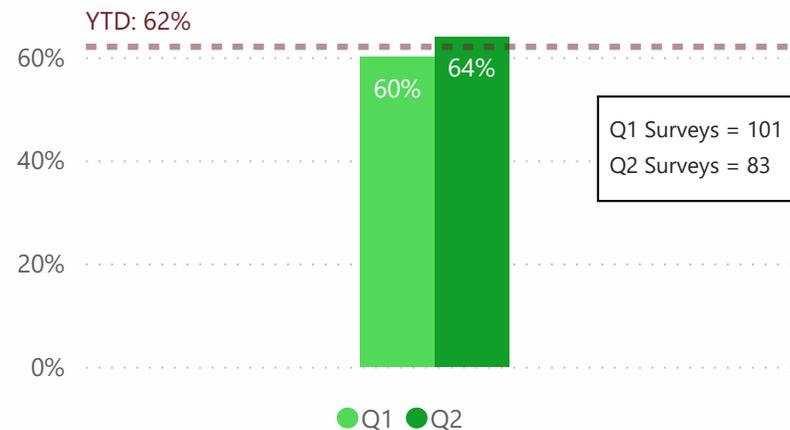
# We will take care of your neighbourhood

We will deal with breaches of tenancy including neighbour nuisance as quickly as possible, fairly and effectively

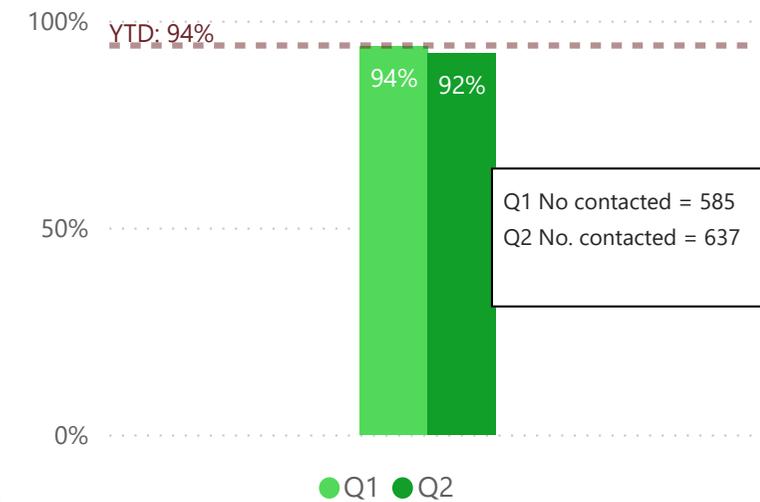
### Satisfaction with our approach to handling of anti-social behaviour



### Satisfaction with the speed of service received at the first point of contact of ASB complaint



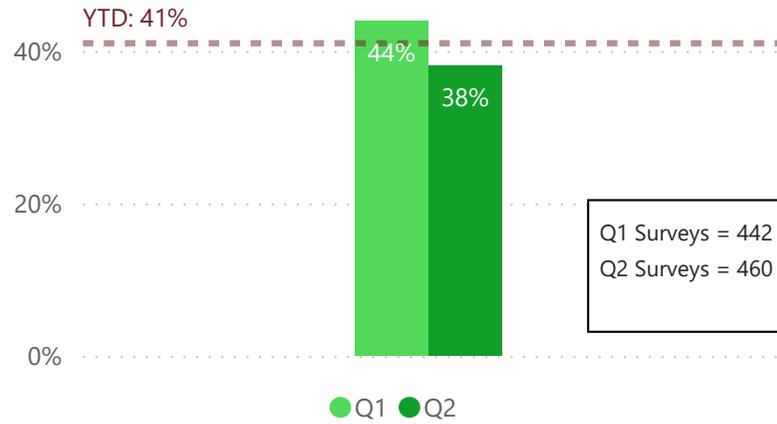
### Percentage of ASB subjects contacted within 5 days of complaint raised



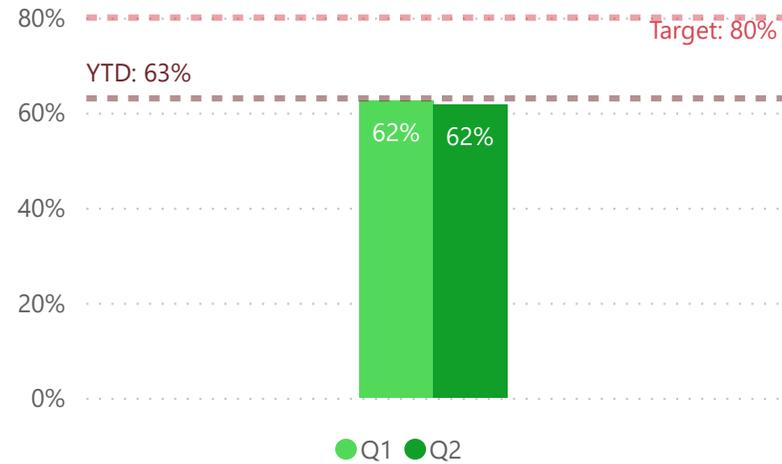
# We will provide a good service to you

## It will be easy to contact us to ask a question or ask for support

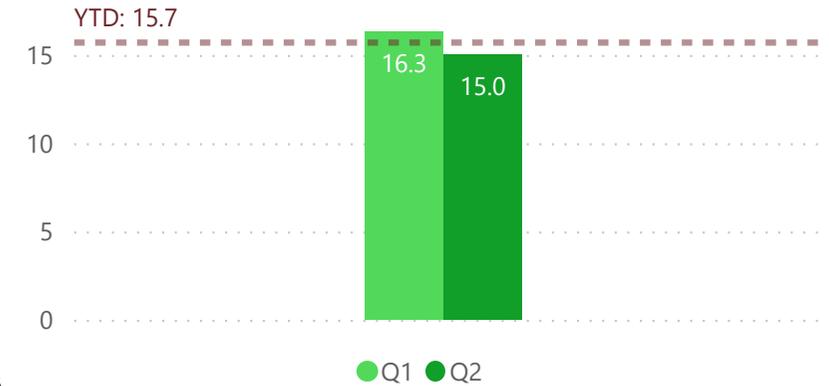
### Satisfaction with how easy it is to contact us



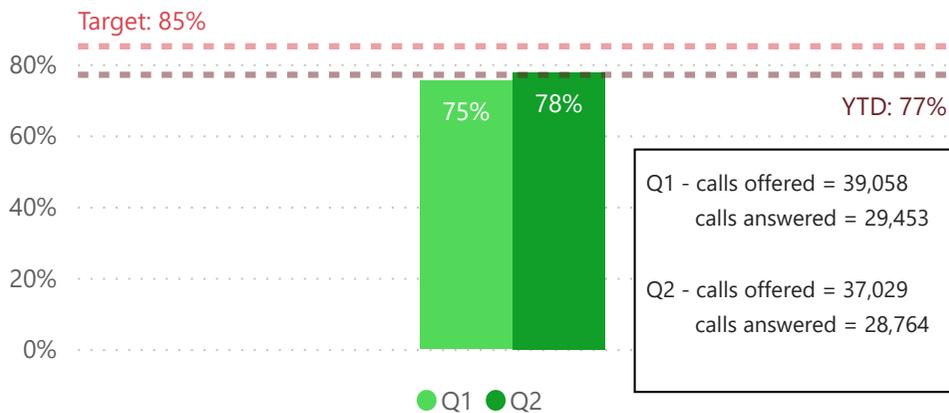
### Satisfaction with the contact centre



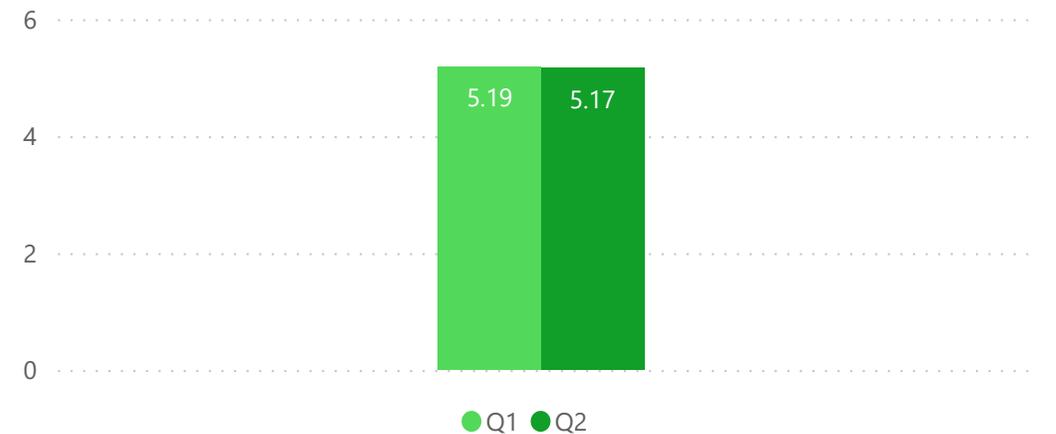
### Average contact centre call waiting time for housing (minutes.seconds)



### Percentage of housing calls answered



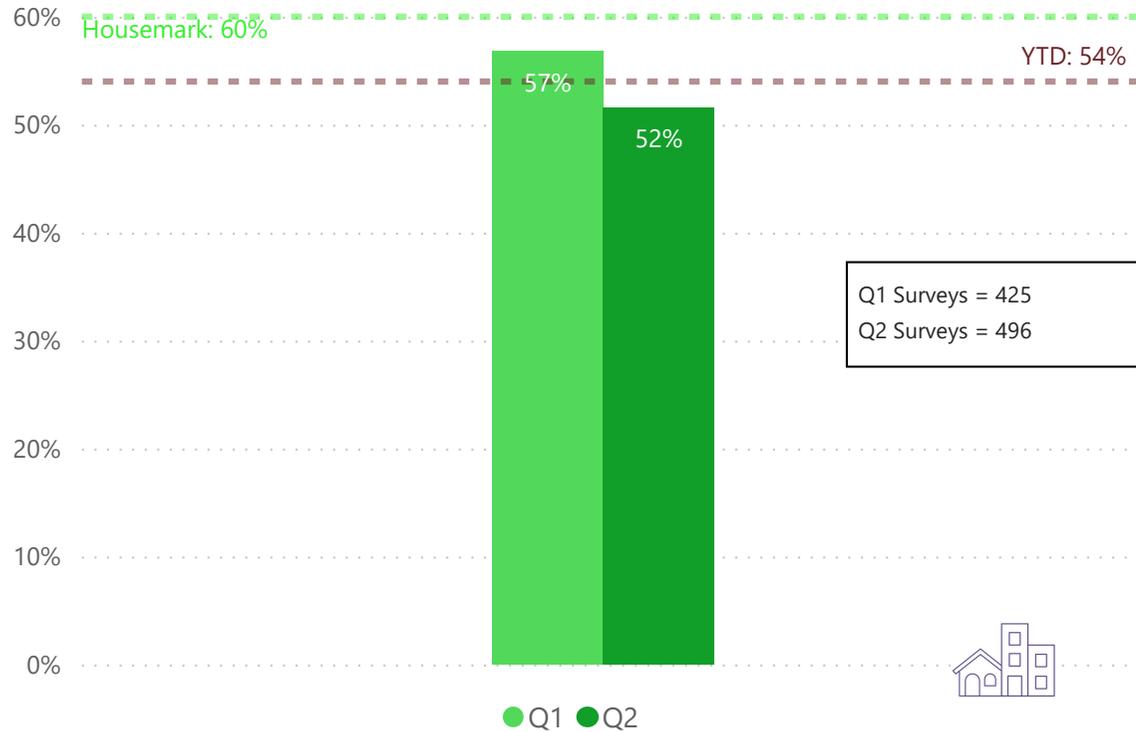
### Average housing call handling time (minutes.seconds)



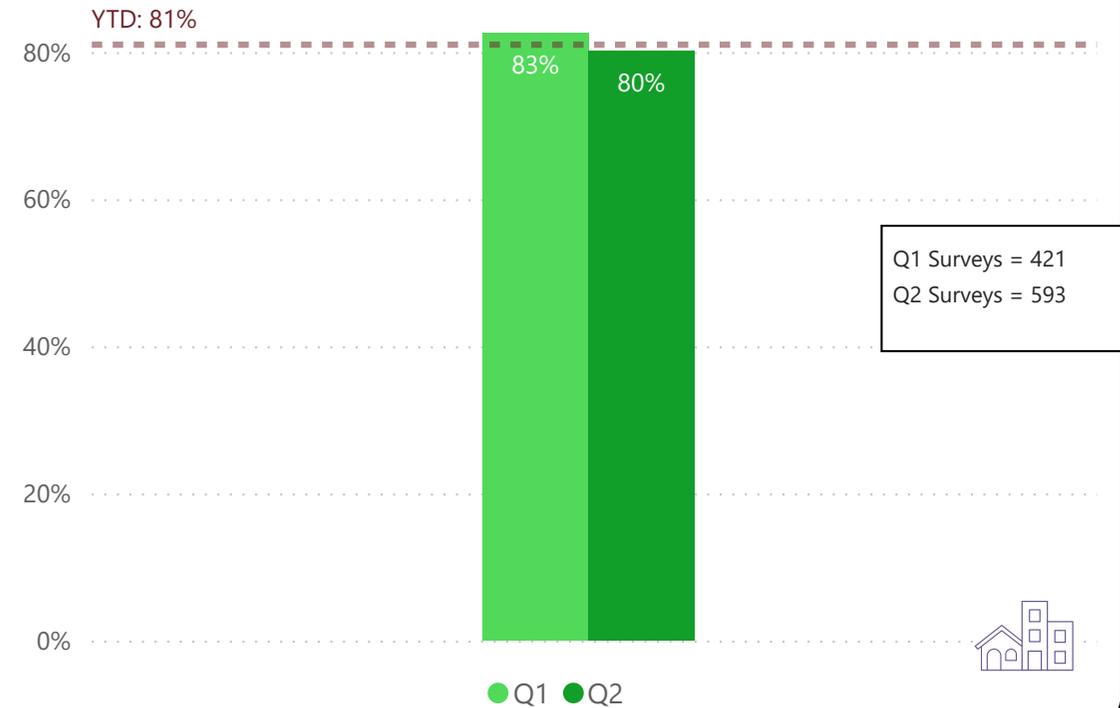
# We will provide a good service to you

We will be polite and professional and listen to what you say and treat you fairly and with respect

### Satisfaction that we listen to tenant views and acts upon them



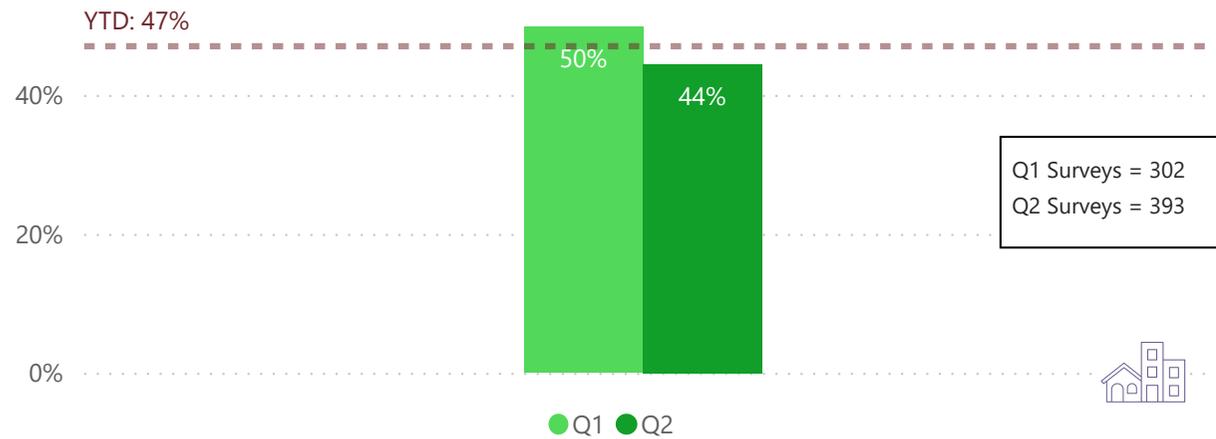
### Satisfaction that we treat our tenants fairly and with respect



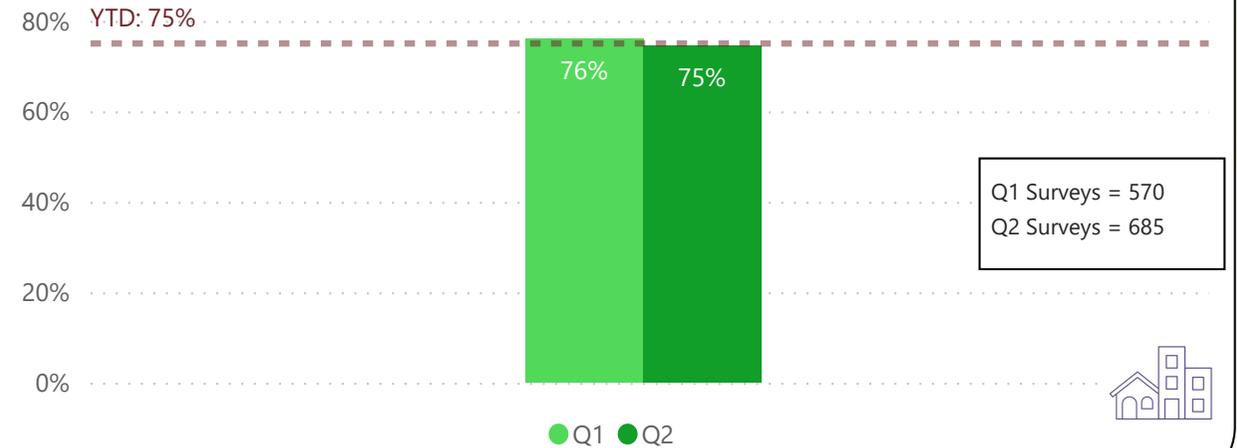
# We will provide a good service to you

Your complaints will be dealt with quickly, fairly and effectively

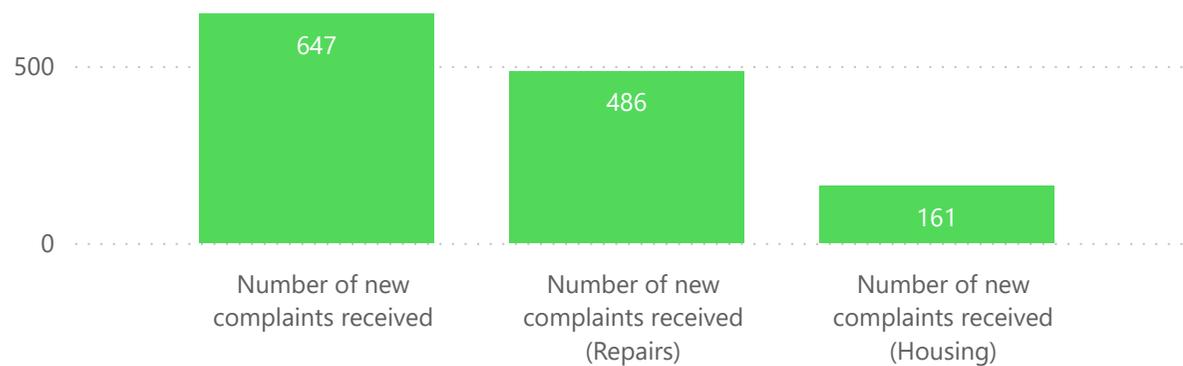
### Satisfaction with our handling of complaints



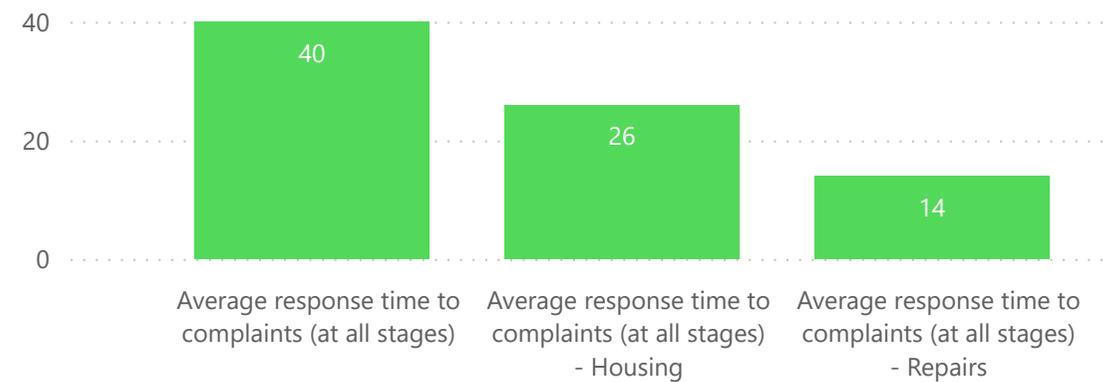
### Tenant knowledge of how to make a complaint



### Number of new complaints received (Quarter 1)



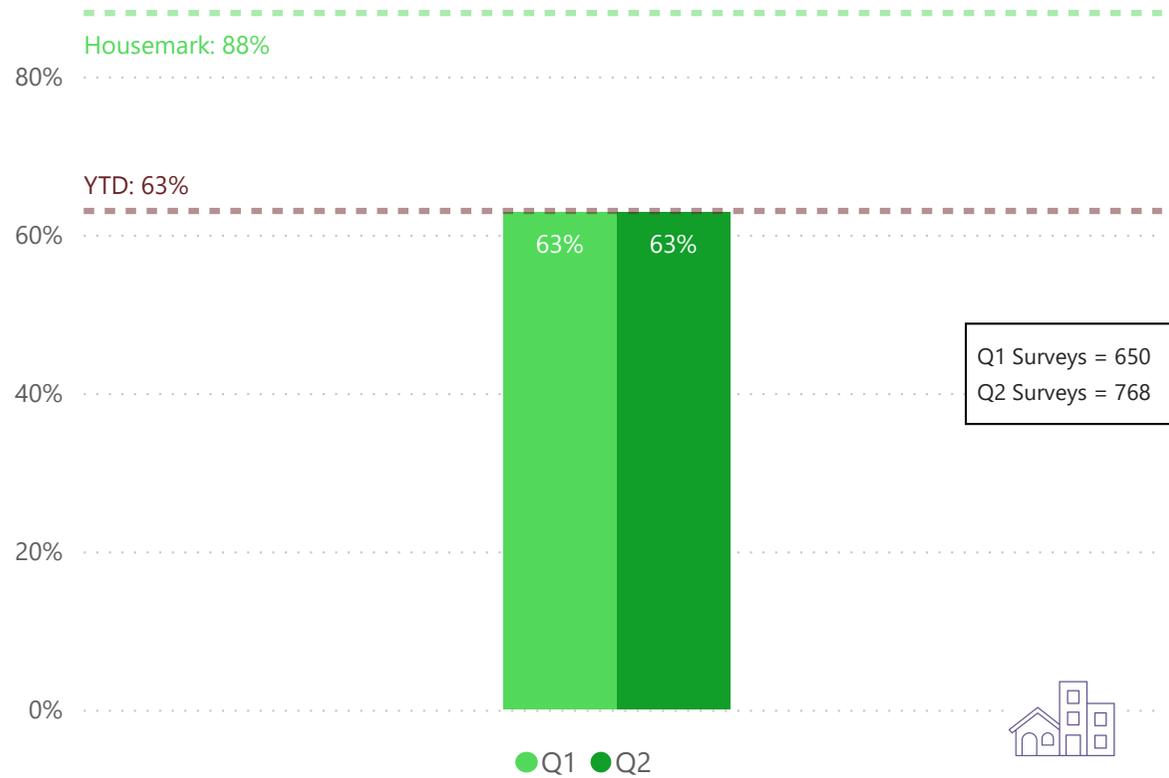
### Average response times to complaints at all stages (Quarter 1)



# We will provide a good service to you

We will learn from your views and complaints and use them to improve what we do

### Satisfaction with the overall service



### Satisfaction that we keep tenants informed about things that matter to them

