



Housing Performance Report

Quarter 1 2022/23

HANAP August 2022

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

65%

Q1



Satisfaction with the quality of repairs

81%

Q1

Satisfaction with time taken to complete most recent repair

66%

Q1

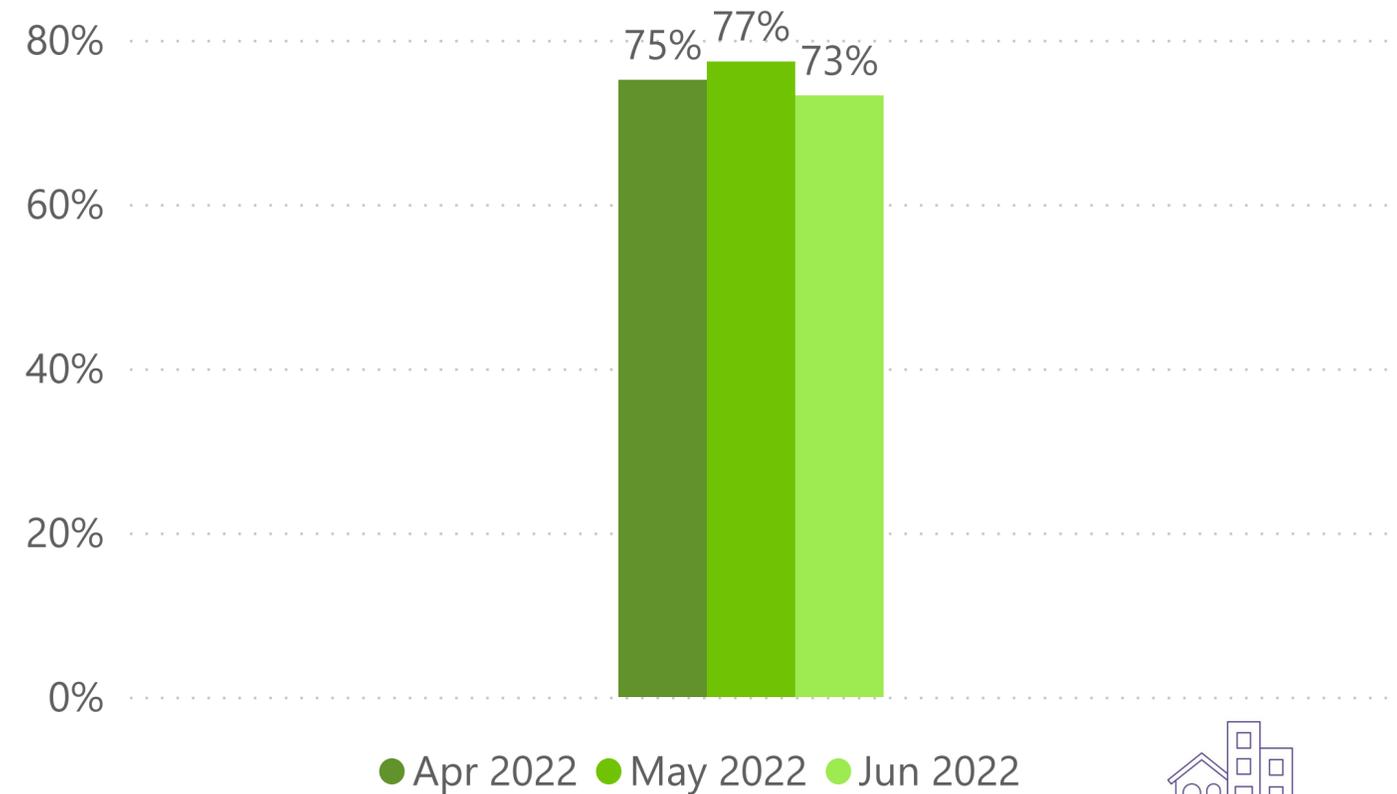


Percentage of repairs completed right first time

75%

Q1

Percentage of repairs completed on time



Satisfaction with the repairs service and time **taken to complete most recent repairs** are new additions to our neighbourhood survey which align with the Regulator requirements from next year. The main comments from tenants around their satisfaction with repairs related 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**. For tenants who have had a repair in the last year, **around two thirds were satisfied with the time they had to wait**. This score excludes tenants who are still waiting for their repair. Satisfaction with the **quality of repairs has gradually improved** over Quarter 1 and is performing around the same as the 2021/22 actual score which was 81%. **Repairs completed right first time** and **repairs completed within the timescales** have fallen in Q1. The target is 95% for right first time so improvements are required in this area.

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

99%

M

92%

Q1



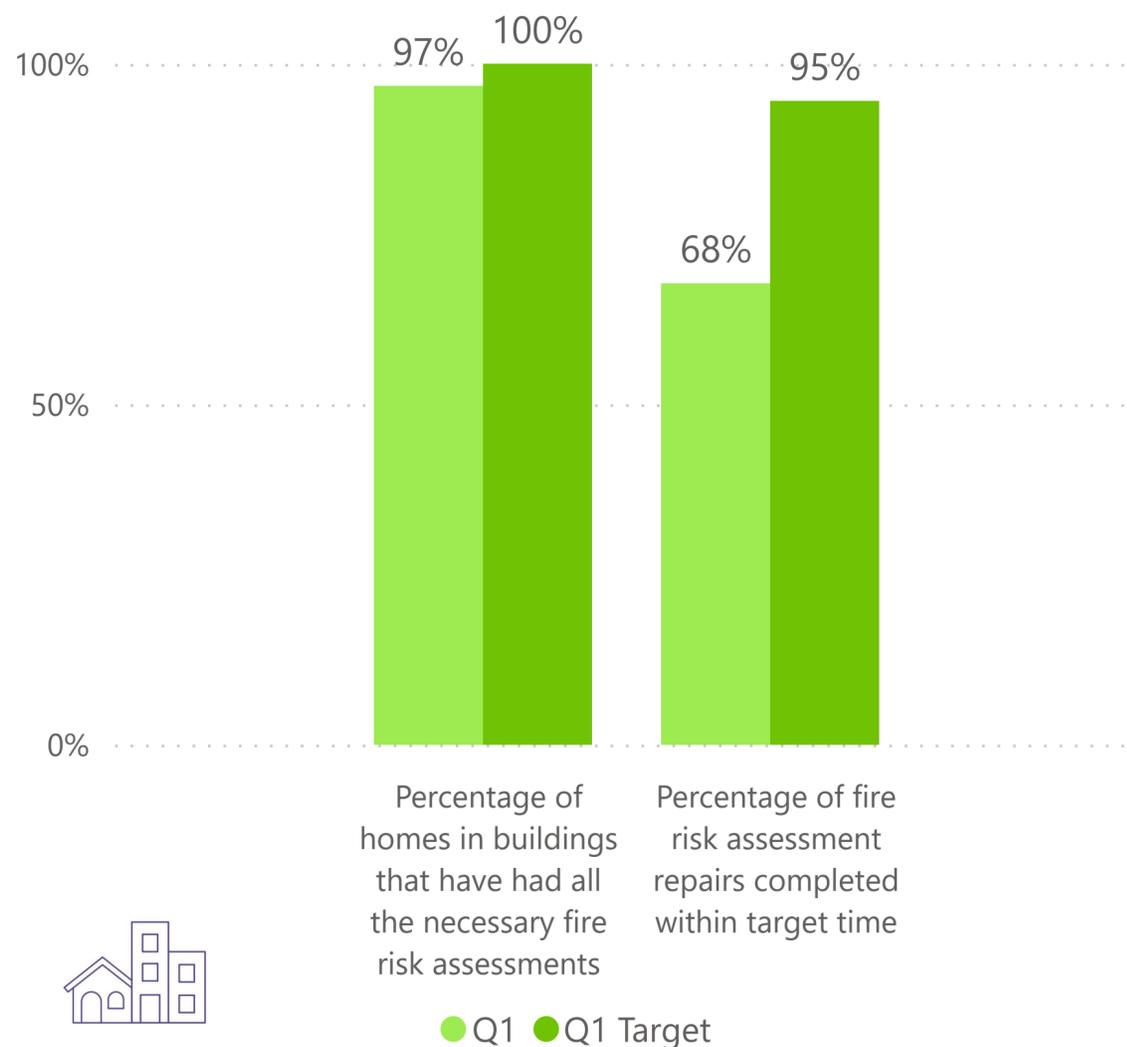
Percentage of homes with up to date electrical certificates

97%

Q1



Fire risk assessments and repairs



The percentage of properties with a valid **gas safety certificate** fell between the end of 2021/22 and Quarter 1 of the current year. This was largely due to issues with data and the move to a new ICT system (Total Mobile). Performance is has however improved over the last few months with **93% of properties with a valid gas safety certificate in July 2022**. Gaining access to some properties is a significant issue and if the properties that have been visited three times but not been able to be accessed are removed (currently 1,386), compliance increases to 96%

We have used the Electrical Upgrade Programme (EUP) over the last four years to **target all properties that had electrical certificates older than 5 years**. Gaining access to some properties is problematic, however we are following a robust access procedure to gain access to carry out this work activity including liaising with the appropriate neighbourhood teams/officers. We are also taking advice from the Council's Legal Team to help with this.

Fire risk assessment repairs is performing significantly below target. This is due to a back log of repairs. To address the backlog, extra joiners from other teams are being used to assist. Trial appointment letters to try and avoid no access cases where telephone contact cannot be made are going to be tested, until Total Mobile is fully equipped to automate this.

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

82%

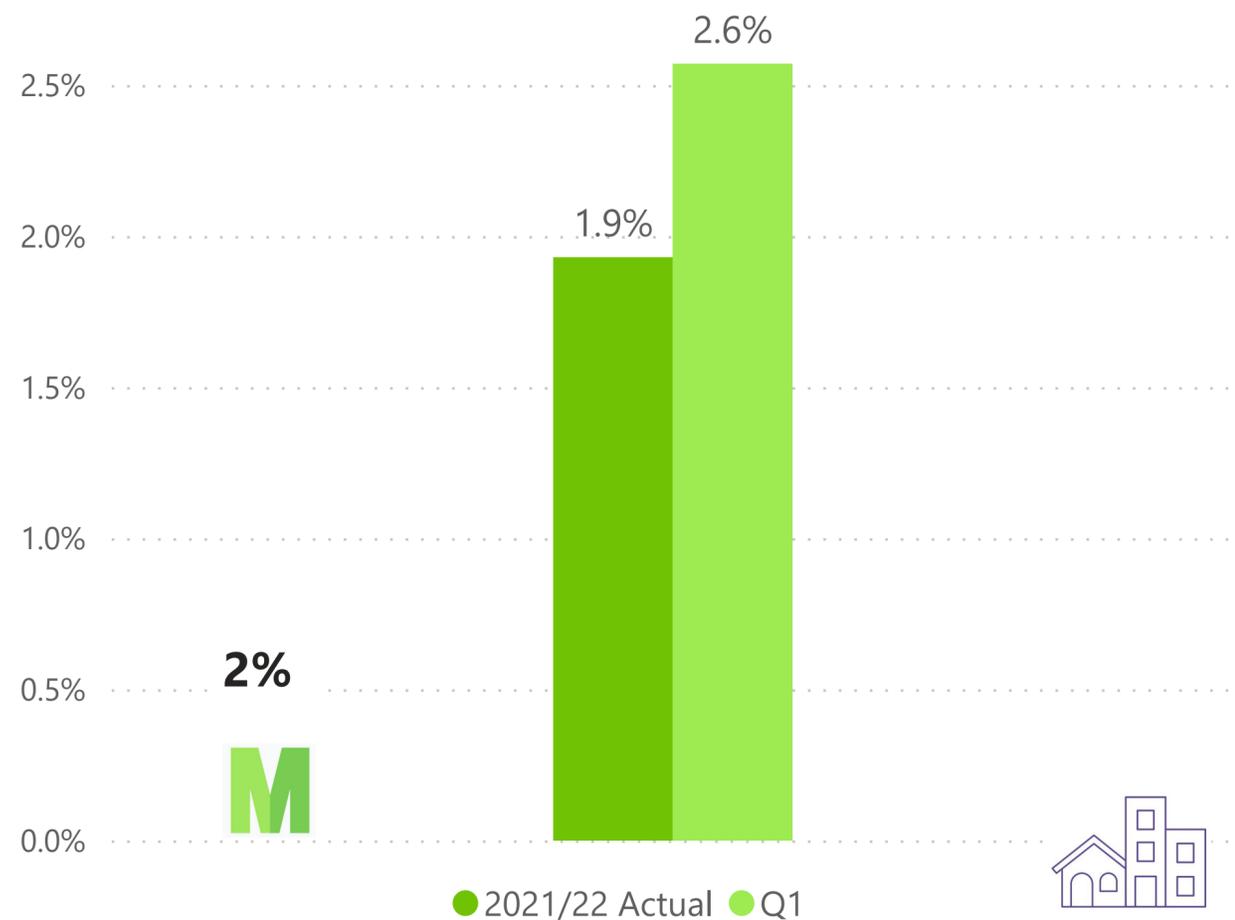
73%

M

Q1



Percentage of homes that do not meet the Decent Homes Standard



Satisfaction that the home is well maintained and safe to live in is a new addition to our our neighbourhood survey which aligns with the Regulator requirements from next year. Satisfaction with this **has gradually improved over Quarter 1**. The main feedback has been from tenants who live in shared buildings, relating to problems in communal areas such as external doors not locking.

The increase in homes that do not meet the Decent Homes Standard is due to the windows failing on the tower blocks at Deer Park but these are included on a works programme so this will soon be rectified.

We will offer a range of quality homes

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

Number of homes acquired for Council Housing

25

Number of homes built for Council Housing

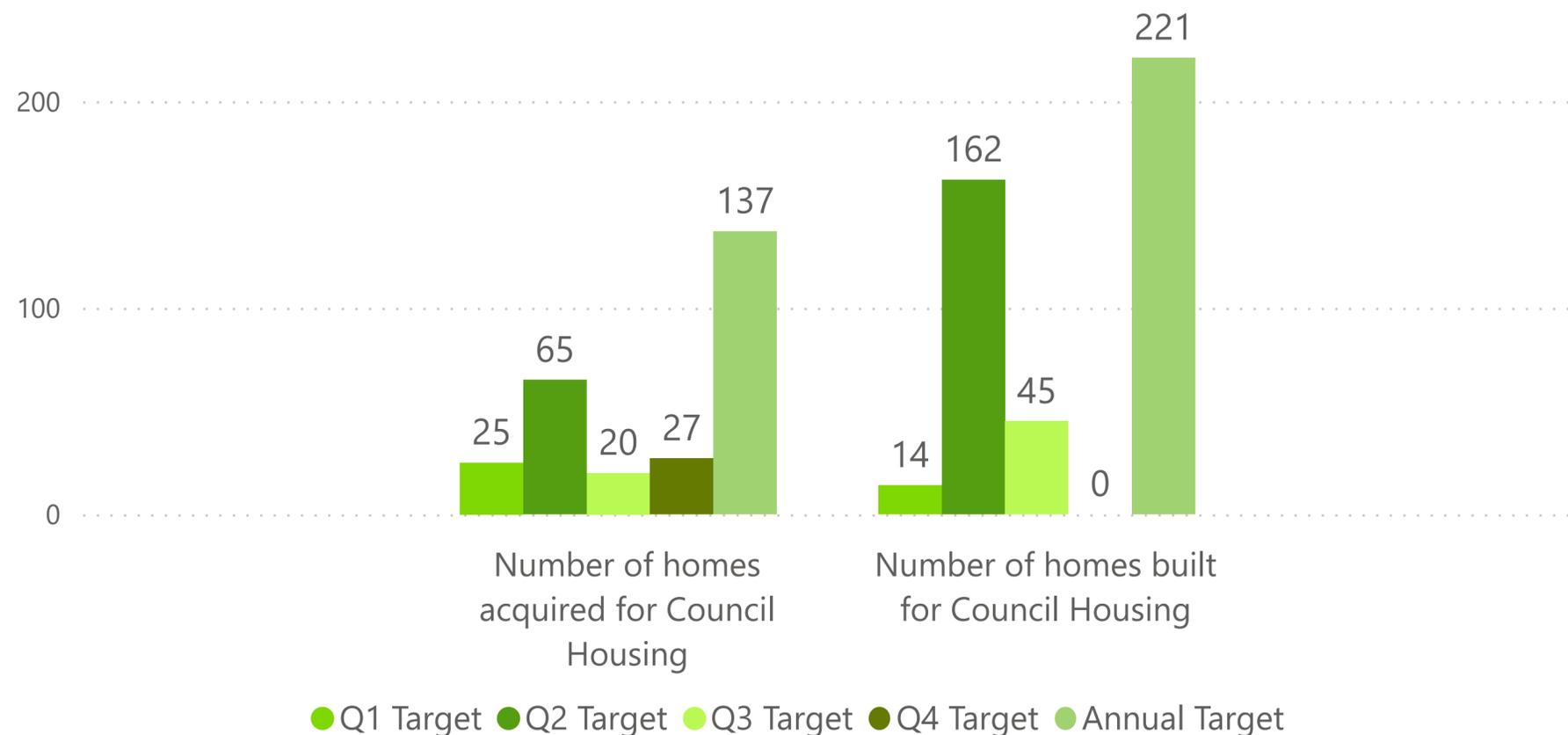
8

Our stock increase programme includes both **acquiring** and **building new council homes**. The **overall target for 2022/23** is **358 new homes** (137 acquisitions and 221 new builds).

The overall **acquisitions target** for 2022/23 is **137 new homes**. This target is made up of **93 general acquisitions** and **44 new build acquisitions**. For Quarter 1, a total of **25 acquisitions** have been completed. (16 general acquisitions and the 9 new build acquisitions at Baxter Court). A **further 77 general acquisitions** and **35 new build acquisitions** (28 at Handsworth and 7 open market value units at Owlthorpe) are forecast to complete during 2022/23.

The overall **new build completions target** for 2022/23 is **221 new homes**. **8 new homes** at **Meersbrook Park Road** have already completed and have been handed over to the service in Quarter 1. **140** new homes at Adlington and a further **28** new homes at Daresbury and Berners are currently forecast to complete in Quarter 2. The remaining **45** homes at Daresbury and Berners will complete in Quarter 3.

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

79%

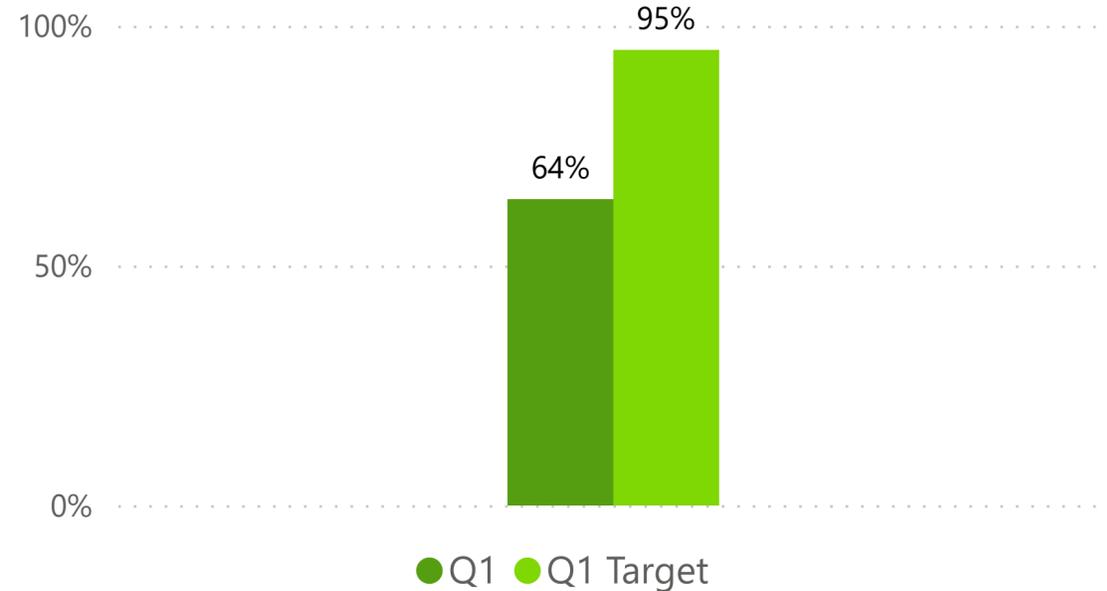
M

79%

Q1



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



Satisfaction with your neighbourhood as a place to live and satisfaction with communal areas are included as part of our neighbourhood survey and are measures expected by the Regulator. **Satisfaction with neighbourhood as a place to live has performed well in Quarter 1.** For those who raised issues, **nearly 40% were around ASB.** Other comments were around fly-tipping and wider crime activities.

For **communal areas** there is a large discrepancy in the scores between May and June. June's satisfaction survey focused mainly on surveying **new tenants** and feedback from Viewpoint (our telephone survey company) is that **new tenants tend to have better opinions than longer term tenants.** Comments around communal areas tend to be split between other tenants making a mess and cleaning not taking place/not being done thoroughly.

In our neighbourhood survey, **over 13% of further comments are about green spaces.** The most common topics are grass not being cut, clippings not being collected, and trees and bushes that need pruning.

Health and safety inspections have performed below target in Quarter 1. There have been some issues with the inputting of the data into the system, however this has now been rectified so this should start to be reflected in the following quarter.

Satisfaction that communal areas are kept clean, safe and well-maintained

67%

Q1



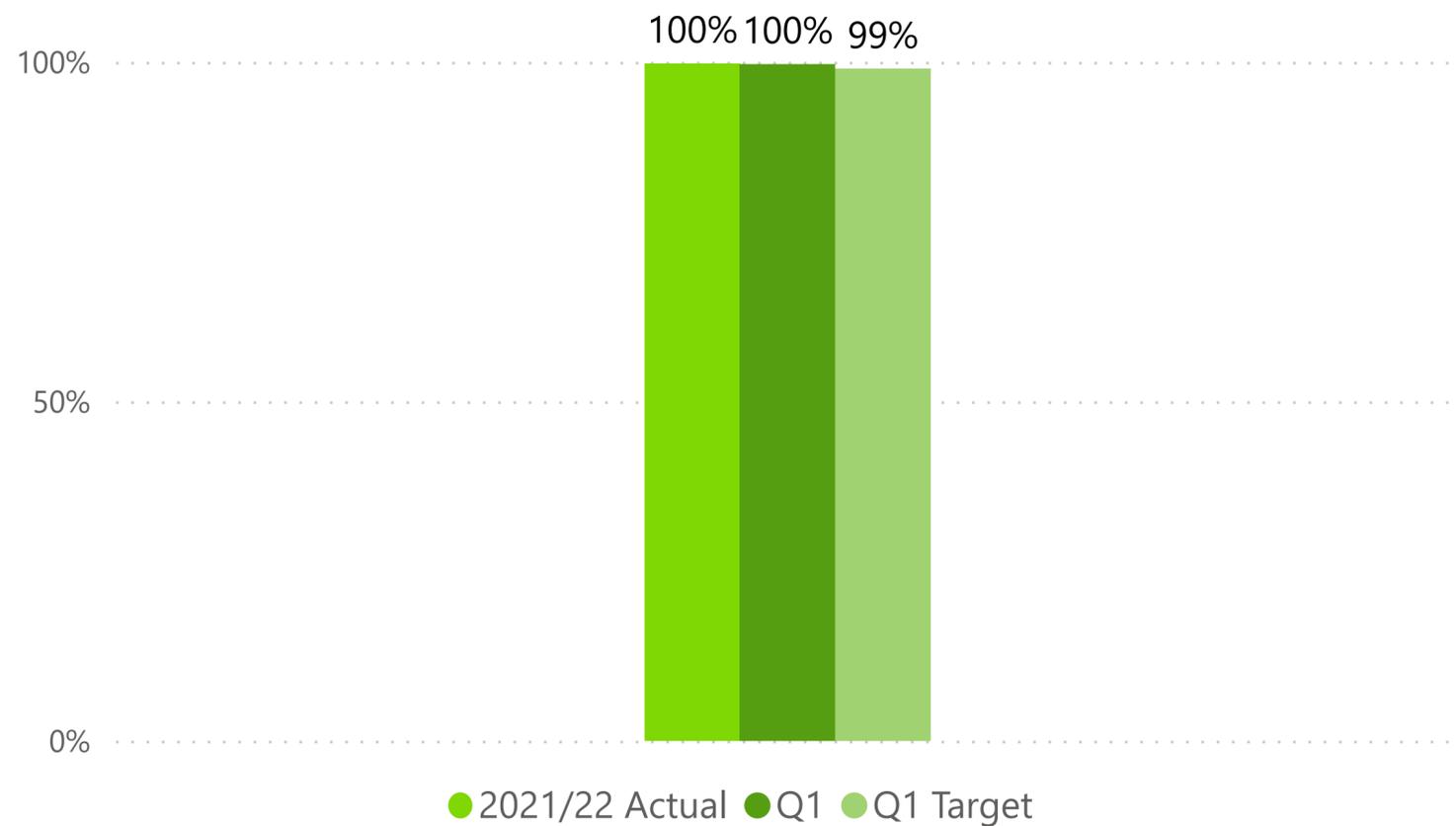
Satisfaction with the shared green areas around my home are well maintained

66%

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

Percentage of fly-tipping removed within 24 hours



Number of fly-tipping reports

949
Q1

The number of **fly-tipping reports for Quarter 1 is lower than this time last year** (the number of reports in Quarter 1 in 2021/22 was 1,115)

Fly-tipping removed within 24 hours is also performing well and exceeding the 99% target and demonstrates a continuation of the good performance from 2021/22.

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

68%

Q1

Satisfaction with communal recycling facilities

65%

Q1

Satisfaction with waste management and communal recycling facilities are new additions to our neighbourhood survey. **These questions are asked specifically to tenants who live flat and maisonette blocks.**

A common theme about **communal waste management is rubbish being left in the communal areas**, particularly when bins are full. Other areas highlighted include **issues with bin chutes and bins often overflowing**. Similar themes also came out from the **communal recycling facilities** question, as well as comments around there **not being enough recycling bins** and bins not being emptied.

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

63%

Q1



Percentage of ASB subjects contacted within 5 days of complaint raised

94%

Q1

Average tenant satisfaction with the speed of service received at the first point of contact of ASB complaint

55%

Q1

Our neighbourhood survey now includes a question around **satisfaction with how we handle ASB**. This is to align with expectations from the Regulator.

Percentage of ASB subjects contacted within 5 days has scored 94% which is inline with performacne on this measure last year (95%).

Tenant satisfaction with the speed of service scored 55% for Quarter 1. Performance around this measure has gradually improved over the Quarter and is currently performing below last year's score which was around 65%.

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*

44%

Q1



Satisfaction with the contact centre

62%

Q1

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

16.33

Q1

Satisfaction with **how easy it is to contact us** is a new addition to the neighbourhood survey and is a measure we will be expected to report to the Regulator from next year. Overall performance for this measure in Quarter 1 is low, however performance did improve across the 3 months of the quarter.

The Contact Centre record satisfaction data via surveys following calls from customers. The first question asks **if you have contacted the Council before about an issue - over 40% have, so scores could reflect frustration of the whole customer journey**, as well as waiting times longer than pre-pandemic (average 16 minutes). The end/new financial year and new rent bills is the peak demand season for the Contact Centre. Waiting times in May were half of April's, with similar timings in May despite training new starters to fill vacancies.



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

60%

M

57%

Q1



Satisfaction that we treat our tenants fairly and with respect

83%

Q1



Satisfaction around the landlord **treating tenants fairly and with respect** and that the **landlord listens to tenant views and acts upon** them are measures that the Regulator will expect us to submit to them from next year.

Tenant satisfaction around **listening to tenants' views** has scored **low for Quarter 1** but is inline with the median score for this measure. This ties in mainly with not **being able to get through on the telephone**. **Tenants do however feel they are treated fairly and with respect** when they do have interactions with staff as Quarter 1's high satisfaction score reflects.

We will provide a good service to you

Your complaints will be dealt with quickly, fairly and effectively

Satisfaction with our handling of complaints

50%

Q1



Tenant knowledge of how to make a complaint

76%

Q1



Satisfaction with our handling of complaints and tenant knowledge of how to make a complaint are new additions to our neighbourhood survey.

Tenant satisfaction around the **handling of complaints** has **scored second lowest** out of all the neighbourhood survey questions. for Quarter 1.

However, satisfaction levels around **knowing how to make a complaint** scored quite highly and possibly links to "keeps tenants informed" and general communication with tenants. New tenants will have information in their new tenancy literature and so this may have been reflected in responses from new tenants.

The **complaints service** has switched to a new reporting system and have not yet been able to provide some of the complaints data such as **number of complaints per 1,000 homes we own** and **percentage of complaints responded to within Housing Ombudsman timescales**. We will have this information for the next report and will include as part of that.

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 that we keep tenants informed about things that matter to them

69%

Q1



Both of these measures are part of our neighbourhood survey with satisfaction that we keep tenants informed about things that matter to them as a new addition to the survey in line with likely Regulator requirements.

Keeping tenants informed about things that matter to them has also improved during Quarter 1. The Housing & Neighbourhood Service have a number of communication methods in place to keep tenants informed e.g. e-bulletin, Facebook page, direct emails which is likely to be helping with this score.

Satisfaction with the overall service

88%

M

63%

Q1



Overall satisfaction with the service has been gradually improving over Quarter 1, although the overall score is still significantly below target. The main comments from tenants around **overall service** dissatisfaction were with **repairs (45%)** and with the **contact centre (30%)**.