



# Housing Performance Report

Quarter 4 2022/23

**HANAP**

# Housing Performance Report - Summary

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

Satisfaction with repairs increased during Quarter 4 after consistently dropping throughout the rest of the year. Whilst this increase is positive, hundreds of comments received during the quarter still reflected issues with day-to-day repairs. Long waiting times, workmen not turning up on arranged dates, or last minute appointment changes. These comments are similar to what survey respondents have told us during throughout the year. Of tenants who have had a repair in the last year, around 56% were satisfied with the time they had to wait, a decrease since Quarter 3. This again reflects the ongoing frustrations of tenants waiting long times to have their repairs completed. Satisfaction with repairs being completed right first time has dipped in Quarter 4. Satisfaction with the quality of repairs has remained stable since Quarter 1. The percentage of repairs completed on time has also remained stable and we are currently meeting our target for this. Gas safety certificates have improved again in Quarter 4, up from 92% in Quarter 1 to 99.5% now. This is a positive sign that the actions taken to tackle our gas safety performance are driving improvements. The percentage of fire risk assessments completed on time fell from 100% to 74% during Quarter 4, this was partly due to staffing issues. 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 4, which is due to a switch from a 10-year cycle to a 5-year cycle. Satisfaction that the home is safe was 72% this quarter. Satisfaction that the home is well maintained was 67%, with comments around damp and mould coming up frequently from people who were dissatisfied. The number of homes which are non-decent was 2.8% this quarter, though this is partly due to the Council acquiring additional homes which have not yet been surveyed to deem them decent and it is expected that this number will decrease once surveys are completed. The Stock Increase Programme overall figure for 2022/2023 was 177 new homes, which was on target, and 93 acquisitions (which fell slightly below the target of 97).

## 2. We will take care of your neighbourhood

Satisfaction that the landlord makes a positive contribution to neighbourhoods was 64% in Quarter 4. This is a new question as of this quarter and it replaces satisfaction with neighbourhood as a place to live. So far the scores have dipped slightly, which could be taken as showing tenants are thinking about the Council more generally rather than the Housing department when answering this question. Communal areas being clean and well maintained increased slightly since last quarter to 59%, though still remains significantly below target. Satisfaction with shared green areas around my home are well maintained was 67% and has remained fairly consistent throughout the year, negative comments generally overlap with ASB such as litter, dog mess, and fly tipping. Fly tipping reports increased during Quarter 4, but fly-tipping removed within 24 hours is still performing well and exceeding the 99% target. Satisfaction with communal waste management rose in Quarter 4 to 72%, and satisfaction with recycling facilities to 70%. Both measures are currently on target. Satisfaction with handling of ASB has fallen consistently throughout the year. In Quarter 4 some scores were very poor but from a low number of tenants. It may be that a smaller number of tenants are struggling with significant ASB issues. Also, 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 4 (this is part of the ASB transactional survey).

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

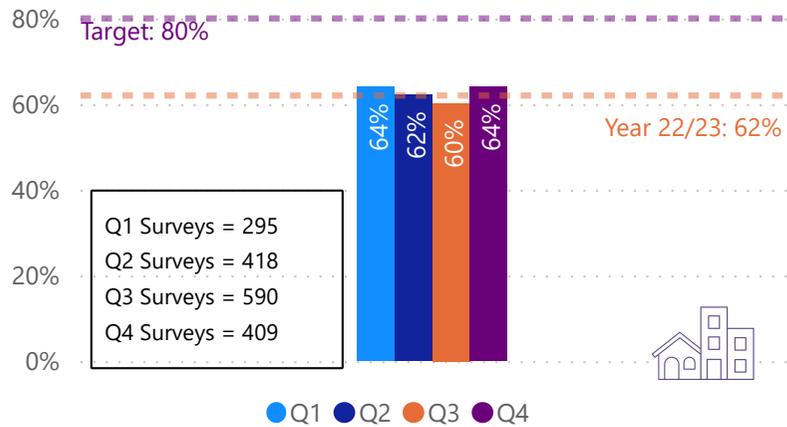
Satisfaction with how easy it is to contact us remained low in Quarter 4. Many comments related to the Contact Centre and long waiting times. Satisfaction with the Contact Centre has remained consistent since Quarter 2 but is still much below target. Contact Centre waiting times have improved in Quarter 4 however any improvements must be consistent and will take time to affect tenant perceptions. Tenant satisfaction around listening to tenants views remains well below target. Satisfaction around the handling of complaints has fallen significantly in Quarter 4 to 26%, but the question has recently changed to only being answered by tenants who have made a formal complaint in the last year. This question scored second lowest out of all the survey questions in Quarter 4. Satisfaction with overall service remains stable since Quarter 1, although the score remains well below the Housemark benchmark of 88%.

**N.B. The data in this report is presented by quarter: Q1 is April to June 2022, Q2 July to September 2022, Q3 October to December 2022 and Q4 January to March 2023.**

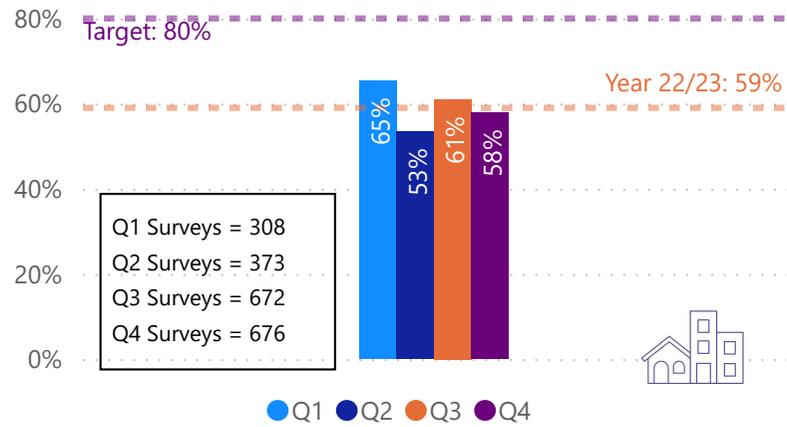
# We will offer a range of quality homes

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

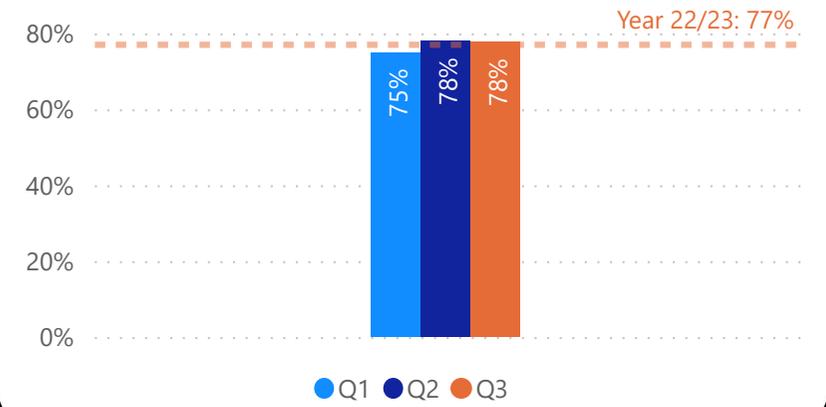
Satisfaction with the repairs service over the last 12 months



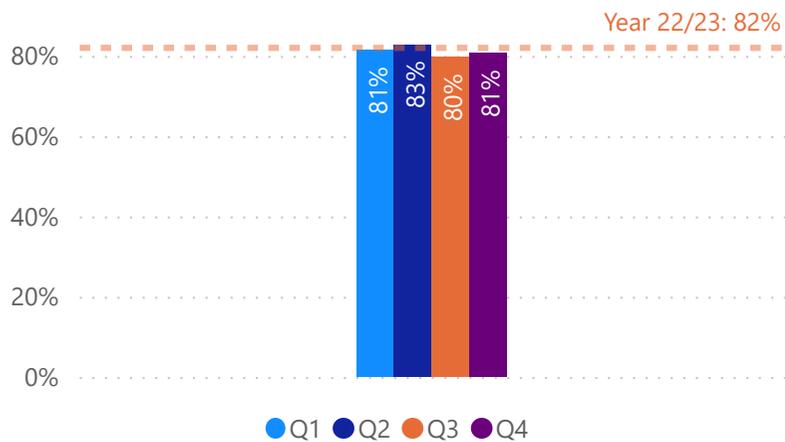
Satisfaction with time taken to complete most recent repair



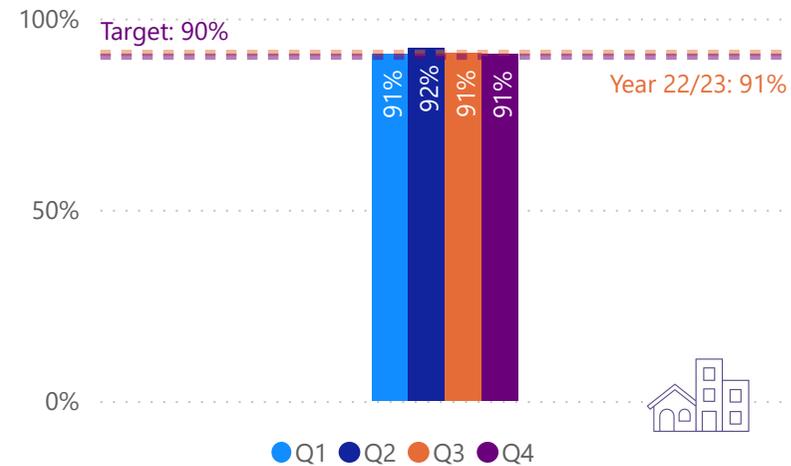
Satisfaction that the repair was done right first time



Satisfaction with the quality of repairs

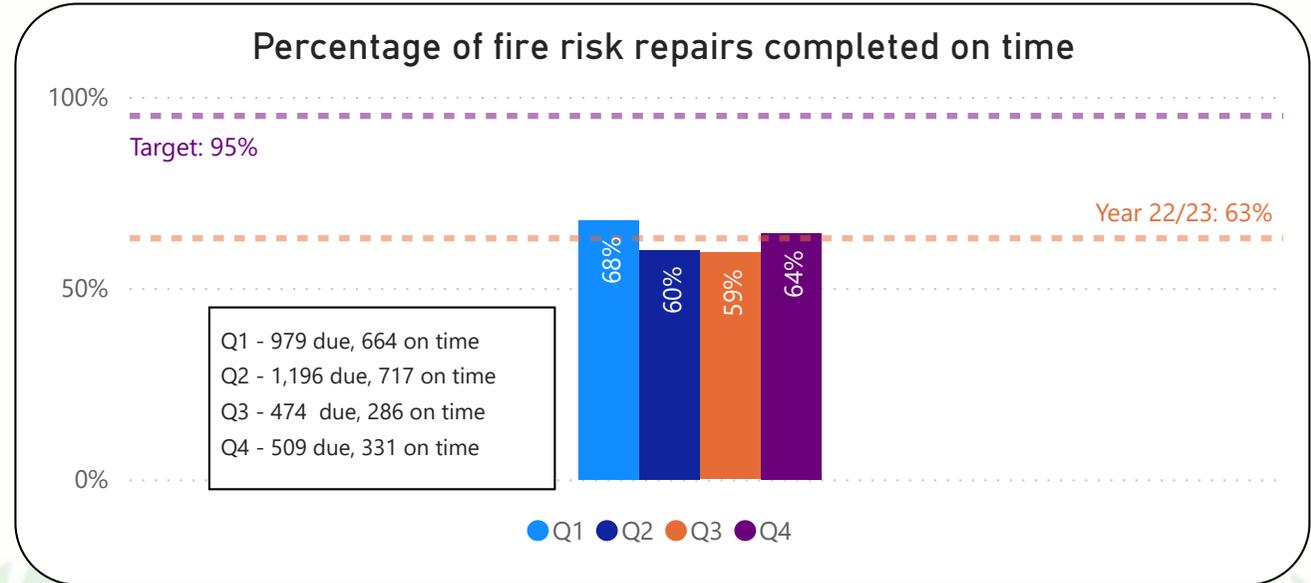
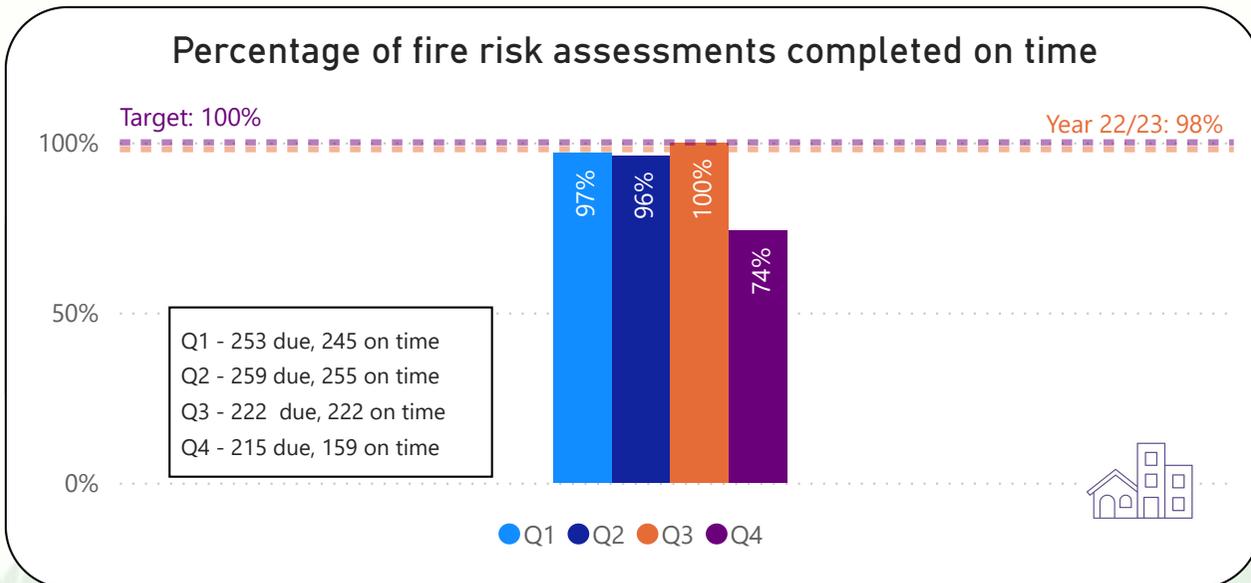
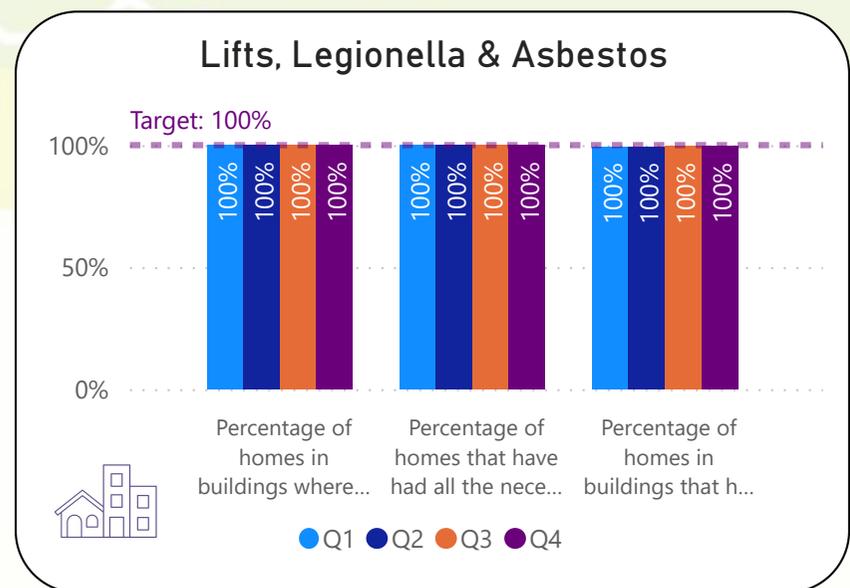
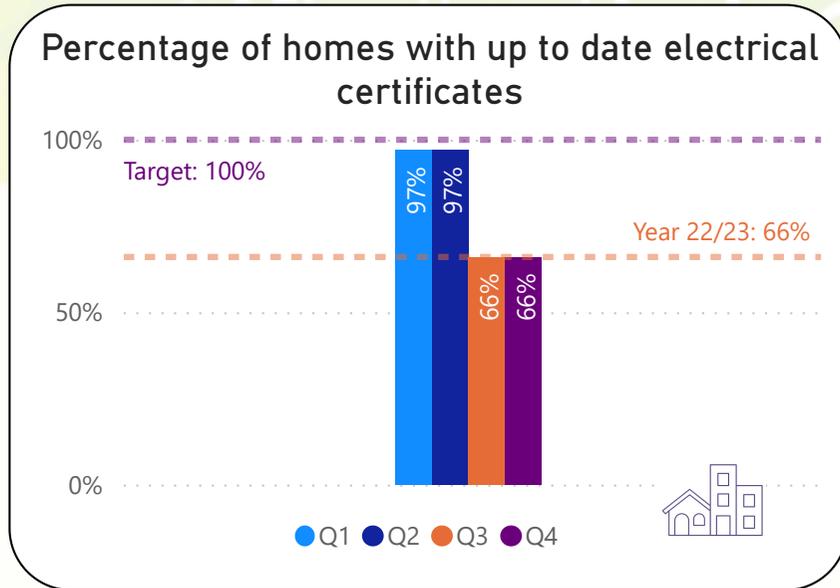
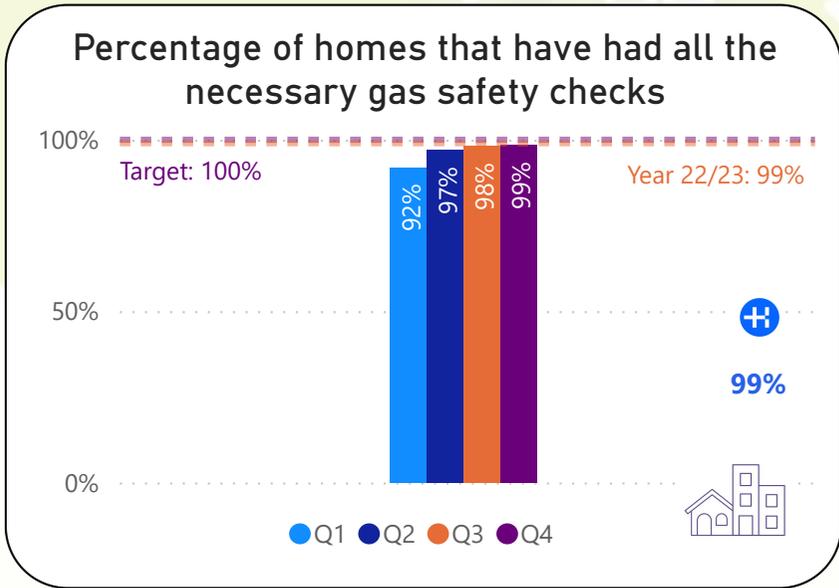


Percentage of repairs completed on time



# We will offer a range of quality homes

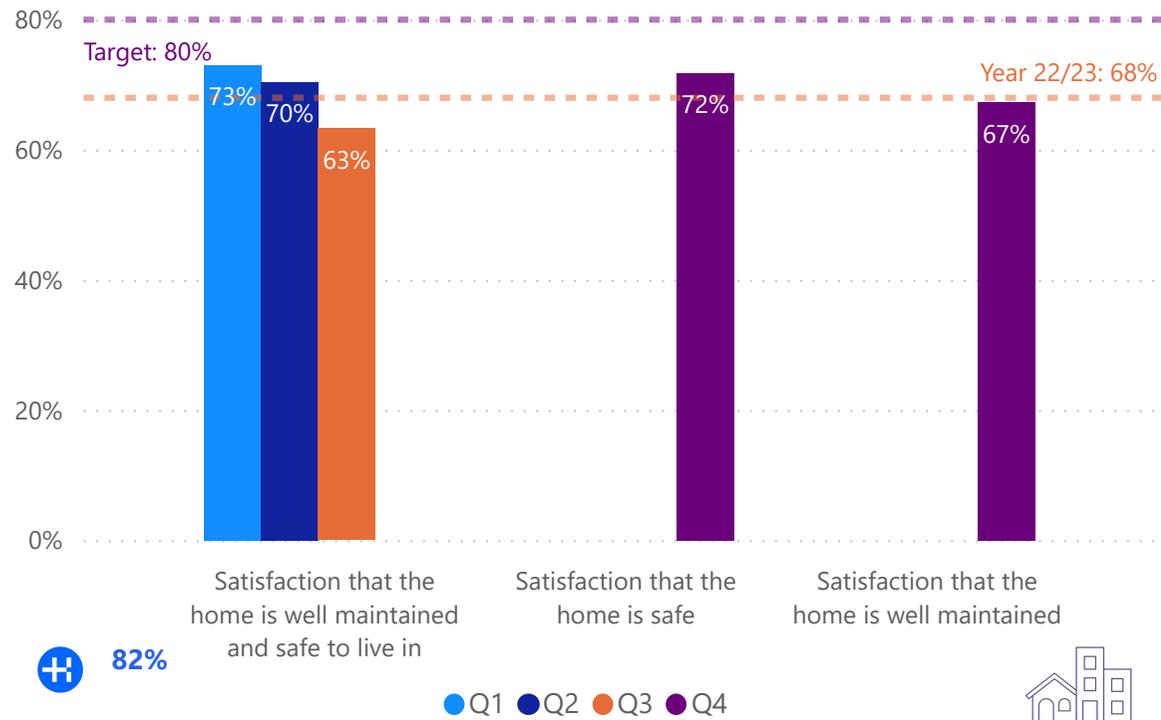
Your home will comply with all health and safety obligations, including electrical, fire and gas safety checks



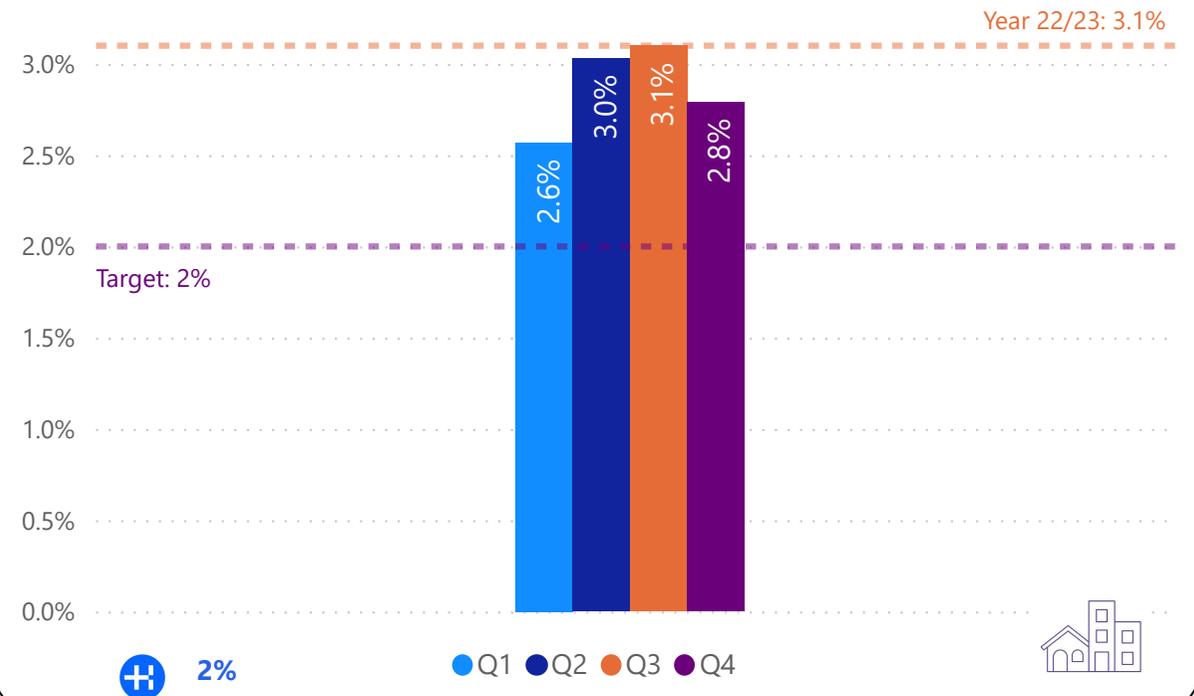
# We will offer a range of quality homes

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

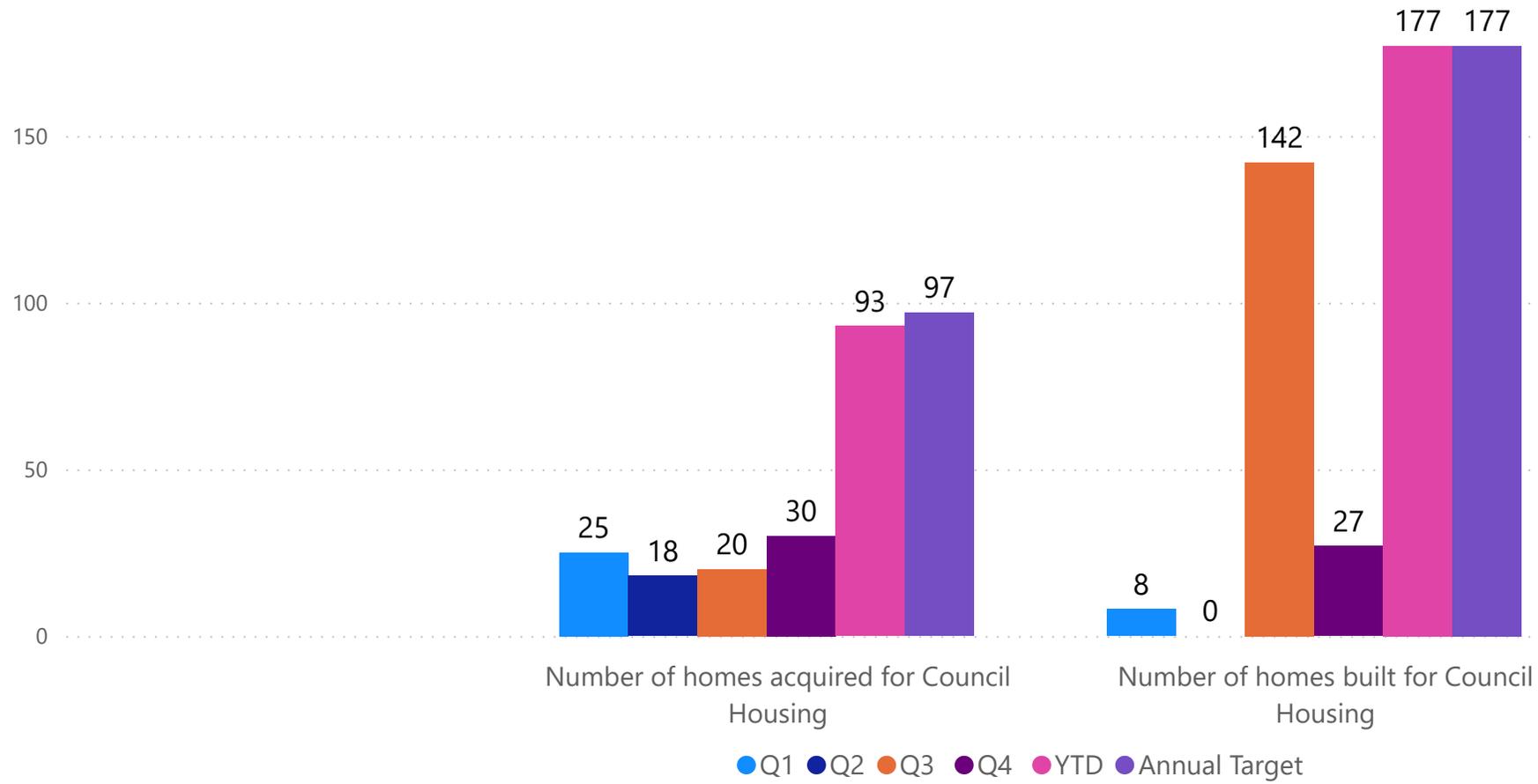


Q1 Surveys = 441  
Q2 Surveys = 597  
Q3 Surveys = 651  
Q4 Surveys = 1080 home is safe,  
924 (well maintained),

# We will offer a range of quality homes

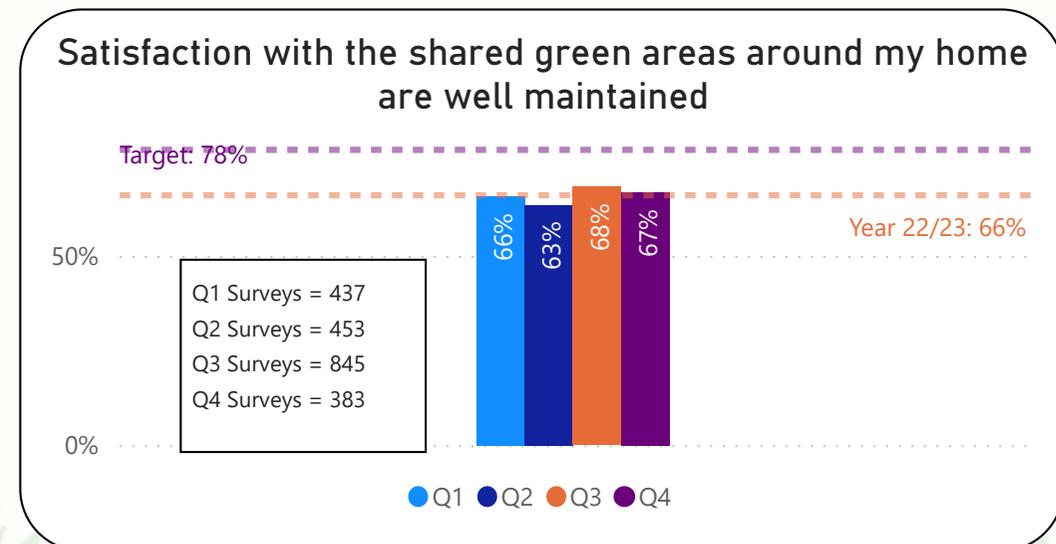
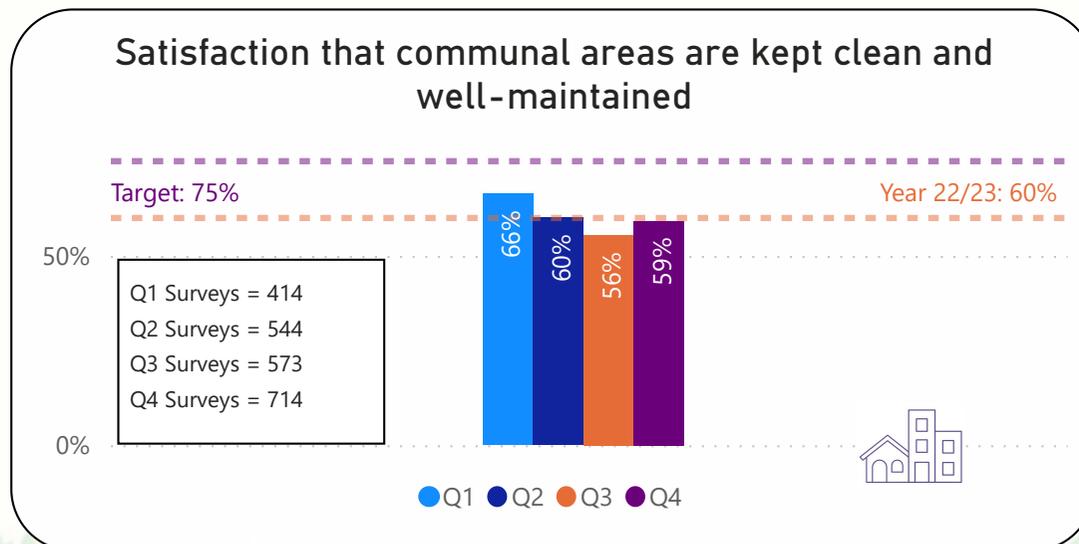
We will increase the supply of new Council housing in the city

Stock increase planned programme 2022/23



# We will take care of your neighbourhood

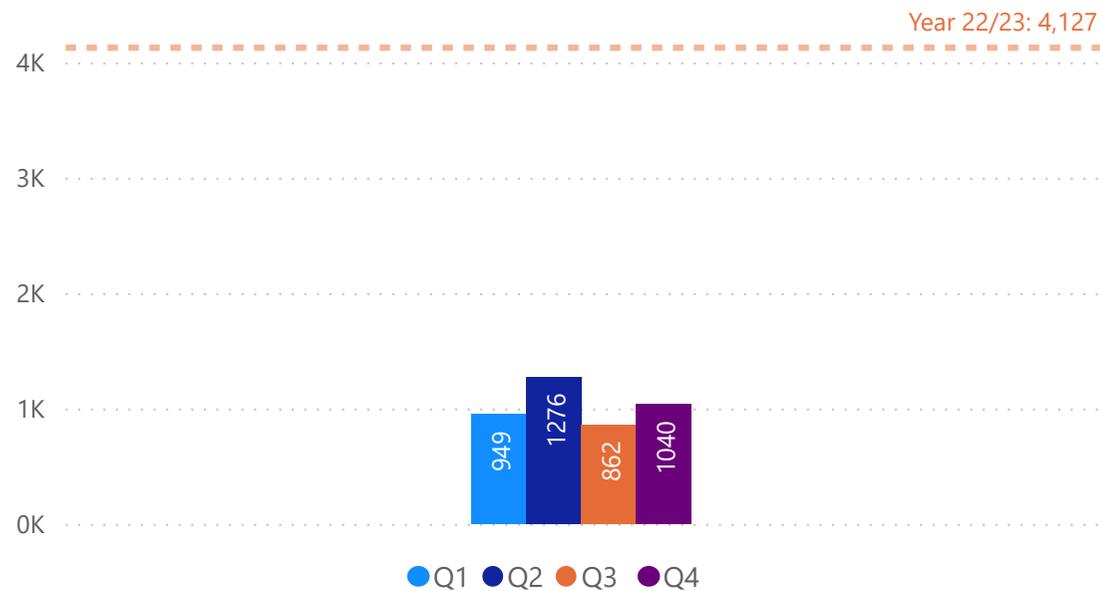
Your estate and communal areas will be clean and tidy and maintained to a good standard



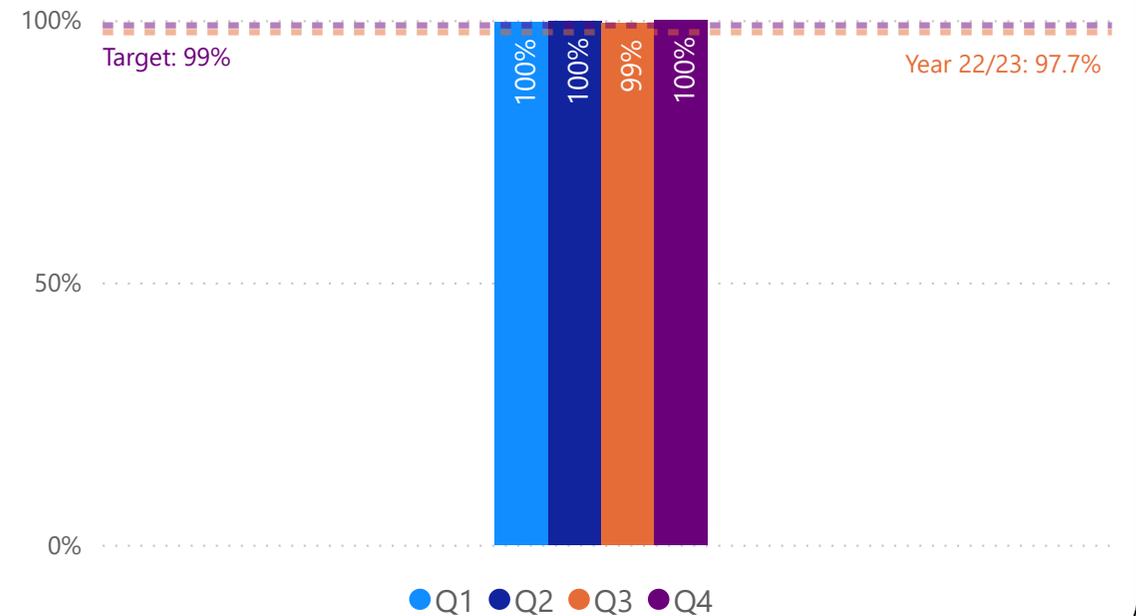
# We will take care of your neighbourhood

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

Number of fly-tipping reports



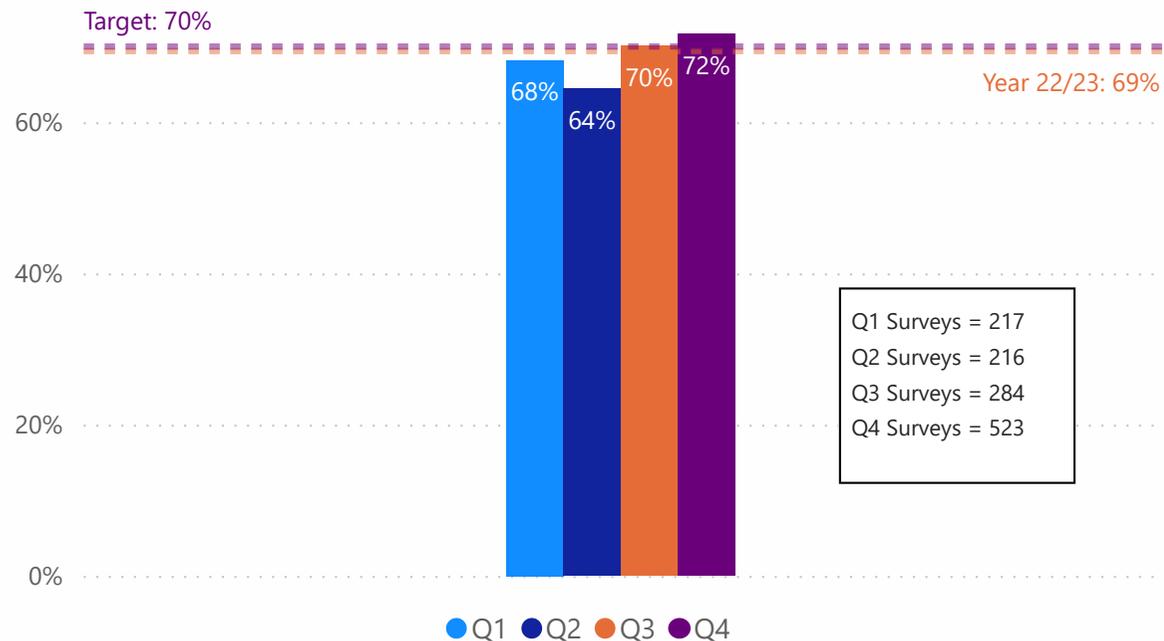
Percentage of fly-tipping removed within 24 hours



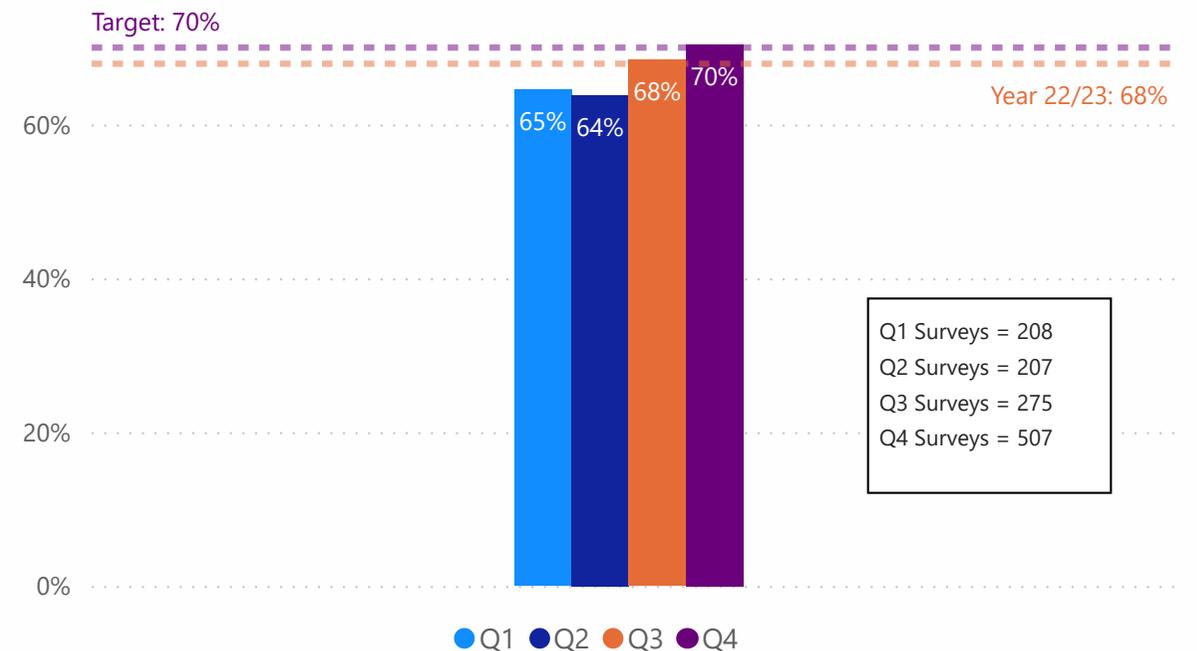
# We will take care of your neighbourhood

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

### Satisfaction with communal waste management

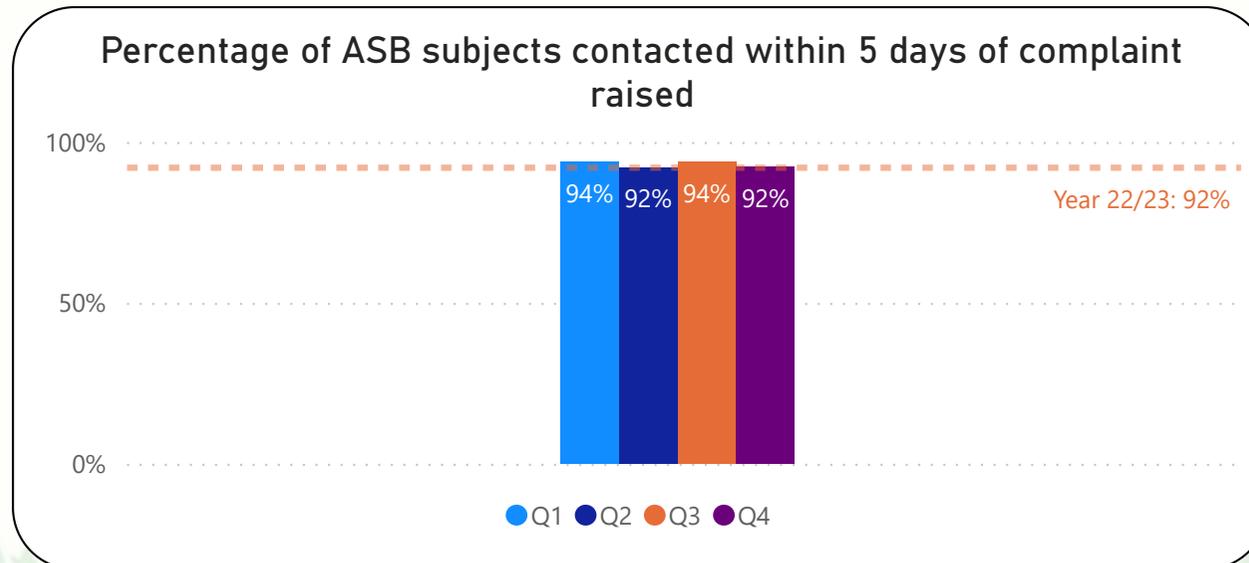
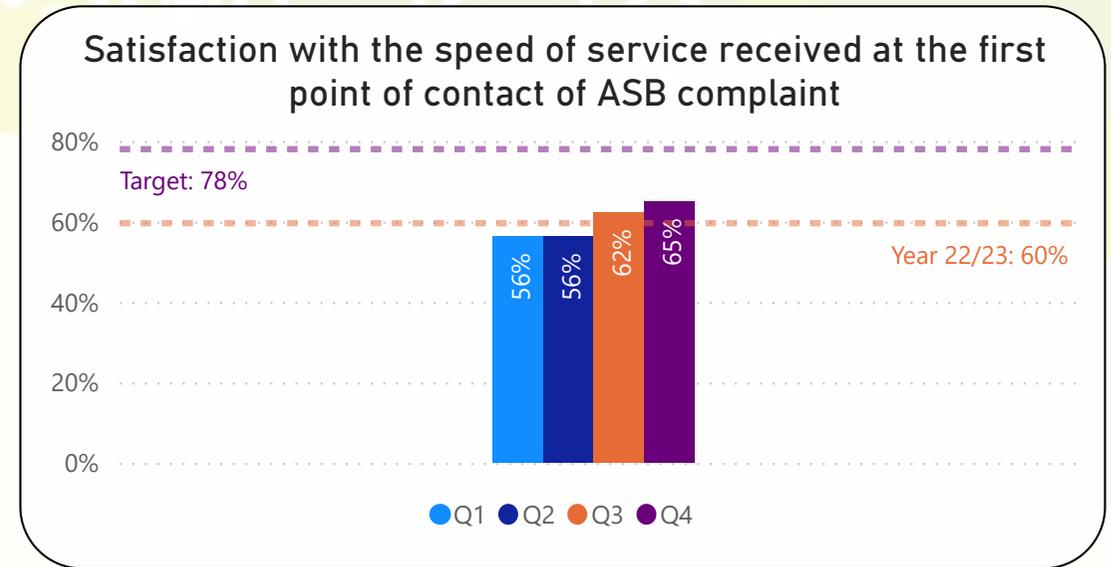
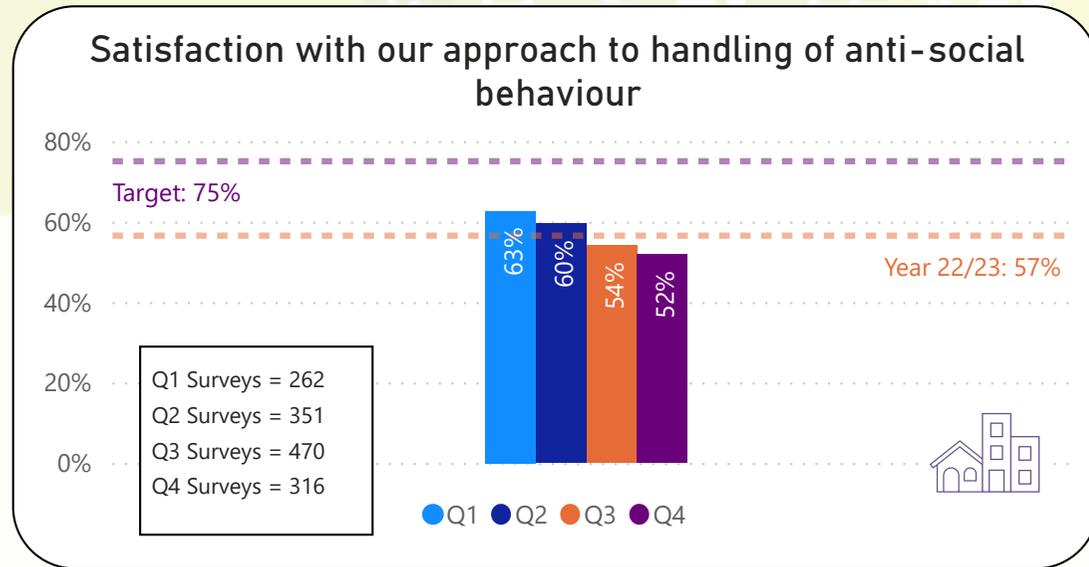


### Satisfaction with communal recycling facilities



# We will take care of your neighbourhood

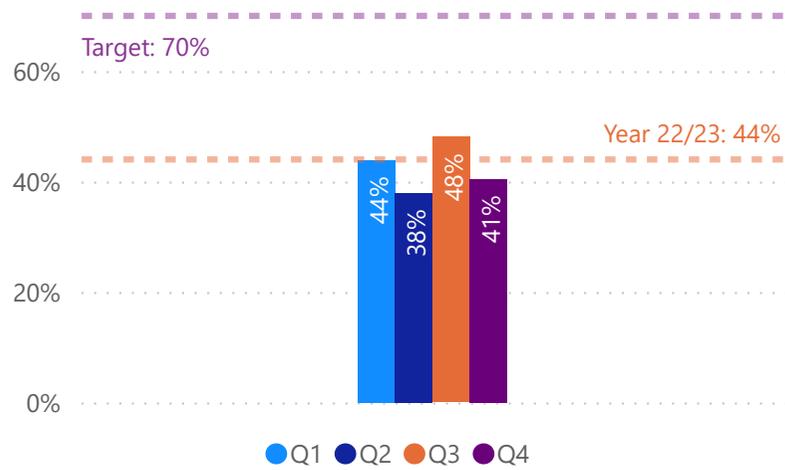
We will deal with breaches of tenancy including neighbour nuisance as quickly as possible, fairly and effectively



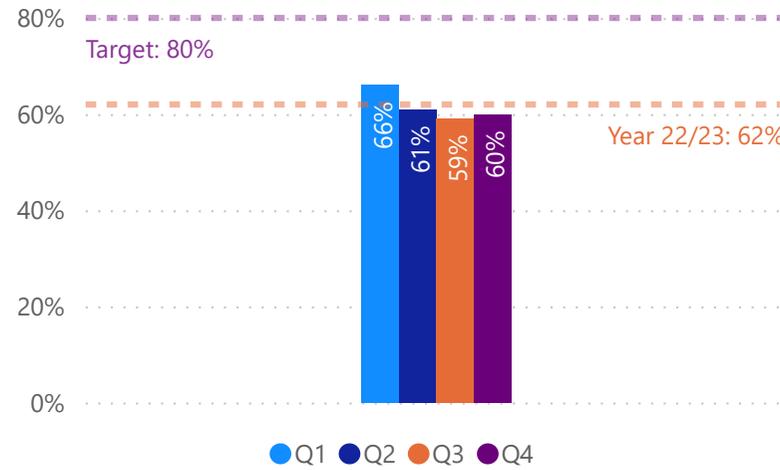
# We will provide a good service to you

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

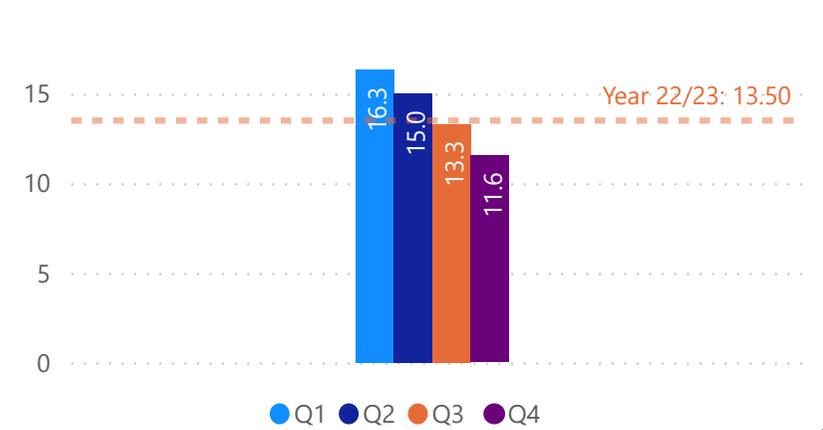
### Satisfaction with how easy it is to contact us



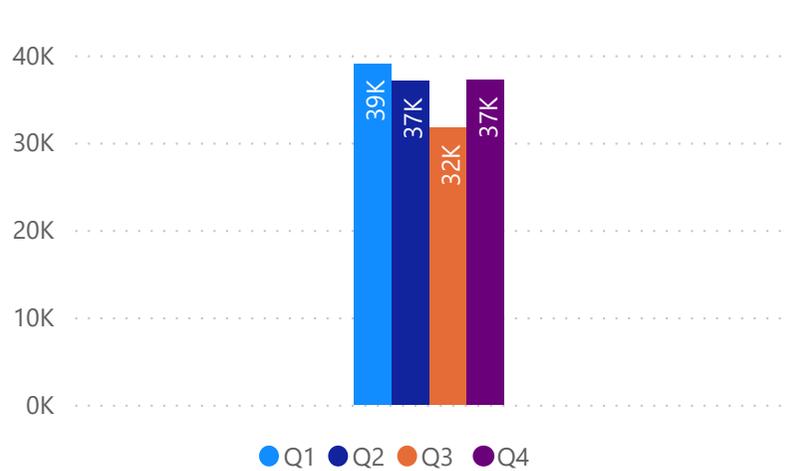
### Satisfaction with the contact centre



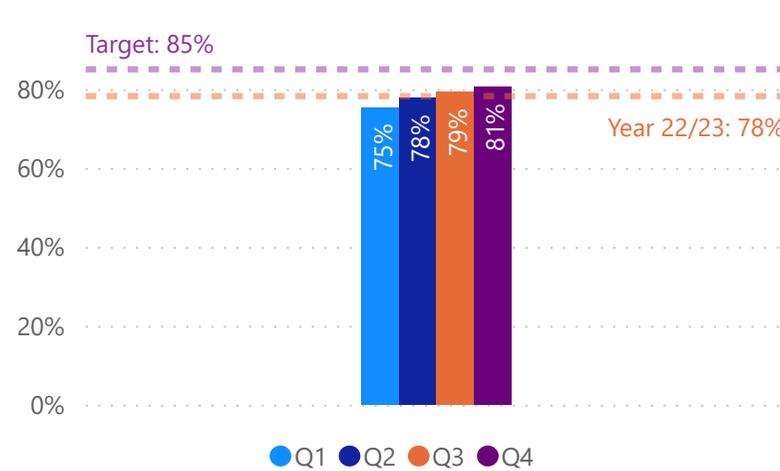
### Average contact centre call waiting time for housing (minutes.seconds)



### Number of housing calls offered & answered



### Percentage of housing calls answered



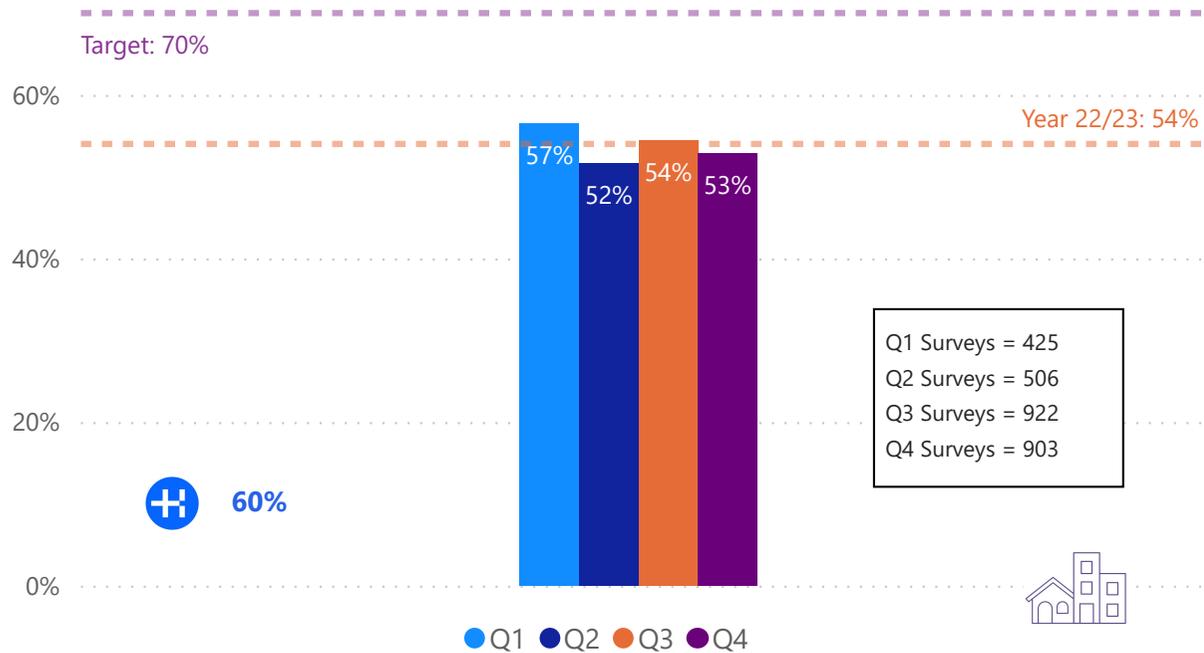
### Average housing call handling time (minutes.seconds)



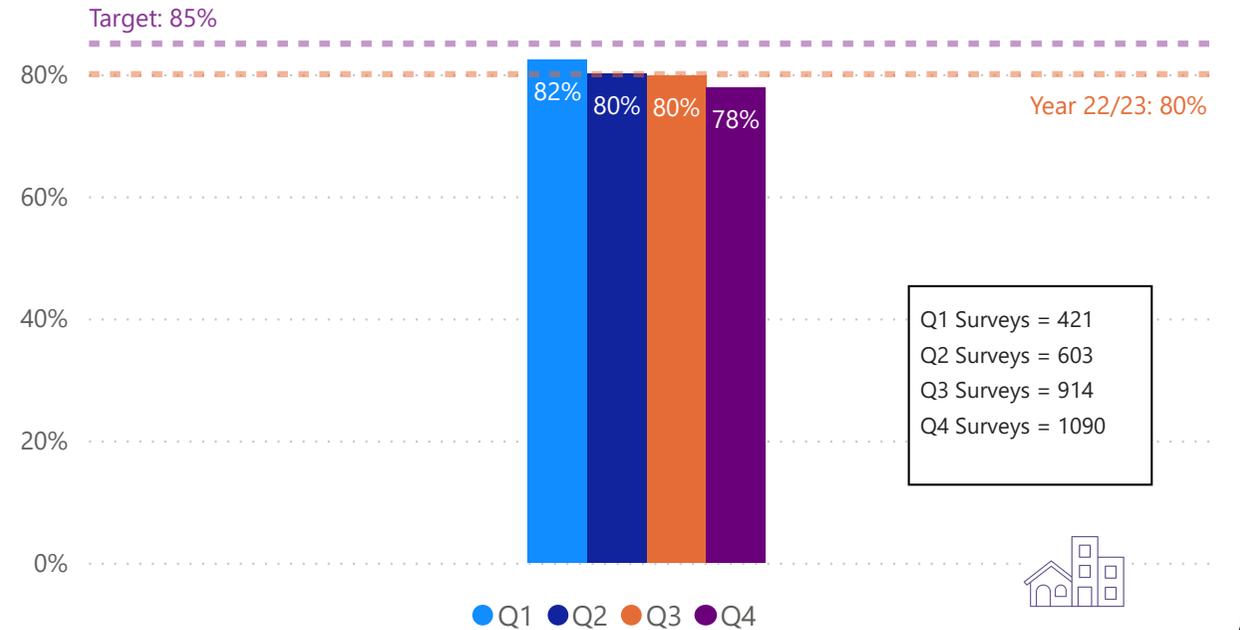
# We will provide a good service to you

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



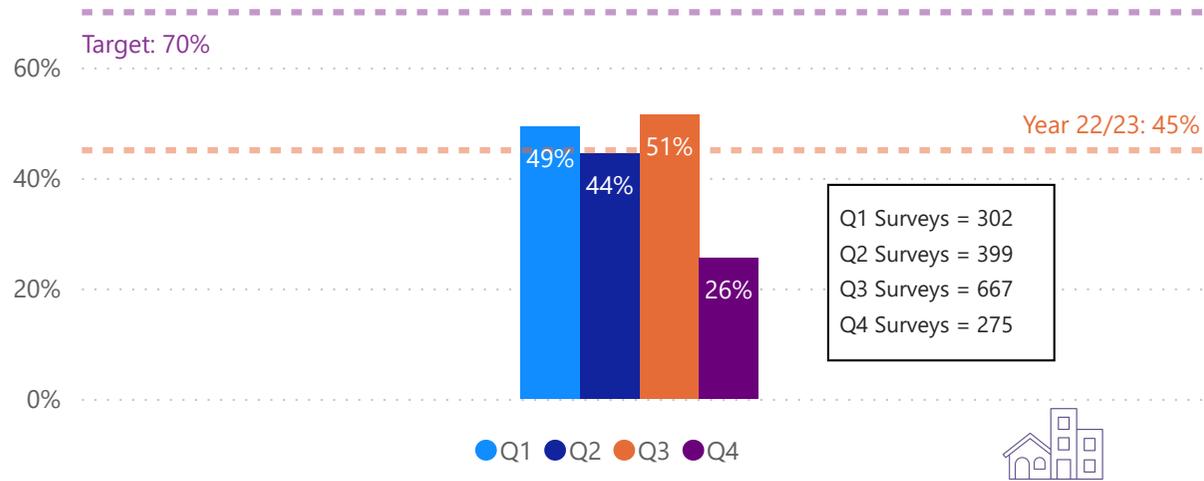
## Satisfaction that we treat our tenants fairly and with respect



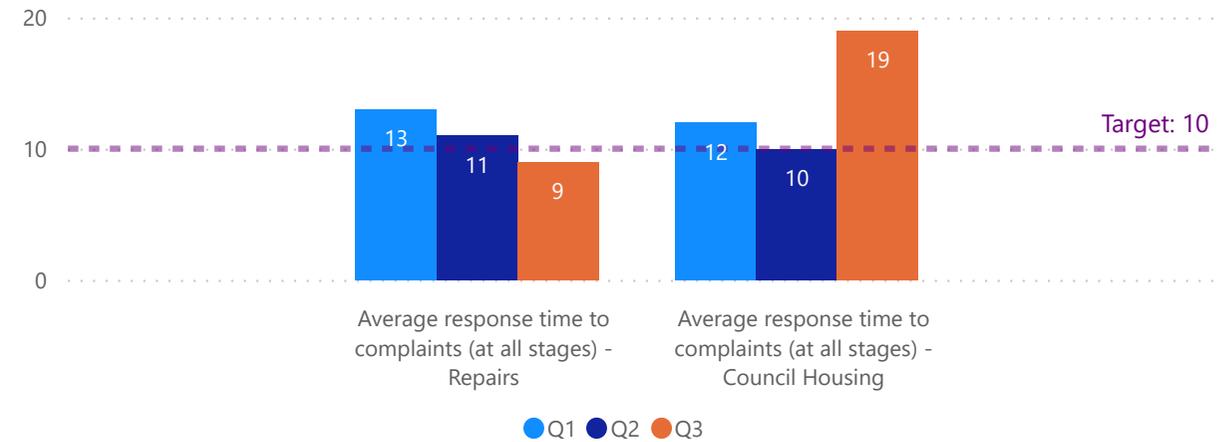
# We will provide a good service to you

## Your complaints will be dealt with quickly, fairly and effectively

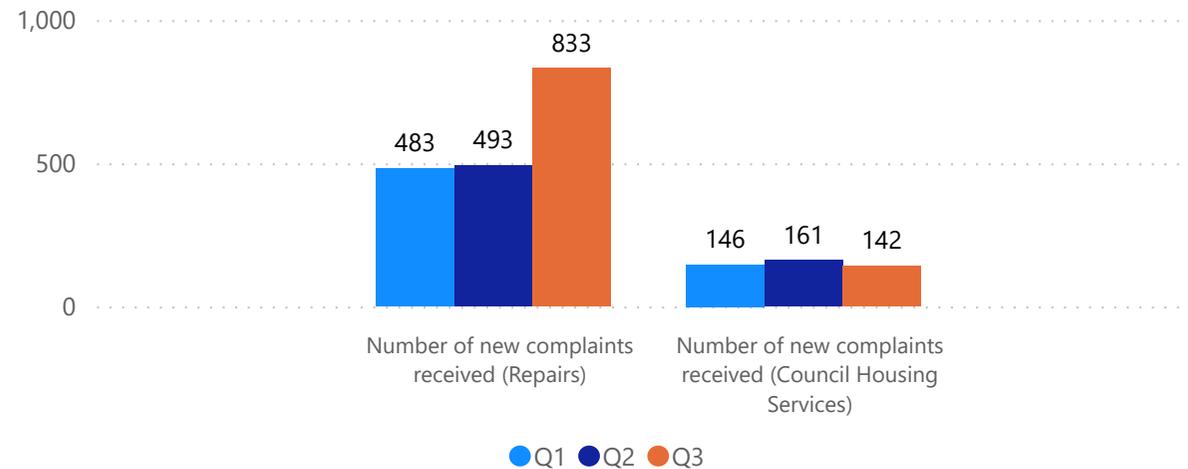
Satisfaction with our handling of complaints



Average response times to complaints at all stages (days)



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

