

HEALTHY BOROUGH WITH STRONG COMMUNITIES

OVERVIEW AND SCRUTINY

26th February 2008

Council Chamber



Challenging Performance

Overview and Scrutiny Committee 2 asked for feedback on:

BV212 – Average time taken to re-let local authority housing

CPS08 – Satisfaction with condition of new let properties



How we measure this

BV212

- The time in calendar days from the date when the tenancy is terminated up to and including the date when the new tenancy agreement starts.



How we measure this

CPS08

- The overall satisfaction of new tenants with the property, measured across 10 questions with two 'themes'
- The offer process
- Condition of property, internal and external



Current Performance

	2006/07		2007/08	
	Target	Outturn	Target	Quarter 3 Outturn
BV212	35	30	30	37.5
CPS08	80%	79%	80%	77%



Void Key Figures

- Total No of Voids properties and work in progress year to-date - 589 (6.87%)
- Total No of voids 2006/2007 - 786 (9.08%)
- Total No of voids as of 12/12/08 – 110 (1.3% of stock)



How do we measure BV212 locally

- As at 12/2/08
- L1 – Properties with demand (70)
- L2 – Properties with no demand (34)
(of which 32 are in Sheltered Schemes compared with 58 at 1/4/07)
- L3 – Properties to be demolished (6)



Void Annual Sheet Completed Jobs

1/4/07 – 12/2/08

	AREA 1			
	£0-£500	£501-£1500	£1501-£3500	£3501-£7000
NUMBER OF PROPERTIES	44	43	15	1
AVERAGE TIME TAKEN IN DAYS	9.82	21.05	20.40	30.00
TOTAL ISSUE COST £	14158.74	44408.71	29966.87	3506.45



Cont.....

1/4/07 – 12/2/08

	AREA 2			
	£0-£500	£501-£1500	£1501-£3500	£3501-£7000
NUMBER OF PROPERTIES	29	85	21	6
AVERAGE TIME TAKEN IN DAYS	7.59	16.40	25.43	36.50
TOTAL ISSUE COST £	10316.37	75213.81	47352.41	29965.25



Cont.....

1/4/07 – 12/2/08

	AREA 3			
	£0-£500	£501-£1500	£1501-£3500	£3501-£7000
NUMBER OF PROPERTIES	24	41	8	2
AVERAGE TIME TAKEN IN DAYS	6.33	14.76	25.38	34.00
TOTAL ISSUE COST £	6664.48	32684.14	16309.10	7706.52



Cont.....

1/4/07 – 12/2/08

	AREA 4			
	£0-£500	£501-£1500	£1501-£3500	£3501-£7000
NUMBER OF PROPERTIES	22	47	10	0
AVERAGE TIME TAKEN IN DAYS	8.18	13.32	22.90	0
TOTAL ISSUE COST £	9332.35	38778.07	21120.83	0



Cont.....

1/4/07 – 12/2/08

	AREA 5			
	£0-£500	£501-£1500	£1501-£3500	£3501-£7000
NUMBER OF PROPERTIES	28	88	31	2
AVERAGE TIME TAKEN IN DAYS	8.21	14.55	20.97	35.50
TOTAL ISSUE COST £	10253.88	77013.66	64,300.12	15047.09

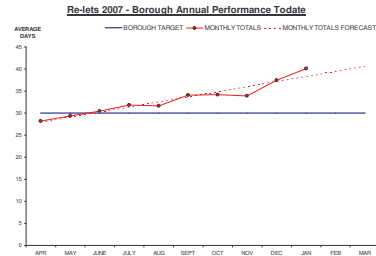


Value of Voids

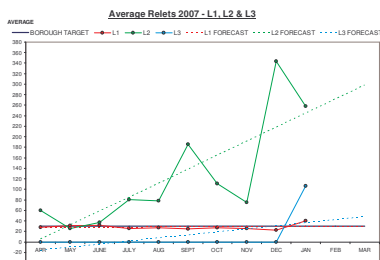
	£
2005-06	990,000
2006-07	920,900
2007-08	900,000



Overall Performance BV212 to-date



Graph showing voids by category



Main Drivers for Change

Older Persons Accommodation and Support Strategy

Targeting Voids in Supported Housing Schemes to ensure sustainability of schemes through:

- Marketing
- Incentives
- Joint working between Housing, Carelink, Integrated Teams to allocate accommodation
- Targeting waiting lists for bungalow applicants



Success achieved in first pilot

- No voids in Supported Housing Schemes in Spennymoor
- Small waiting list
- Lessons learnt will be used in other areas of the Borough
- Wrote to everyone on 1 bedroom bungalow list
- Articles in local press and Inform
- Presence on Elderly Accommodation website
- Publicity leaflets on sheltered schemes by area



CPS08

Why do we measure customer satisfaction?

- To measure customer's views with services provided
- Use feedback to improve services

Carry out a broad range of surveys across the Housing Department



New Tenants Survey Questions

	Year to-date
How happy are you with the amount of time you were given to decide if you wanted the property?	73
How happy are you that the property you have been given matches your needs?	84
How happy are you with the amount and quality of information given to you when you received your keys?	84

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	Year to-date
How easy was it for you to understand the Tenancy Agreement and what we expect of you as a tenant?	87
How easy was it for you to get your repairs done after you moved in?	74
How do you rate the condition of the garden at your home?	69

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Cont.....

	Year to-date
How do you rate the condition of the fixtures and fittings in your home?	74
How do you rate the cleanliness of the property?	68
Overall, how would you rate the condition of the property?	76
Overall, how would you rate the service you received from us?	83

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Longer term issues for Supported Housing Schemes

- Still have strategic challenges facing us with our Supported Housing Schemes articulated in the Older Persons Accommodation and Support strategy reported to Cabinet on 14th February 2008

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Areas for Improvement

- Improve voids service through partnership, working together with Mears to streamline processes
- Continuing issues to address for the Council and tenants relating to the condition of external areas of properties.
- This is primarily due to limited funding being available for improving external areas

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Any Questions

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