



# Housing Performance Report

Quarter 3 2022/23

**HANAP**

# Housing Performance Report - Summary

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

Satisfaction with repairs continued to fall in Quarter 3 with over 200 comments from the from the 1,000+ survey returns being around day-to-day repairs. Long waiting times, problems with arranging appointment times around tenants' work commitments, workmen not turning up on the stated day or changing appointment at short notice. These are similar to comments recorded in Quarter 2, but there is a rise in the numbers of comments around leaks not being fixed, and mould needing to be dealt with. There are also over 200 comments around the long-term state of the property, sometimes overlapping with comments about day-to-day repairs. Of tenants who have had a repair in the last year, around 60% were satisfied with the time they had to wait – an improvement on Quarter 2. Of course this doesn't include comments from tenants who are still waiting for repairs to be done. Satisfaction with repairs completed right first time has remained stable since Quarter 2, but satisfaction with the quality of repairs has fallen (these are both questions asked as part of the repairs transactional survey). The percentage of repairs completed within timescale has increased again and is now not far off target. Gas safety certificates has improved in Quarter 3, up from 92% in Quarter 1 to 98.2%. Access cases have fallen from 1,386 in Quarter 1 to 539 in Quarter 3 as they work their way through the legal process. All fire risk assessments were completed during Quarter 2. Fire risk assessment repairs are still performing significantly below target, and this is mainly due to repairs relating to fire doors and delays in the manufacturing and delivery of these. A review has shown a drop in electrical safety certificates to 66% at the end of Quarter 3, which is due to a switch from a 10-year cycle to a 5-year cycle. Satisfaction that the home is well maintained and safe to live in has fallen again in Quarter 2. As well as lower scores from quitting tenants, scores have fallen from new tenants. There have also been comments around repairs not having been completed before tenants moved in. 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 again and is now 271 new homes (98 acquisitions and 173 new builds). This is mainly due to 36 properties that have slipped to Quarter 1 2023/24.

## 2. We will take care of your neighbourhood

Satisfaction with neighbourhood as a place to live rose again in Quarter 3 after falling back in Quarter 2 - this question will change for Quarter 4 to "Satisfaction that the landlord makes a positive contribution to neighbourhoods" inline with Regulator requirements. For those who raised issues around their neighbourhood as a place to live, 47% were around ASB – back up to Quarter 1 levels. Communal areas being clean and well maintained fell further in Quarter 3. Satisfaction with green areas rose to 68% - the highest it has been all year. Satisfaction with shared green areas has remained relatively stable. There are fewer comments around grass not being cut, with a larger proportion being about trees and bushes that need pruning. Health and safety inspections are still below target in Quarter 3, with none being done for Older People's Independent Living schemes because of staff shortages. All tower block health & safety inspections were completed on time. Fly-tipping reports reduced during Quarter 3 and fly-tipping removed within 24 hours is still performing well and exceeding the 99% target. Satisfaction with communal waste management rose in Quarter 3 to over 70% and satisfaction with recycling facilities to nearly 70%. Satisfaction with handling of ASB fell again in Quarter 3. 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 has again seen improvements in Quarter 3 (this is part of the ASB transactional survey).

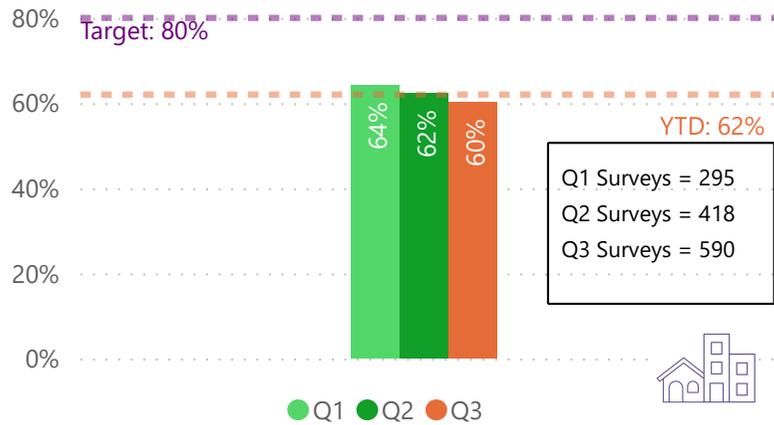
## 3. We will provide a good service to you

Satisfaction on how easy it is to contact us has improved significantly to 48%, but this is still the worst scoring question in the neighbourhood survey. Satisfaction with the Contact Centre has fallen to 59% in Quarter 3. Contact Centre waiting times fell slightly again in Quarter 3 and the percentage of housing calls answered rose again. Tenant satisfaction around listening to tenants' views rose slightly in Quarter 3 and the number of comments about not being able to get through on the phone fell. Tenants continue to feel they are treated fairly and with respect with high satisfaction scores all year. Satisfaction around the handling of complaints has improved but again scored second lowest out of all the survey questions in Quarter 3. Satisfaction with overall service remains stable since Quarter 1, although the score remains well below the Housemark benchmark of 88%. The main comments from tenants were to do with day-to-day repairs (32%) and with the condition of their property (26%). The comments around the contact centre had fallen from 18% to 13%. Satisfaction that tenants are kept informed about things that matter to them rose in Quarter 3.

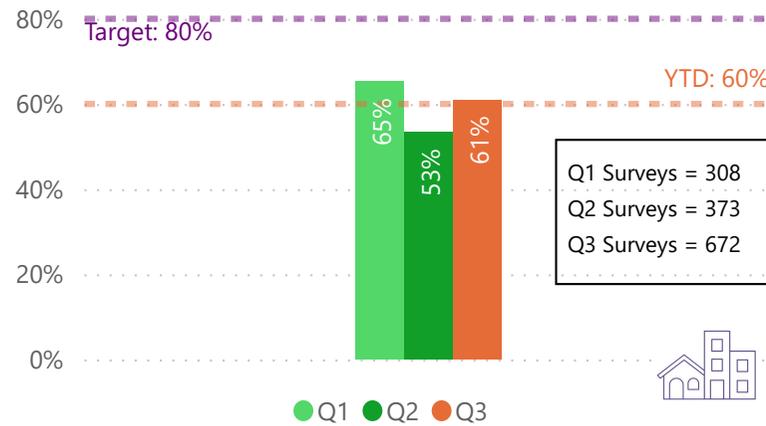
# We will offer a range of quality homes

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

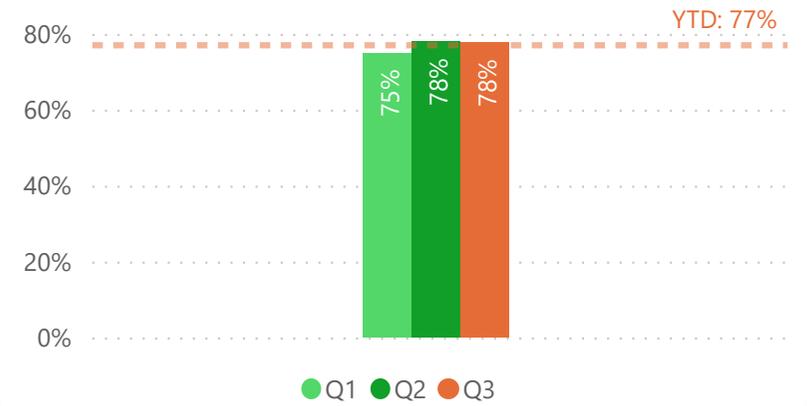
### Satisfaction with the repairs service over the last 12 months



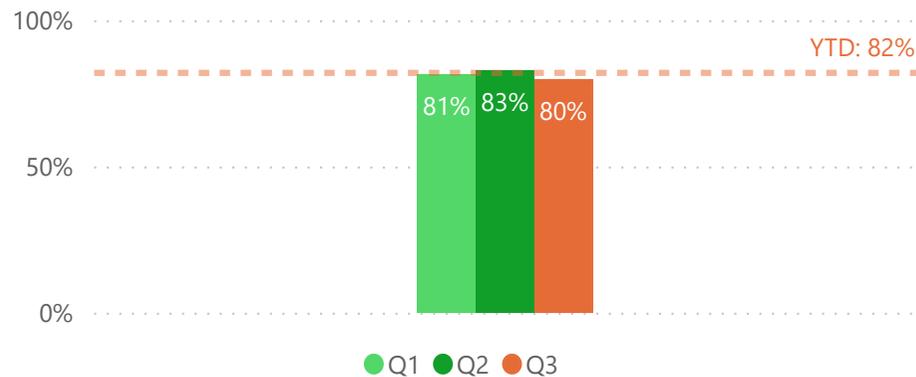
### Satisfaction with time taken to complete most recent repair



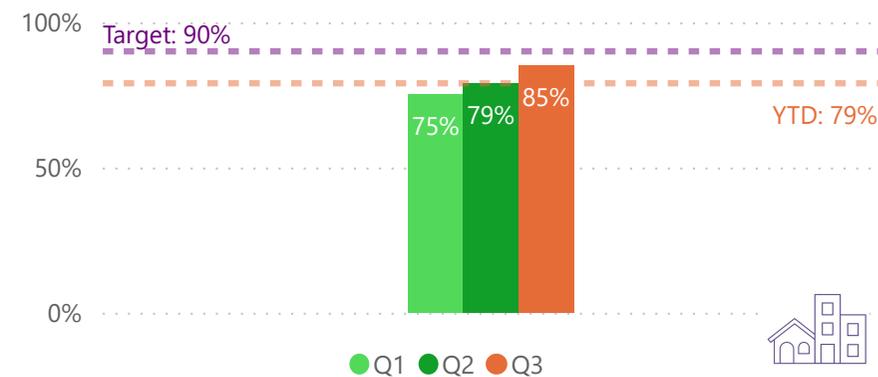
### Satisfaction that the repair was done right first time



### Satisfaction with the quality of repairs



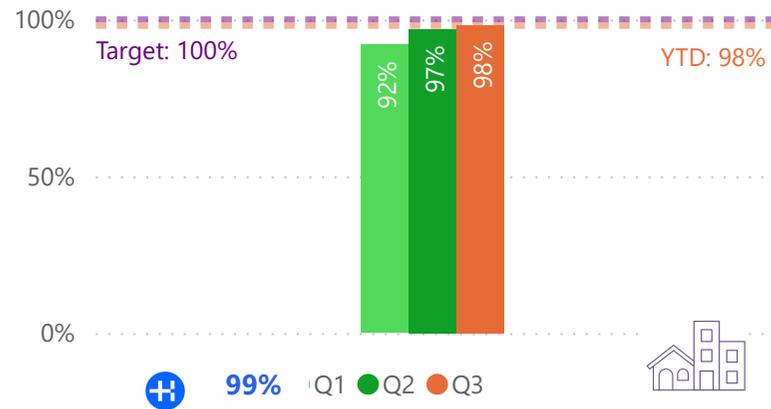
### Percentage of repairs completed on time



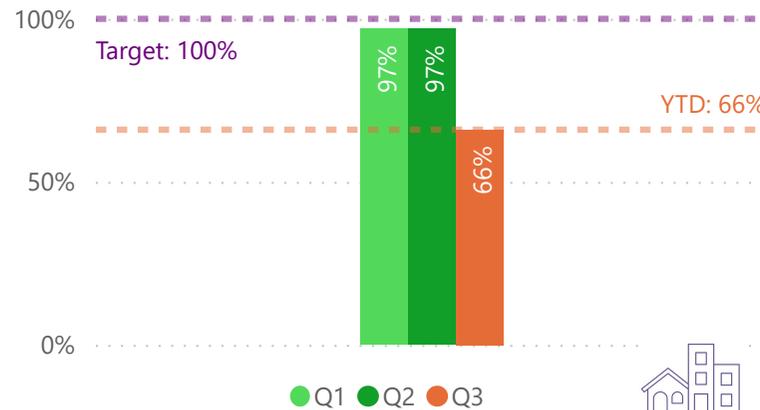
# We will offer a range of quality homes

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

### Percentage of homes that have had all the necessary gas safety checks



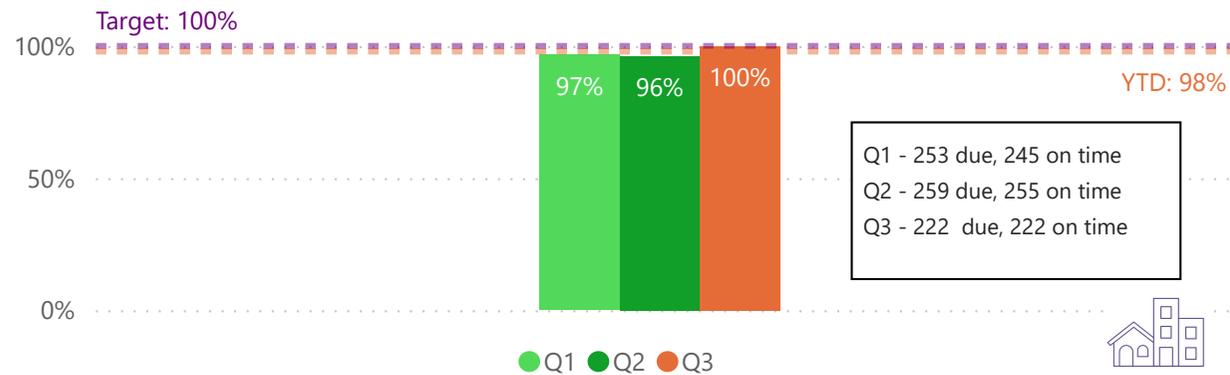
### Percentage of homes with up to date electrical certificates



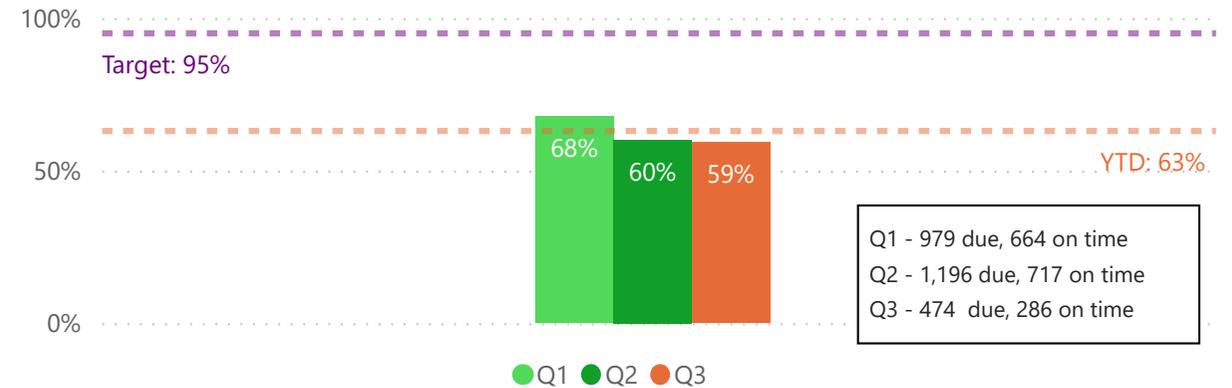
### Lifts, Legionella & Asbestos



### Percentage of fire risk assessments completed on time



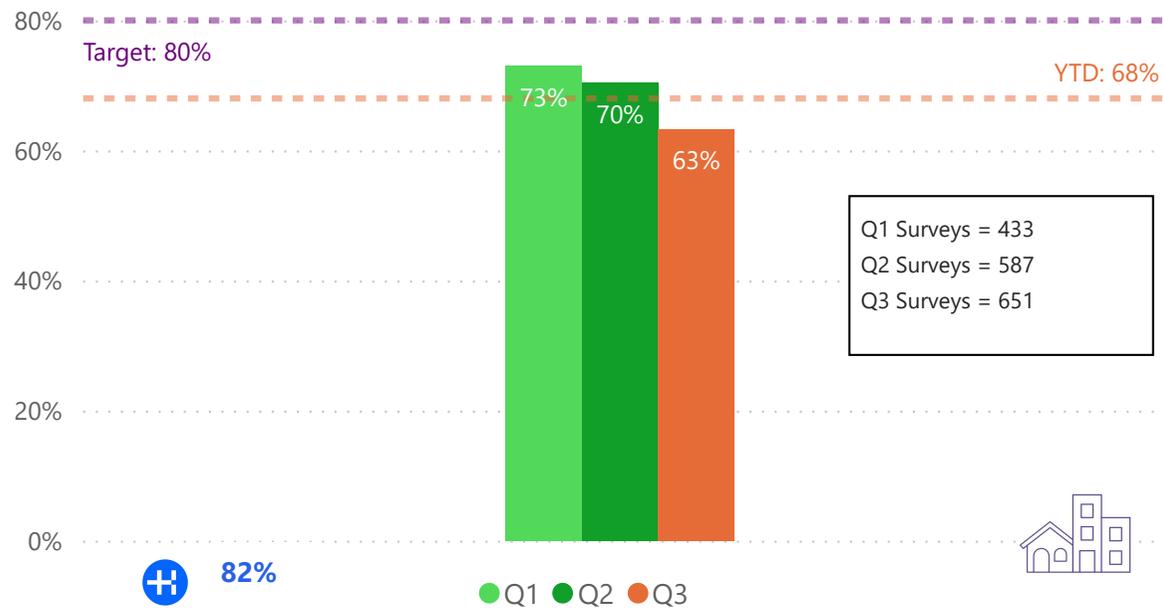
### Percentage of fire risk repairs completed on time



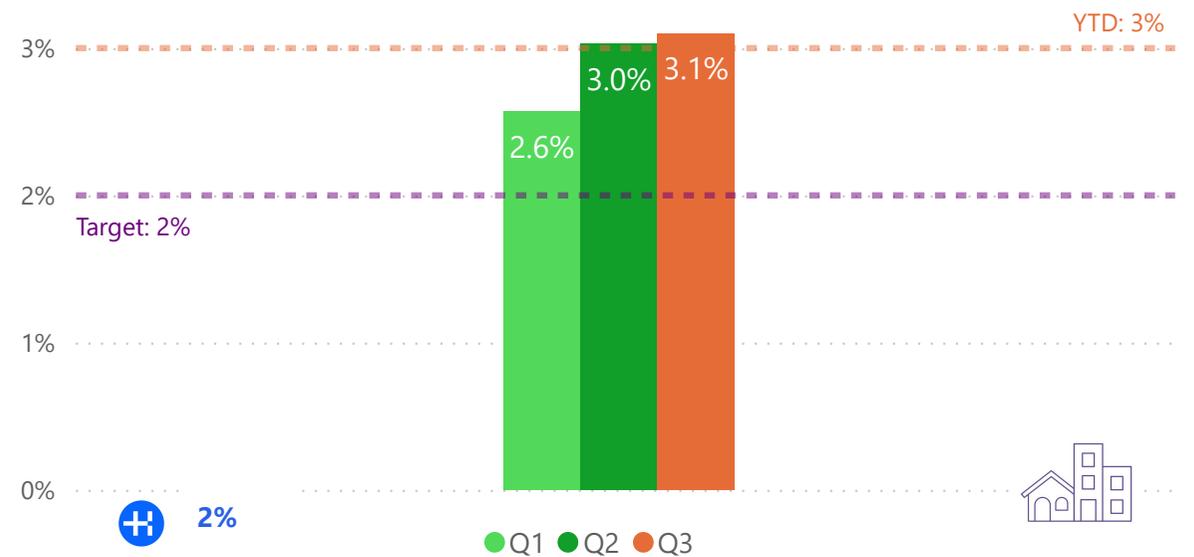
# We will offer a range of quality homes

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



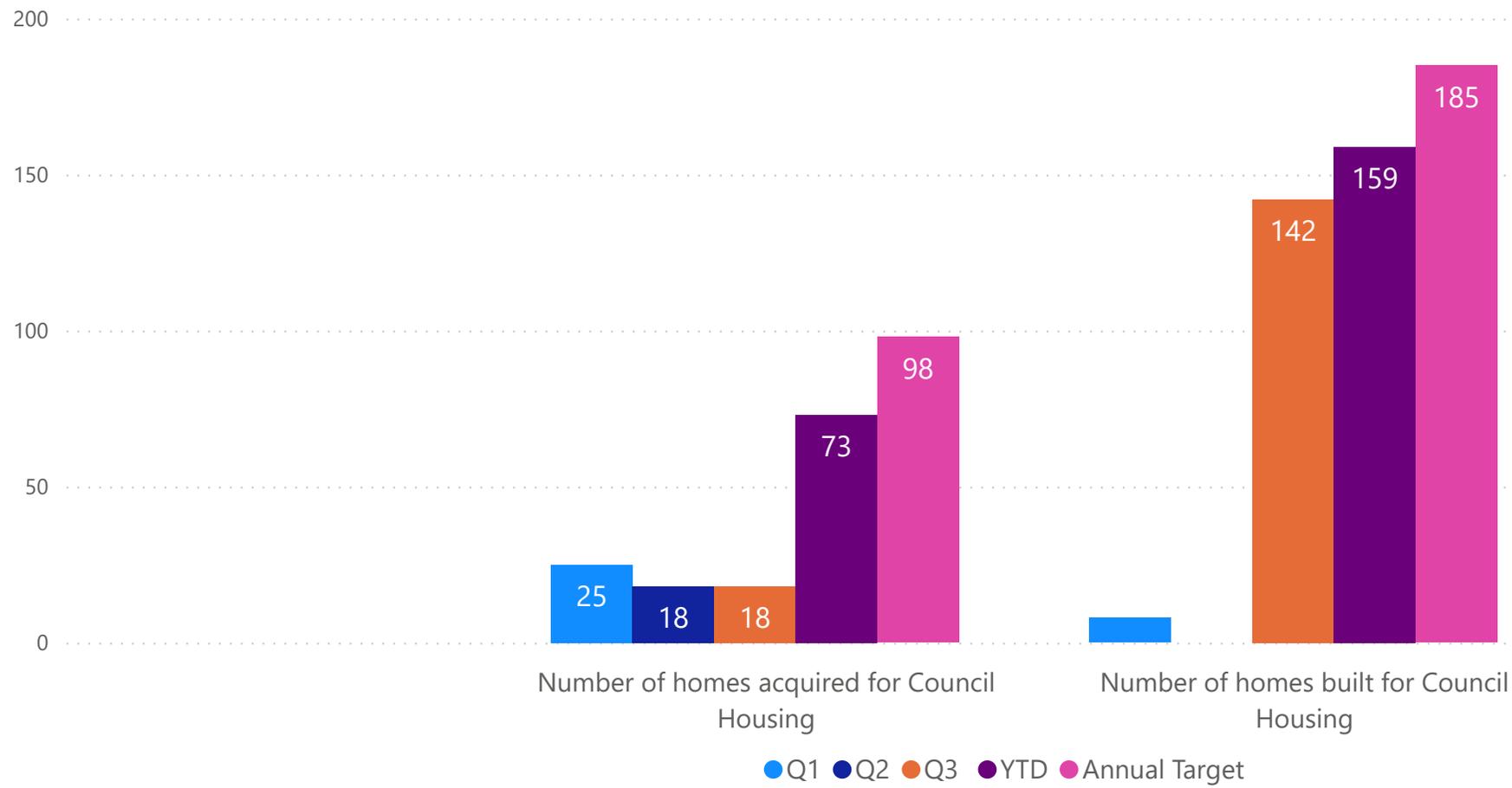
Percentage of homes that do not meet the Decent Homes Standard



# We will offer a range of quality homes

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

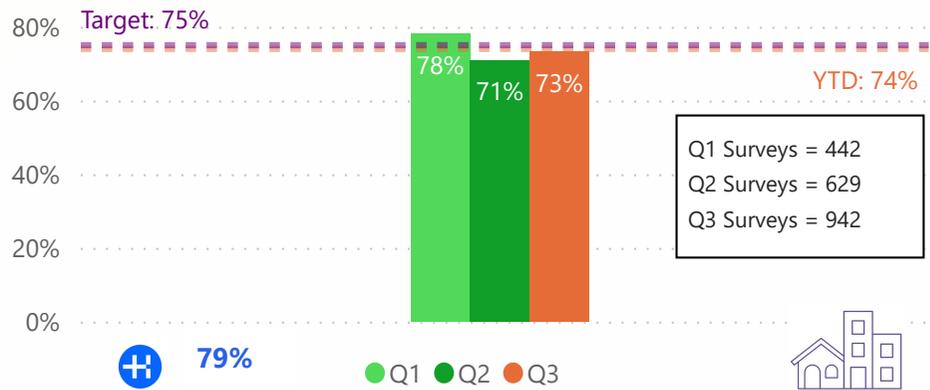
Stock increase planned programme 2022/23



# We will take care of your neighbourhood

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

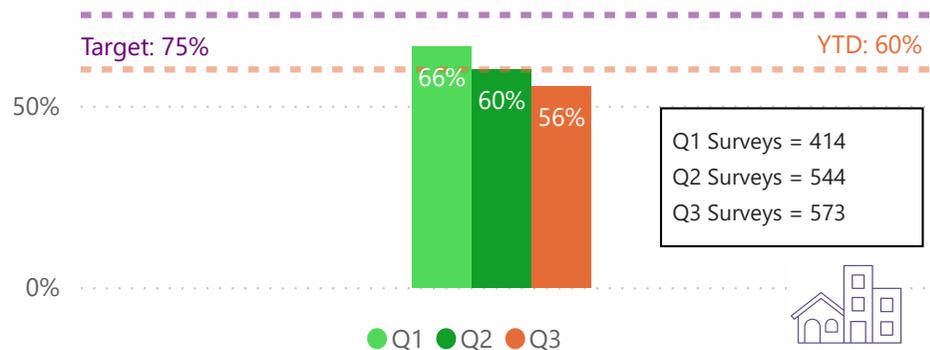
### Satisfaction with your neighbourhood as a place to live



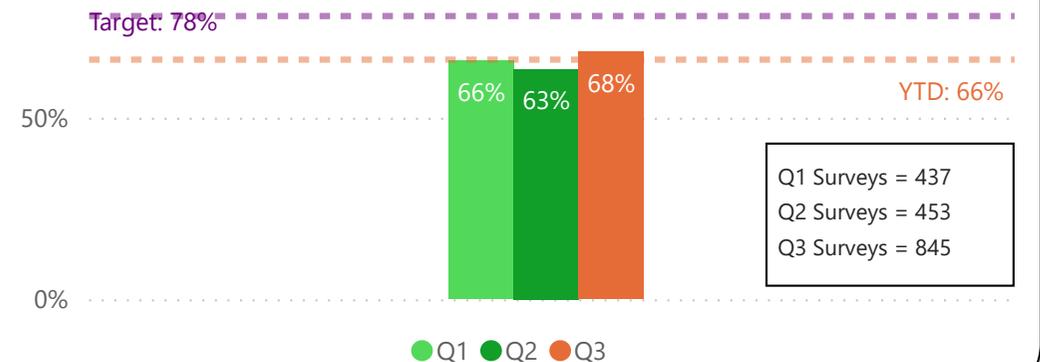
### Percentage of blocks inspected for health and safety within the agreed timescale



### Satisfaction that communal areas are kept clean and well-maintained



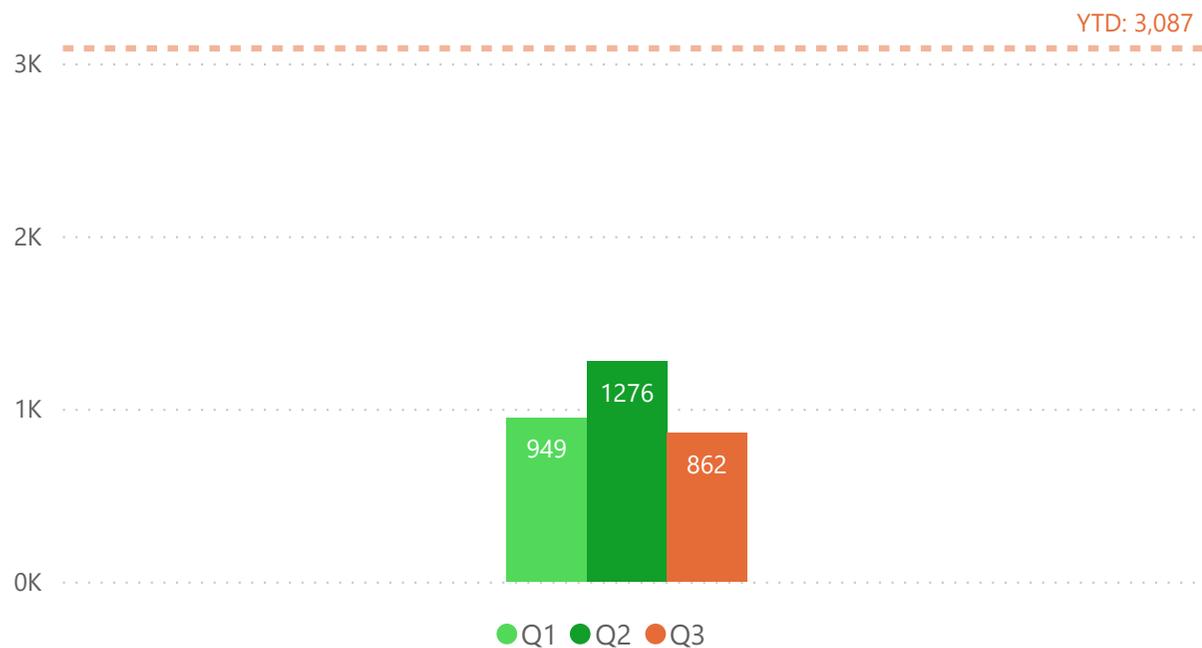
### Satisfaction with the shared green areas around my home are well maintained



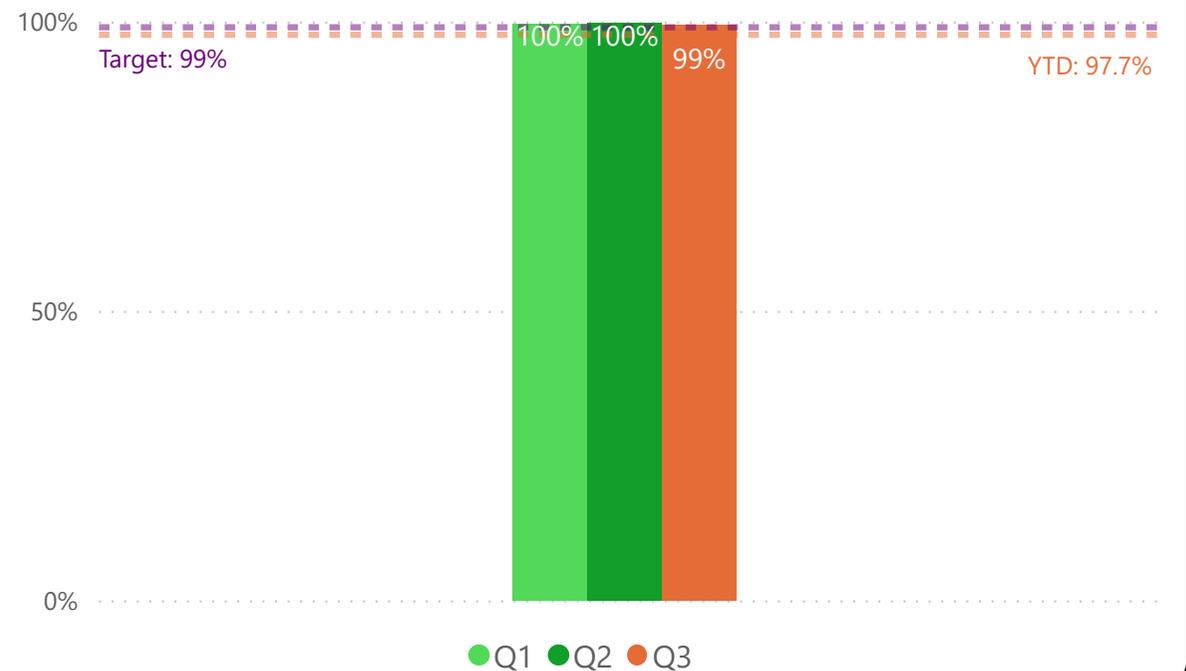
# We will take care of your neighbourhood

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

Number of fly-tipping reports



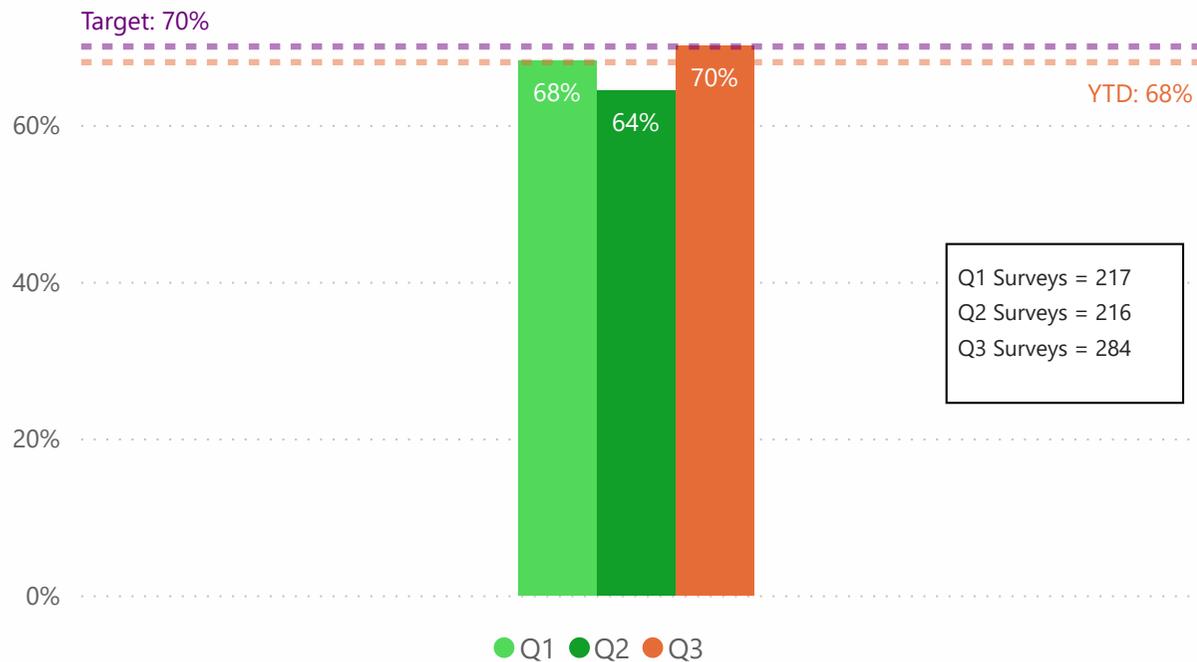
Percentage of fly-tipping removed within 24 hours



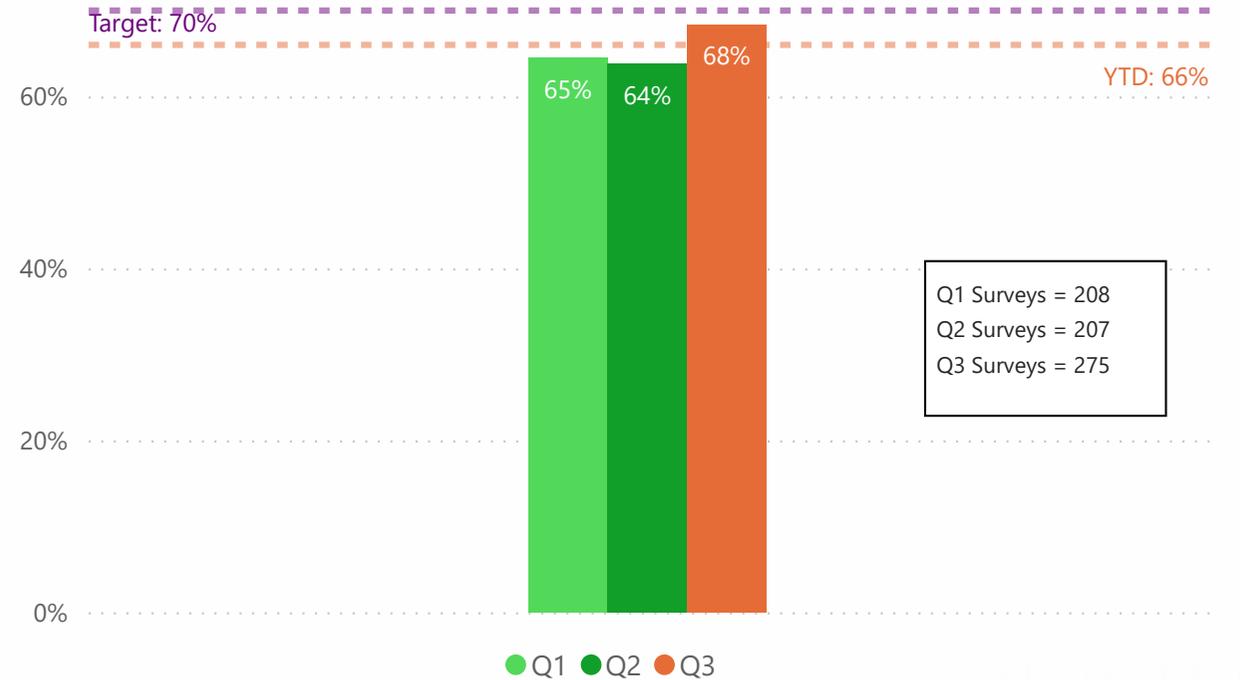
# We will take care of your neighbourhood

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

### Satisfaction with communal waste management

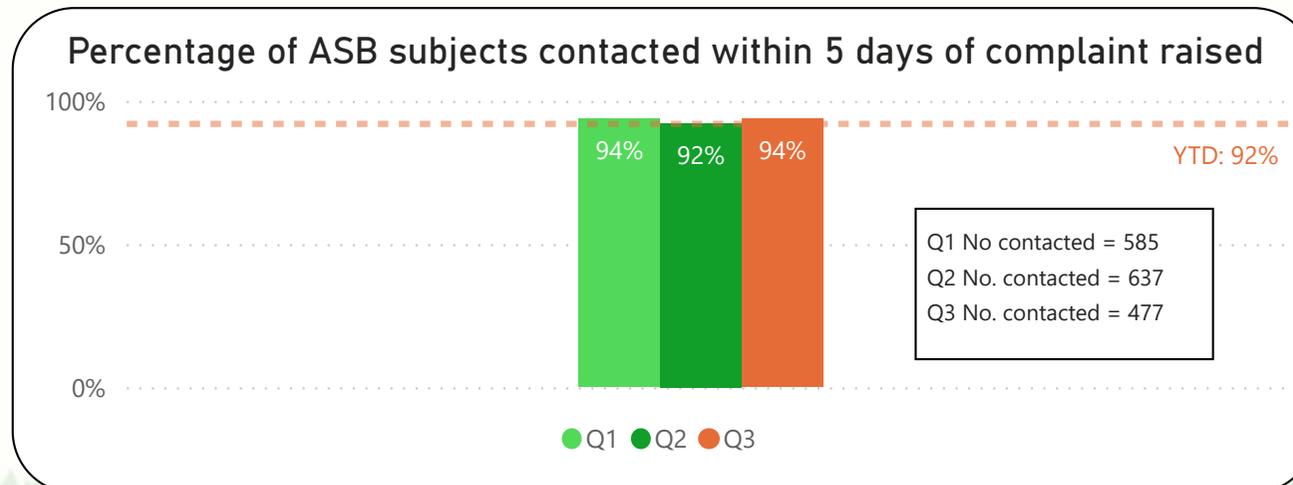
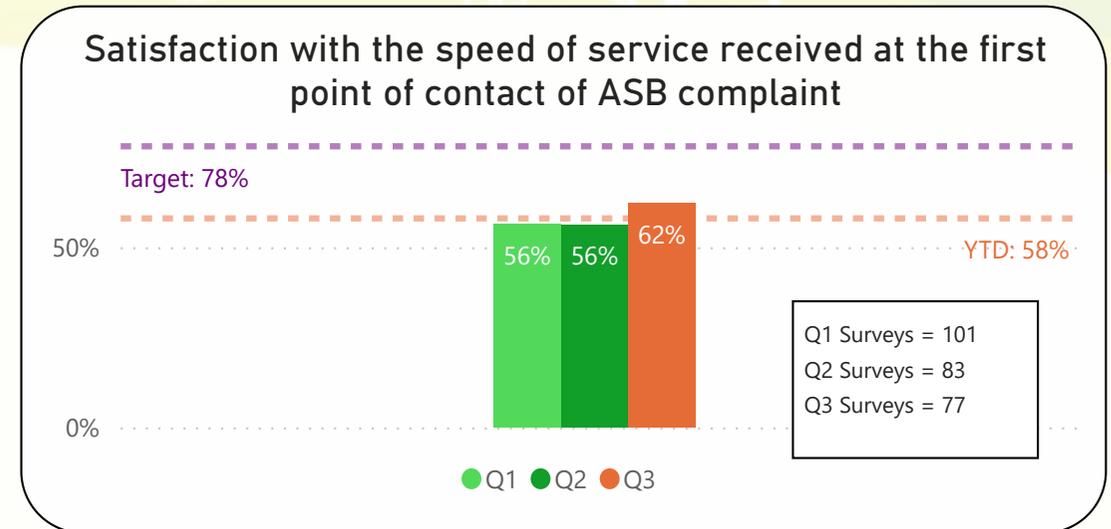
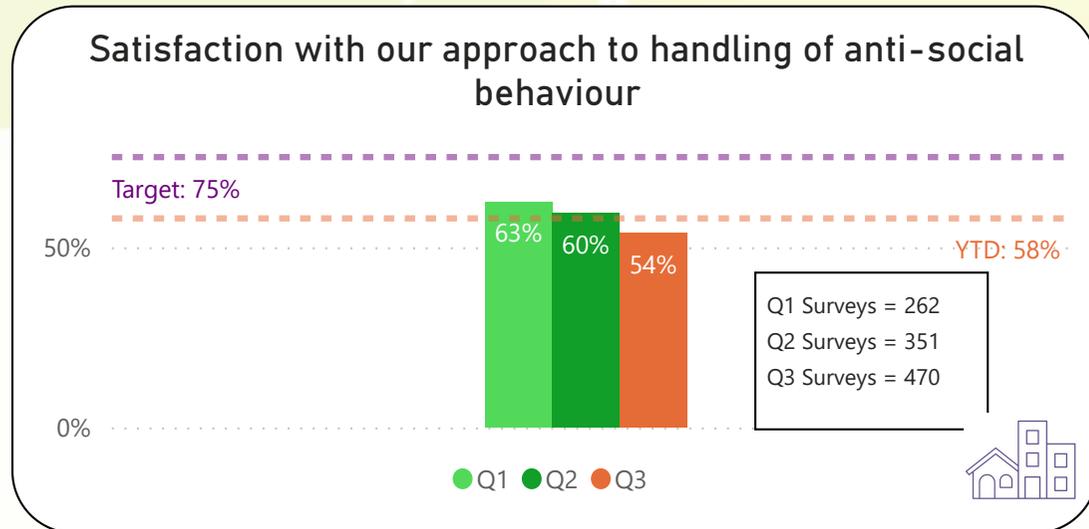


### Satisfaction with communal recycling facilities



# We will take care of your neighbourhood

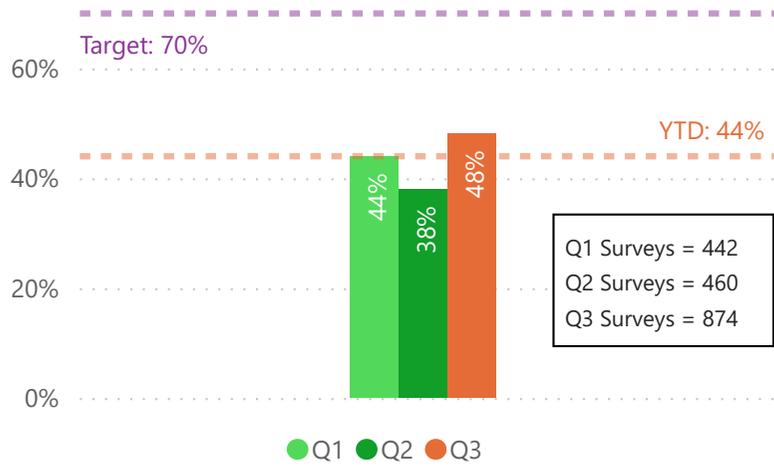
We will deal with breaches of tenancy including neighbour nuisance as quickly as possible, fairly and effectively



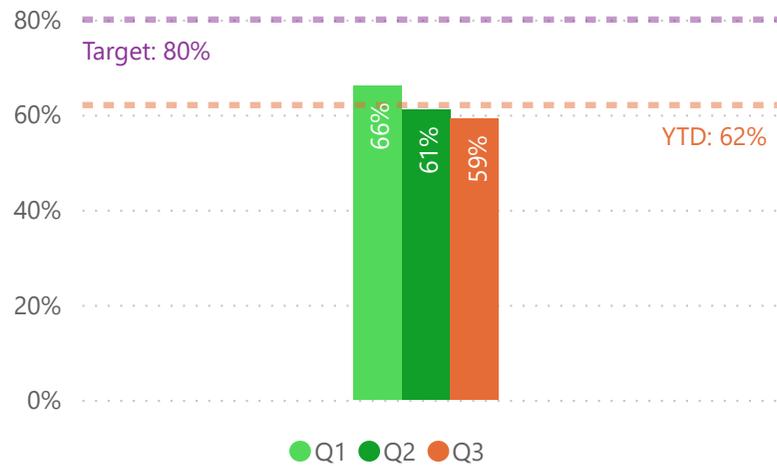
# We will provide a good service to you

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

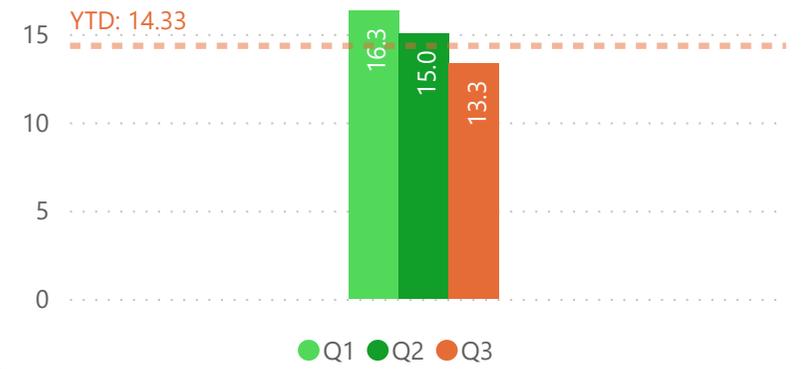
### Satisfaction with how easy it is to contact us



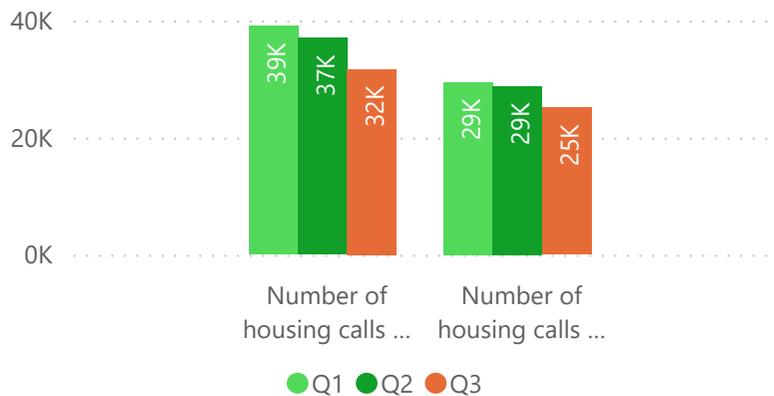
### Satisfaction with the contact centre



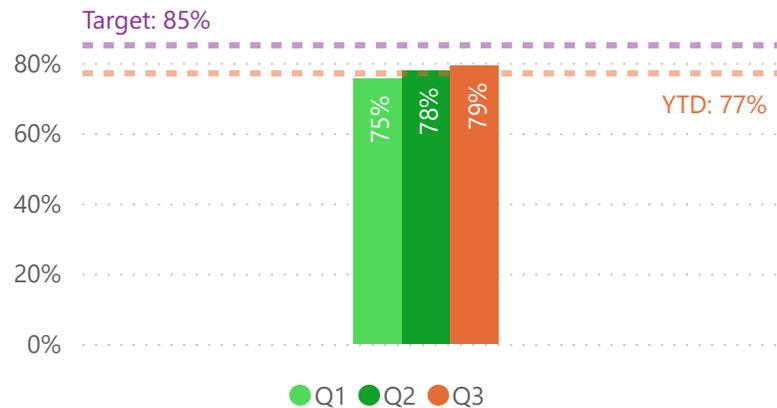
### Average contact centre call waiting time for housing (minutes.seconds)



### Number of housing calls offered & answered



### Percentage of housing calls answered



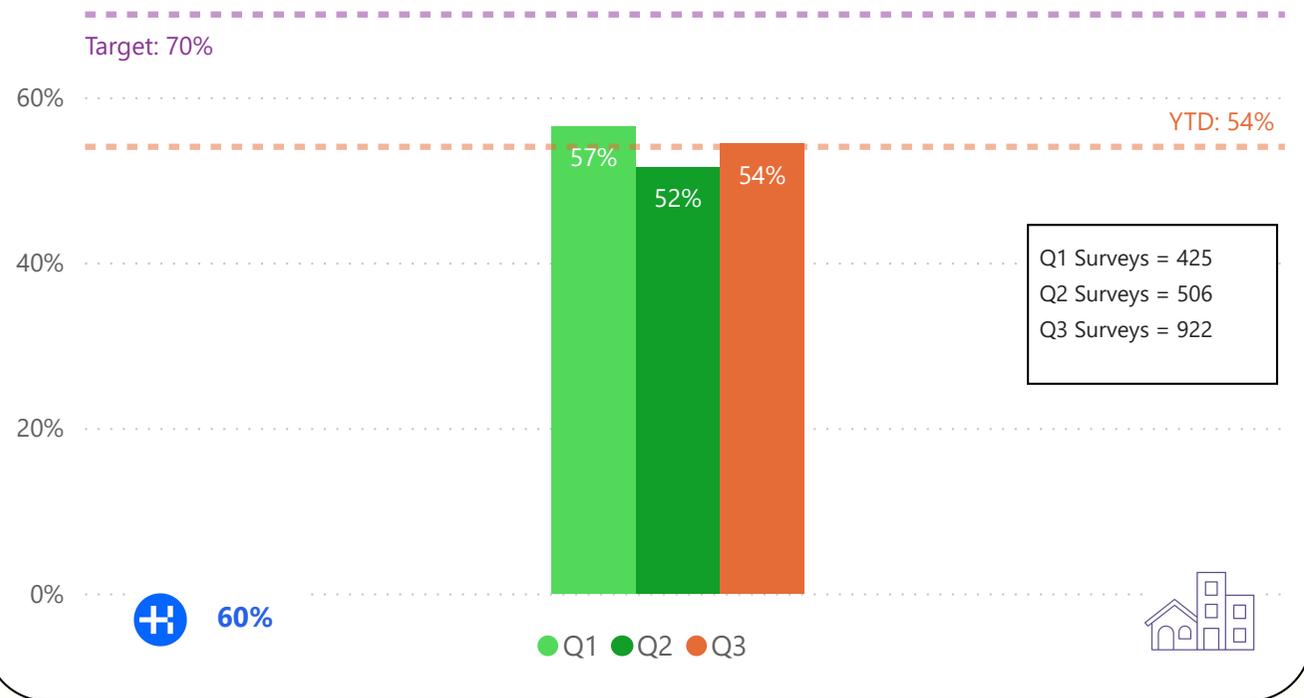
### Average housing call handling time (minutes.seconds)



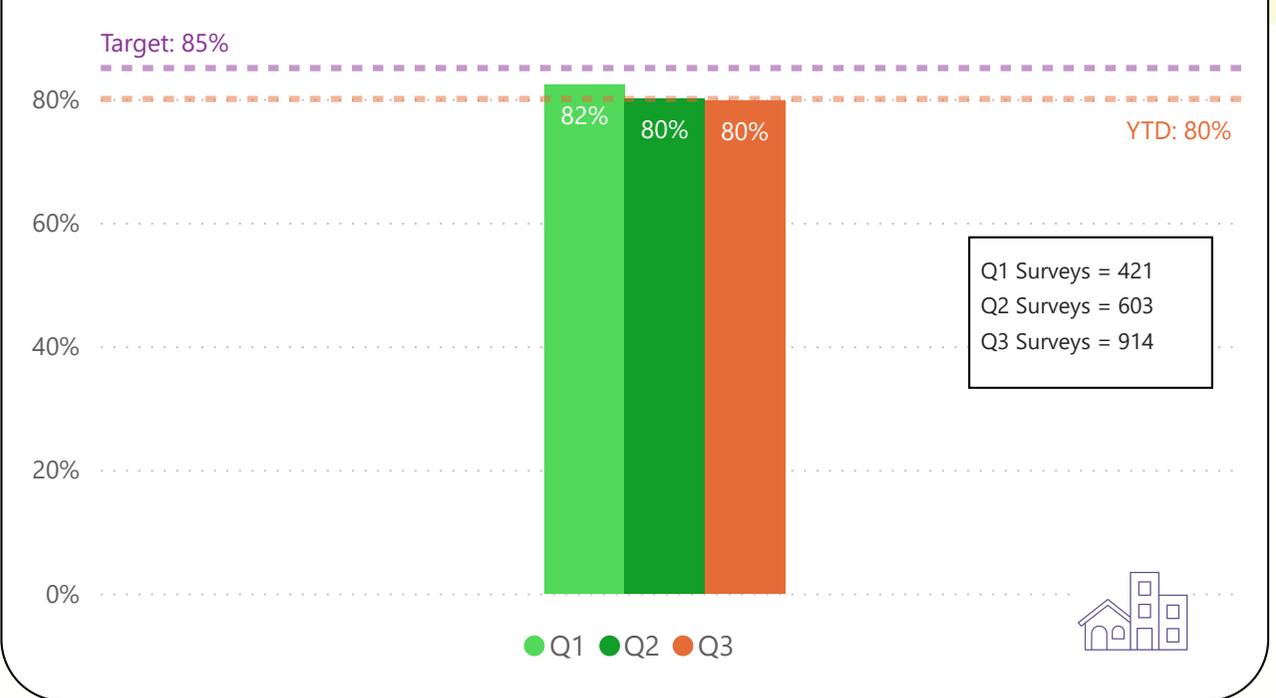
# We will provide a good service to you

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



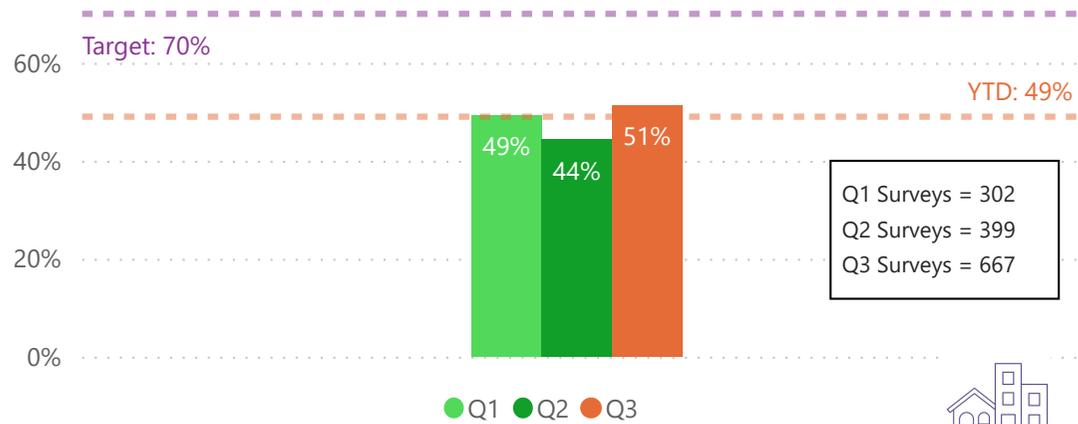
### Satisfaction that we treat our tenants fairly and with respect



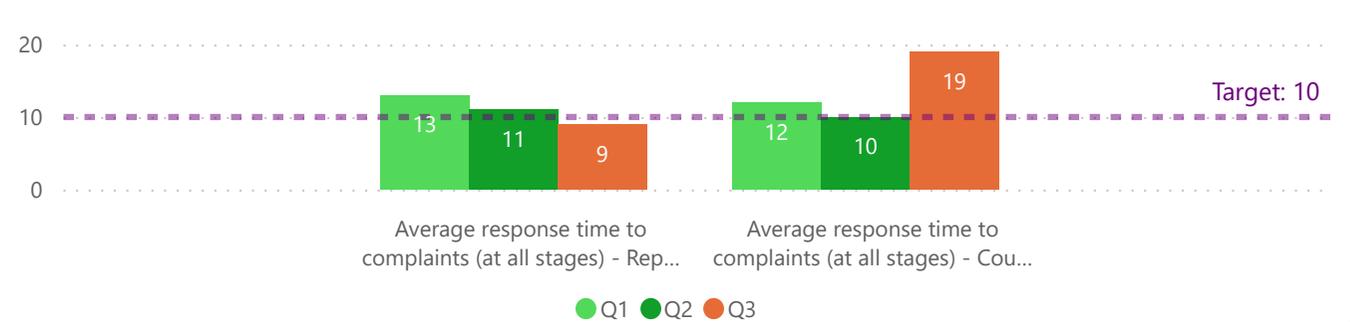
# We will provide a good service to you

Your complaints will be dealt with quickly, fairly and effectively

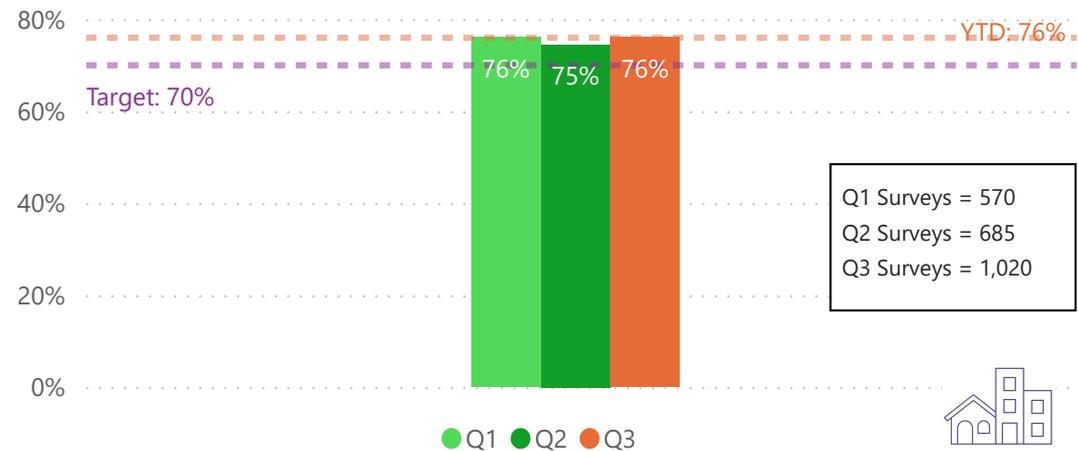
### Satisfaction with our handling of complaints



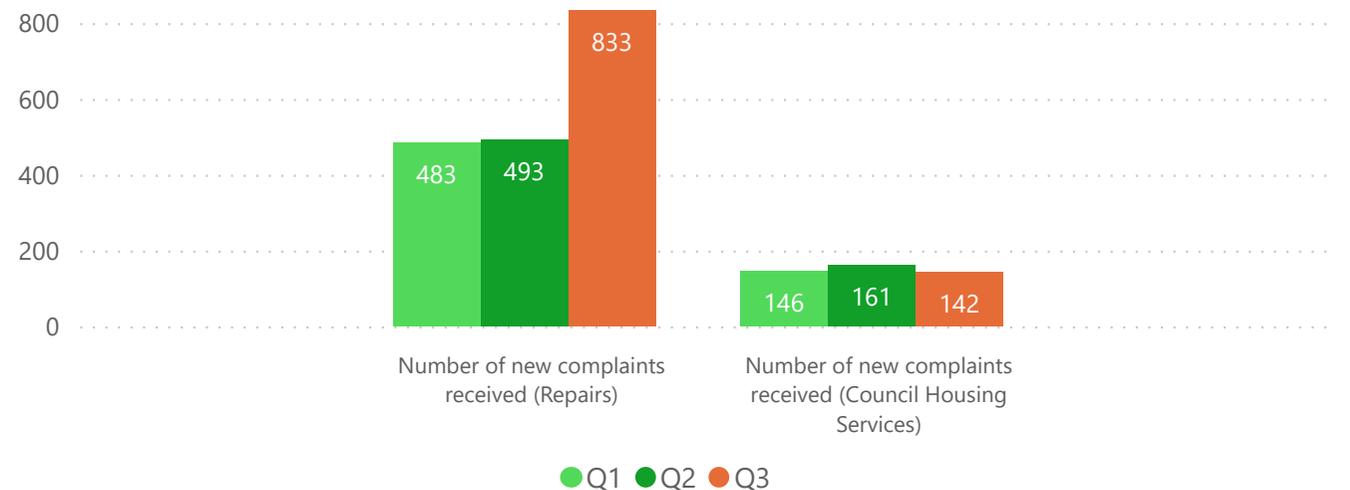
### Average response times to complaints at all stages (days)



### Tenant knowledge of how to make a complaint



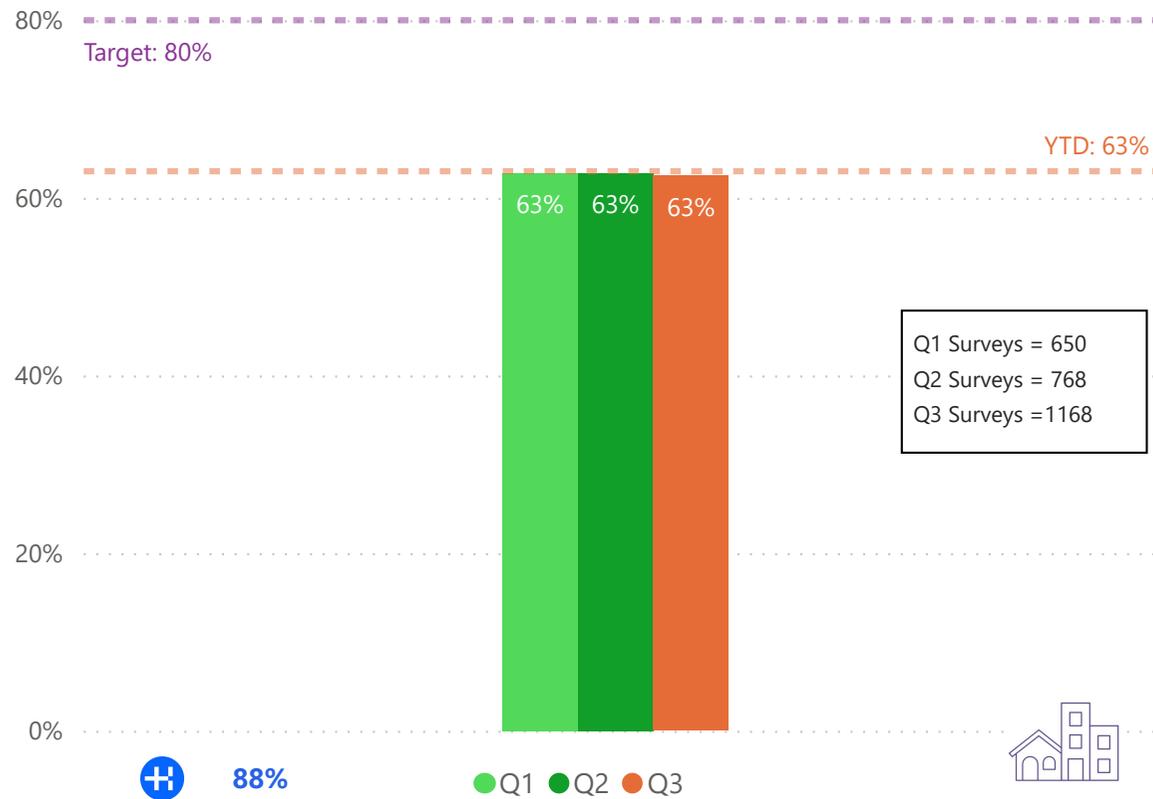
### Number of new complaints received



# 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

