

You are requested to attend a meeting of the Tenant Services Management Board to be held in Meeting Room C, Flook House, The Deane House, Belvedere Road, Taunton on 26 February 2018 at 18:00.

Agenda

- 1 Apologies.
- 2 Minutes of the meeting of the Tenant Services Management Board held on 29 January 2018 (attached).
- 3 Public Question Time.
- 4 Declaration of Interests
To receive declarations of Disclosable Pecuniary Interests or personal or prejudicial interests, in accordance with the Code of Conduct, in relation to items on the agenda. Such interests need to be declared even if they have already been recorded in the Register of Interests. The personal interests of Councillors who are County Councillors or Town or Parish Councillors will automatically be recorded in the minutes.
- 5 Update on the Woolaways Project. Report of the Development Manager (verbal update).
Reporting Officer: Rachel Searle
- 6 Quarterly Performance Reports. Report of the Assistant Director for Housing and Community Development and the Property Services Manager (attached).
Reporting Officers: Rich Prewer
Simon Lewis
- 7 Compliance Report. Report of the Property Services Manager (attached).
Reporting Officer: Rich Prewer
- 8 Transformation Update. Report of the Transformation Team (verbal update).
- 9 Tenant Services Management Board Election and other matters arising. Report of the Tenant Services Development Officer (verbal update).
Reporting Officer: Steven Clarke

Bruce Lang
Assistant Chief Executive

29 March 2018

Members of the public are welcome to attend the meeting and listen to the discussions.

There is time set aside at the beginning of most meetings to allow the public to ask questions.

Speaking under "Public Question Time" is limited to 4 minutes per person in an overall period of 15 minutes. The Committee Administrator will keep a close watch on the time and the Chairman will be responsible for ensuring the time permitted does not overrun. The speaker will be allowed to address the Committee once only and will not be allowed to participate further in any debate.

Except at meetings of Full Council, where public participation will be restricted to Public Question Time only, if a member of the public wishes to address the Committee on any matter appearing on the agenda, the Chairman will normally permit this to occur when that item is reached and before the Councillors or Tenant Services Management Board Members begin to debate the item.

This is more usual at meetings of the Council's Planning Committee and details of the "rules" which apply at these meetings can be found in the leaflet "Having Your Say on Planning Applications". A copy can be obtained free of charge from the Planning Reception Desk at The Deane House or by contacting the telephone number or e-mail address below.

If an item on the agenda is contentious, with a large number of people attending the meeting, a representative should be nominated to present the views of a group.

These arrangements do not apply to exempt (confidential) items on the agenda where any members of the press or public present will be asked to leave the Committee Room.

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An induction loop operates to enhance sound for anyone wearing a hearing aid or using a transmitter.

For further information about the meeting, please contact Democratic Services on 01823 219736 or email r.bryant@tauntondeane.gov.uk

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Tenant Services Management Board Members:-

Mr A Akhigbemen	(Chairman)
Mr D Galpin	(Vice Chairman)
Councillor C Booth	
Councillor R Bowrah, BEM	
Mrs J Bunn	
Mrs J Hegarty	
Mr K Hellier	
Mr I Hussey	

Minutes of the Meeting of the Tenant Services Management Board held on 29 January 2018 at 6.00pm in Meeting Room C in Flook House at The Deane House, Belvedere Road, Taunton.

Present: Mr A Akhigbemen, Mrs J Bunn, Mr D Galpin, Mrs J Hegarty, Mr I Hussey and Councillor R Bowrah, BEM.

Officers: Steve Boland (Housing Services Lead), Sophie Trowbridge (Housing and Communities Business Support Lead), Steve Clarke (Tenants Service Development Officer) and Clare Rendell (Democratic Services Officer).

Others: Councillor Mrs J Warmington, Councillor P Berry and Julia Williamson.

(The meeting commenced at 6.00pm)

1. Apologies

Apologies were received from Councillor C Booth and Mr K Hellier.

2. Minutes

The Minutes of the meeting of the Tenant Services Management Board held on 11 December 2017 were signed and taken as read.

3. Public Question Time

Julia Williamson questioned whether the case studies mentioned in Agenda Item 7 – Homes and Communities Agency Consumer Regulation Review 2016-2017, were local or from other organisations. This would be answered when the report was discussed.

4. Declarations of Interests

Mr A Akhigbemen, Mrs J Bunn, Mr D Galpin, Mrs J Hegarty and Mr I Hussey declared personal interests as Taunton Deane Borough Council Housing Tenants. Councillor Bowrah declared a personal interest as a Member of Wellington Town Council.

5. Appointment of Chairman

Resolved that Mr A Akhigbemen be appointed Chairman of the Tenant Services Management Board and that Mr D Galpin remain as Vice-Chairman.

The Tenants Service Development Officer raised four items for the Board to approve:-

- The next election for Board Members was not scheduled until September 2018, which he thought was too late due to the low amount of Board Members

currently appointed. He requested that this was brought forward and asked for Board Members to advise other tenants of the process.

- The Officer requested that a letter of thanks was sent to the previous Chairman for his service on the Board.
- The Officer asked the Board Members whether they would support his request that the agendas were emailed out to attendees rather than sent in the post.
- The Code of Conduct and the Terms of Reference required an update and he asked the Board Members if they were happy for that to go ahead.

Resolved that the Board Members supported all of the Tenants Service Development Officer's proposals.

6. Information Update on the Cash Transactions

The Business Support Lead for Housing and Communities presented her report which provided an update on the Cash Transactions.

Currently there were cash machines located in the Wellington Community Office and the Deane House. The contracts for the machines were due to end in March 2018. Taunton Deane Borough Council (TDBC) had signed a contract with Allpay, which was due to start in April 2018 and would take cash and telephone payments for:-

- Rent;
- Council Tax; and
- Sundry Debts.

Alternative payment methods, which included direct debits, standing orders and website payments, would remain unchanged.

From the 1 April 2018 tenants would no longer be able to pay rent by cash at the Deane House or the Wellington Community Office, they would need to take their cash to an Allpay outlet and use the bar code that would be sent to them. Tenants would also need to use the new reference number located beneath the barcode when they made a telephone payment.

Tenants would be informed of the changes. The following methods would be used:-

- Tenants would receive a mailshot to encourage them to switch to other payment methods;
- Reception staff would start to inform customers;
- Posters and information would be placed in the reception areas and on the website;
- Information about the changes would be published in the rent increase letters which would be sent out in February 2018;
- There would be an article in the Tenant's Talk newsletter in March 2018; and
- Tenants would receive a second mailshot which would include their new barcode and information about the changes in March 2018.

Staff would also be informed of the changes. Estate and Lettings Officers and Assistants would be made aware of the changes and be issued briefing notes for their Team Meetings. The Income Team would be available to attend the meetings for support. Information would be published on the website and sharepoint.

During the discussion of this item, Board Members made the following comments

and asked questions (Responses shown in italics):-

- Concern was raised that the barcode letters would not be very durable and it was suggested that tenants should receive a plastic card with their barcode printed on it.
There would be an additional cost to produce cards for all tenants, the cost quoted was £1.75 per card. Plastic cards had been looked into, but due to the considerable cost to produce them, were not taken as an option. However, they would still be a possibility for those tenants that had problems with their letters durability.
- Concern was raised that if a tenant lost their letter could they still call up and pay.
Yes. They would call Allpay, who would redirect them through to TDBC staff, who would look up their reference number and take a payment and also re-issue their barcode.
- Concern was raised that the letter with the barcode was being sent out too late.
The reason for the letter being sent out in March 2018, was that officers were concerned that they would bombard their tenants with letters and if the letter was sent out too early, tenants could misplace it.
- Board Members queried whether the locations of the paypoints would be included in the tenant's letter.
Yes they would.
- Board Members queried who would be able to assist tenants with the change when they came into reception to make a cash payment.
Customer Services would be able to assist all customers when they came in to make a payment.
- Board Members queried how many tenants paid by cash and would tenants that paid by cash be signposted to switch to direct debit.
Unfortunately the figures on how many cash payers were not known. However, approximately £900,000 was taken in cash at the Deane House and £600,000 in the Wellington Community Office. 37% of tenants paid by direct debit. Officers had tried to signpost tenants to alternative payments in the past and this was something to look at again.
- Board Members suggested that officers could place a notice on the cash machines and send out a direct debit mandate to encourage tenants to switch.
This was something to think about. Officers had suggested a possible prize draw to help encourage tenants to change to direct debit.

Resolved that the Board noted the Officer's report.

7. Homes and Communities Agency Consumer Regulation Review 2016-2017

The Housing Services Lead presented his report which provided the Board Members with an update on the Homes and Communities Agency (H&CA) Consumer Regulation Review 2016-2017.

The H&CA's principal focus was to promote a viable, efficient and well-governed social housing sector that was able to deliver homes that met a range of needs. Parliament had given the regulator an economic objective and a consumer regulation objective. The consumer regulation objective was intended to:-

- Support the provision of well-managed and appropriate quality housing;
- Ensure tenants were given an appropriate degree of choice and protection;
- Ensure tenants had the opportunity to be involved in the management of their homes and to hold their landlords to account; and
- Encourage registered providers to contribute to the well-being of the areas in which their homes were situated.

For the objective to be achieved, the regulator set out some consumer standards. There were four consumer standards:-

- Home;
- Neighbourhood and Community;
- Tenancy; and
- Tenant Involvement and Empowerment.

Boards and Councillors who governed registered providers were responsible for ensuring that their organisations met the consumer standards.

TDBC officers were governed by the consumer regulations and wanted to keep the Board Members informed. It was important that TDBC as a landlord, complied with health and safety regulations.

The compliance requirements included fire safety, gas safety, legionella and asbestos. The Board was kept informed of the compliance issues within their quarterly performance reports.

During the discussion of this item, Board Members made the following comments and asked questions (Responses shown in italics):-











- Concern was raised on whether TDBC had the correct policies and procedures in place that would provide transparency, which was a key point for the H&CA.
The Housing Services Lead suggested that the relevant Managers should attend the next meeting to address any concerns and give the assurance needed by the Board.
- Concern was raised on whether staff were adequately trained.
Managers were aware that staff training needed to be kept up to date.
- Board Members queried whether the correct standard performance indicators were used to show what TDBC had achieved each quarter.
Yes and the statistics were available and presented to the Board each quarter.
- Board Members queried whether the H&CA could enforce compliance issues that had been identified.
Yes the H&CA had the powers to check governance issues and address concerns if any weaknesses were identified.

Resolved that the Board noted the Officer's report.

(The meeting ended at 7.07pm)

Property Services Performance Scorecard

KPI Number	KPI detail	Target / Expected Level 2017/18	A/Q/M	End of 2016/17 Performance	Q1 2017/18 Performance	Q2 2017/18 Performance	Q3 2017/2018 performance	Q4 2017/2018 performance	Average Performance	Traffic light	Trend	Comments
1	Responsive Repairs: Emergency Repairs Completed on Time	99%	Q	83%	92%	91%	92%		92.00%	A		Showing improvement from previous quarter. Further improvements are expected as the Q1 and Q2 figure includes significant system downtime due to IT complications. Emergencies are measured by time eg if a job is reported at 1pm and is not completed until 1:15 the following day this is identified as a fail. 99% of jobs are completed the following day. There are still Admin errors and errors around the trade professionals completing the tablets correctly. All emergency jobs are interrogated to identify where the problem occurred during the process. I am confident we are completing emergency jobs within time over 99%
2	Responsive Repairs: Appointed (non-emergency repairs) Completed on time	80%	Q	77.84	86.16%	87.50%	88.00%		87.00%	G		Performance remains consistent.
3	Responsive Repairs: Repairs completed out of target	20%	Q	22.16	13.84%	12.50%	12.00%		12.78%	G		Performance remains consistent.
4	Responsive Repairs: Spend against profiled Budget	£1,998,300	Q	£2,925,663	22.00%	37.00%	58.00%					£400k underspend currently forecast for year end.
5	Responsive Repairs: Productive Time (number of hours works/number of hours available to work)	75%	Q	82%	81.00%	81.00%	86.00%		83.00%	G		5% increase in productivity during Q3.
6	Responsive Repairs: Average Visits per day	3.5	Q	NEW KPI	2.7	3.5	3.9		3.36	G		Performance showing gradual improvement.
7	Responsive Repairs: Average jobs per day	5	Q	4.5	3.8	4.5	5		4.26	G		
8	Responsive Repairs: Satisfaction with the quality of the works	80%	Q	96%	92.00%	98.00%	98.00%		96.00%	G		Performance remains consistent.
10	Planned Maintenance: Committed Spend against budget	100%	Q	100%	20.0%	51.5%	90.3%		90.3%	G		Year to date we have spent £5,034,757. In addition, we have committed £2,796,105 for the remaining year. Total expenditure plus commitment is £7,830,862 Our total capital budget is £8,671,000.
11	Planned Maintenance: % Capital works completed against programme	100%	Q	101.4%	19.00%	48.93%	93.79%		93.79%	G		We completed 2,630 of our circa 2,804 property programme. Programmes such as Kitchens, Airsource heating, Gas heating and Roofing are already completed. We are forecasting to complete programme numbers in excess of targets, but within budget.
12	Planned Maintenance: Refusal rate (%)	15%	Q	NEW KPI	3.13%	2.47%	3.00%		2.80%	G		Kitchens = 6%, Bathrooms = 10%, Roofing = 0%, Windows = 0%, Heating = 10%, Doors = 0%, Fire Safety = 0%, Soffits & Fascias = 0%, ASHP = 7%, Door Entry = 0%, Insulation = 0%, Ventilation = 10%.
13	Planned Maintenance: Customer Satisfaction against planned works	95%	Q	NEW KPI	94.20%	97.25%	97.85%		94.20%	G		Bathroom = 98% Kitchens = 93%, Heating = 95%, Soffits & Fascias = 95%, Insulation = 100%, Doors = 99%, Fire Safety = 99%, Door Entry Systems = 99%
14	Gas: Percentage of properties with a current CP12	100%	Q	99.9%	99.9%	99.8%	100.0%		99.9%	G		Outstanding: 0 outstanding properties at present.
15	Gas: Number of properties going through legal access action (within target date)	10	Q	0	0	0	0		0	G		No properties undergoing legal action at this time 100% compliant
16	Voids: Number of voids YTD against profile	350	Q	NEW KPI	68	74	95		237	G	NEW	Below profiled target. Spring and Summer is traditionally lower than Winter.
17	Voids: Number of Major voids (Quarter total)	135	Q	NEW KPI	25	24	40		89	G	NEW	Below profiled target. Spring and Summer is traditionally lower than Winter.
18	Voids: Number of minor voids (Quarter total)	180	Q	NEW KPI	43	50	55		148	G	NEW	Below profiled target. Spring and Summer is traditionally lower than Winter.
20	Voids: Average void cost	£1,680	Q	NEW KPI	??	??	£1,680.00		£1,680.00	G		Now able to collect data.
21	Voids: Spend against Profile	??	Q	NEW KPI	??	??	69%		69%	G		69% profile against spend. Year end forecast looking on budget currently.
22	Voids: % of voids turned around by sub contractors	10%	Q	NEW KPI	4.00%	1.50%	1.50%		2.33%	G		2 major voids returned by a contractor during Q3.
23	Voids: Number of voids post inspected (to agreed standard)	100%	Q	100%	100%	100%	100%		100%	G		Voids now signed off by Pre Void Officers against new void standard. This has allowed a more independent 'critical eye' to be added to process.
24	Voids: Average Major Void turnaround time	35 days	Q	46.6 Days	34.4 Days	30.25	30.5		31.7	G		

25	Voids: Average Minor Void turnaround time	20 Days	Q	26.6 Days	19.3 Days	17.75	19		18.7	G			Void times up slightly during Q3, but 21 more voids were also turned around in this time.
26	Voids: Average Combined Void turnaround time	25 days	Q	NEW KPI	25 Days	21.8	23.25		23.35 days	G			
27	Aids & Adaptations: Tenant Satisfaction with Aids and Adaptations	95%	Q	NEW KPI	100.00%	100.00%	100.00%		100.00%	G			no complaints received via DFG work
28	Numbers of issues/refusals referred from Building Services to Communities and Incomes about potential tenancy issues and vulnerability	N/A	Q	NEW KPI	0	1	34		1	G			1 Kitchen, 29 Gas heating, 4 Soffits & Fascias/PPM
29	Complaints completed within time (whole of property services)	95%	Q	NEW KPI	94.11%	100.00%	100.00%		98.00%	G			In year 16/17 property services received 74 complaints. In 17/18 we have received 30 to date . All complaints have been investigated and completed within timescale.

Building works Delivery Plan 2017-18

01-Apr-17

Key	Status
Red	Over Target or Budget
Yellow	In Progress
Green	Completed

No.	Task Description	Alignment to objectives	Action Item	Target Due Date	Lead Officer	Progress to date	Status
1	Review and Improve Key Processes						
1.1	Operational		Develop and Monitor Comprehensive set of KPI's	Mar-17	Rich Prewer	KPI's agreed	Complete
1.2	Operational		Deliver outcomes from the transformation review into the void services offer	Aug-17	Jonathan Stevens	Work undertaken with Housing Team. Void action plan developed. Meeting with Simon Lewis to review progress in June.	Complete
1.3	Operational		Review the delivery of Void works in line with changes to CDM regulations	May-17	Jonathan Stevens	Review complete. Gap regarding organisation wide Principal Designer role identified.	Complete
1.4	Operational		Review the delivery of Void works in line with Asbestos regulations	May-17	Rich Wiseman	PW completed review and recommendations made to AWG. These have been implemented and monitoring continues.	Complete
1.5	Operational		Review the current vehicle leasing arrangements and procure new fleet	Nov-17	Rich Prewer	this will be moved to next year	Complete
1.7	Operational		Develop Void IT Functionality with IT, using Tablets	Apr-17	Jonathan Stevens	Void SORs live and now in use.	Complete
1.8	Operational		Deliver cashable savings in the void repairs budget	Mar-18	Jonathan Stevens	Major void time at 30.25 Minor void at 17.75. This will represent a 70k efficiency in rent loss.	In progress

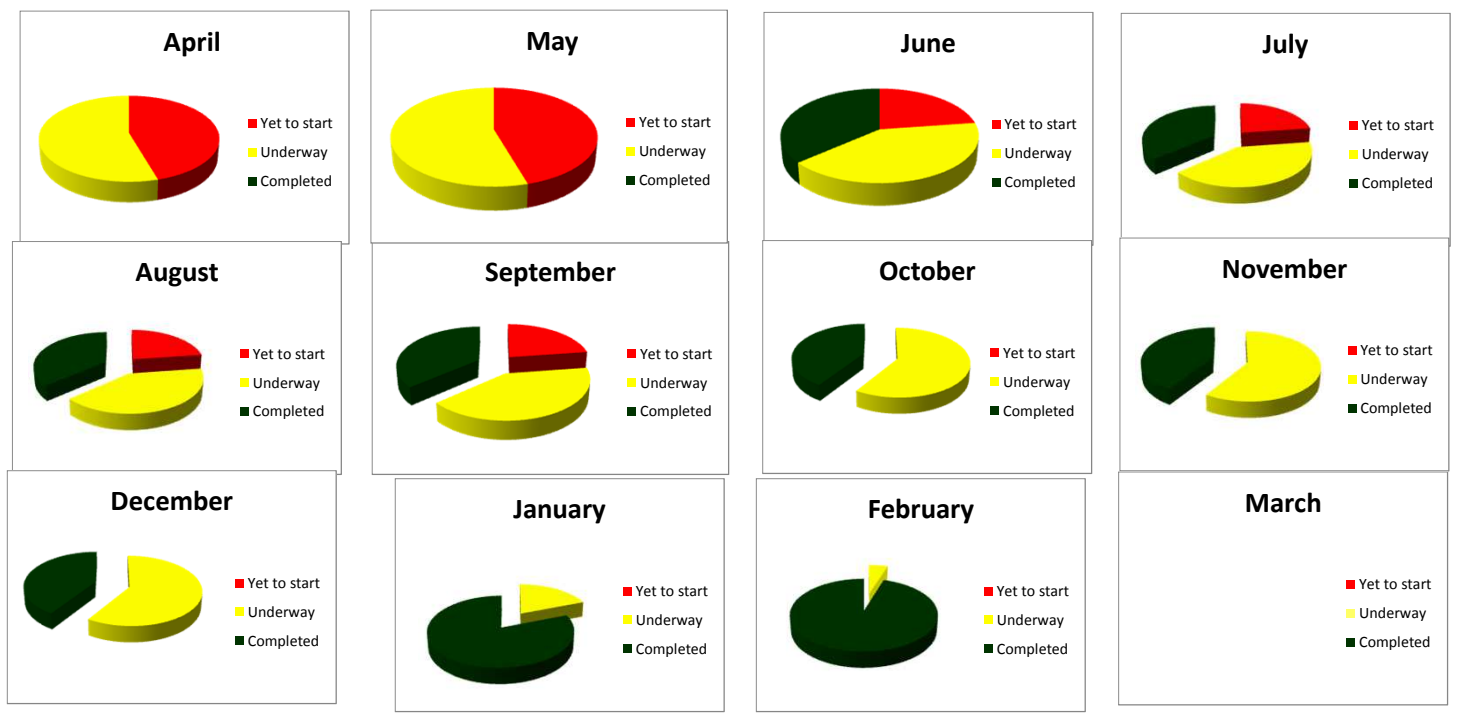
1.9	Operational		Develop an imprest stock based around intelligence gathered for job costing system	Nov-17	Jonathan Stevens	This work is now being carried out as part of the internal stores review. We are awaiting a timescale from Nat Green to identify a completion date	Complete
1.10	operational		Review existing stores arrangement	Nov-17	Jonathan Stevens	We are now assisting Nat Green who is now leading on the project. Jonathan will be supporting and providing necessary detail. We do need timescales and milestones. Jonathan to discuss with Nat.	Complete
2	Long Term Maintenance and Investment						
2.1	Strategic		We will investigate the opportunity to create our own Gas Boiler maintenance team	Apr-17	Owain Jones	Gas maintenance team being embedded within Property Services. Gas audit planned for Q2.	Complete
2.2	Strategic		Work with Asset Management to develop robust 5 year investment plan	Feb-18	Rich Wiseman	First draft of asset data has been produced. Using this information for 17/18 programmes. Data is not robust though so we have designed a database feedback process.	Complete
2.3	Strategic		Interrogate data to identify cyclical repairs to inform the programme above	Feb-18	Rich Wiseman	Data being interrogated as we validate properties for 17/18 programme.	Complete
3	Deliver Brilliant Services						
3.1	Operational		We will provide an excellent void service focused on resident satisfaction and improving our position against our peers	Mar-18	Jonathan Stevens	New void lettings standard developed by Housing and embedded into void process and AWMs. Voids now being signed off independently by Pre-Void Officers against standard. We will continue to monitor this.	Complete
3.2	Strategic		We will improve our position in respect of the housemark benchmarking tool	Mar-18	Rich Prewer	Monitoring performance	Complete
3.3	Strategic		Use business intelligence to better understand patterns and trends regarding voids	Mar-18	Jonathan Stevens	Void work going through DRS. We are able to analyse patterns and trends for the first time with the limited information we have to date. We now know when things are happening as work is being programmed effectively and we can monitor performance	Complete
4	Expansion of Building Services Offer to Include						
4.1	Operational		Investigate the maintenance service and gas servicing provision to leaseholders and other external Customers	Nov-17	Owain Jones	No further work on this until transformation completion	Complete
4.2	Operational		Investigate the maintenance service provision to external organisations	Mar-18	Rich Prewer	No further work on this until transformation completion	Complete
5	Staff Development						

5.1	Operational		Training programme for all Surveyors, Supervisor and Managers	May-17	Rich Wiseman Jonathan Stevens	All teams have received training. Further training around transformation is taking precedence. This task will now be identified as complete. One further training session on JCT to take place.	In progress
5.2	Operational		Work with IT to increase use of mobile working technology	Oct-17	Rich Prewer	last quarter has greatly improved. Very little downtime in second quarter. PDA's all back from IT and fully functional. 90% of trade professionals are using PDA's.	Complete
6	Networking Groups						
6.1	Strategic		Direct Works Forum	Mar-18	RP,RW,JS	Seminar attended.	Complete
6.2	Operational		HAMMAR south west	Mar-18	RP,RW,JS	Conferences and seminars to be attended through the year as required.	Complete
6.3	Strategic		Attend CIH Conference and Seminars	Mar-18	RP,RW,JS	Conferences and seminars to be attended through the year as required.	Complete

Property Maintenance Team - Delivery Plan Progress Sheet

Review & Improve Process
 Long Term Maint. & Investment
 Deliver Brilliant Services
 Expansion of Property Services
 Staff Development
 Networking

Number of Items	Apr			May			Jun			Jul			Aug			Sept			Oct			Nov			Dec			Jan			Feb			Mar		
	Yet to start	Underway	Completed	Yet to start	Underway	Completed	Yet to start	Underway	Completed	Yet to start	Underway	Completed	Yet to start	Underway	Completed	Yet to start	Underway	Completed	Yet to start	Underway	Completed	Yet to start	Underway	Completed	Yet to start	Underway	Completed	Yet to start	Underway	Completed	Yet to start	Underway	Completed			
9	5	4	0	5	4	0	1	4	4	1	4	4	1	4	4	1	4	4	0	8	1	0	8	1	0	8	1	0	8	1	0	2	7	0	1	8
3	3	0	0	3	0	0	2	1	0	2	1	0	2	1	0	2	1	0	2	1	0	2	1	0	2	1	0	1	2	0	0	0	3			
3	1	2	0	1	2	0	1	1	1	1	1	1	1	1	1	1	1	1	0	2	1	0	2	1	0	2	1	0	0	3	0	0	3			
2	1	1	0	1	1	0	2	0	0	2	0	0	2	0	0	2	0	0	0	0	2	0	0	2	0	0	2	0	1	1	0	0	2			
2	1	1	0	1	1	0	0	2	0	0	2	0	0	2	0	0	2	0	0	1	1	0	1	1	0	1	1	0	0	1	0	0	1			
3	2	1	0	2	1	0	1	0	2	1	0	2	1	0	2	1	0	2	0	0	3	0	0	3	0	0	3	0	0	3	0	0	3			
22	10	12	0	10	12	0	5	9	8	5	9	8	5	9	8	5	9	8	0	13	9	0	13	9	0	13	9	0	4	17	0	1	20	0	0	0



**2017-18 Q1-Q3 TSMB
Housing and Communities Scorecard**

Reference	Description	Measure	Previous Year Perform	Q1 (RAG)	Q2 (RAG)	Q3 (RAG)	Comments
Finances							
HC1.1	<p>Budgets – Income To maximise income opportunities and collection</p> <p>Income collected as a % of rent owed excluding arrears b/f Figures over 100% indicate that arrears have been cleared or balances are in credit.</p>	Target = 98.3%	<p>Q1 - 100.57%</p> <p>Q2 - (As at month 5) 100.34%</p> <p>Q3 - 99.46%</p> <p>Q4- 99.67%</p>	GREEN	GREEN	GREEN	<p>Q1 - 101.15%</p> <p>Q2 - 99.62%</p> <p>Q3 - 99.27%</p>
Satisfaction							
HC2.5	<p>Customer Satisfaction To deliver customer-focussed services, achieving high levels of customer satisfaction</p> <p>Percentage of tenants who have reported anti-social behaviour in the past 12 months, rating the help and advice given as excellent or good</p>	Target = 85%	<p>Q1 - 95%</p> <p>Q2 - 93%</p> <p>Q3 - 92%</p> <p>Q4 - 93%</p>	GREEN	GREEN	GREEN	<p>Q1 95%</p> <p>Q2 94%</p> <p>Q3 96%</p>
HC2.6	<p>Operational Delivery</p> <p>Percentage of closed anti-social behaviour cases that were resolved.</p>	Target = 85%	<p>Q1 - 98%</p> <p>Q2 - 94%</p> <p>Q3 - 93%</p> <p>Q4 - 93%</p>	GREEN	GREEN	GREEN	<p>Q1 95%</p> <p>Q2 94%</p> <p>Q3 87.1%</p>
HC2.7	<p>Customer Satisfaction To deliver customer-focussed services, achieving high levels of customer satisfaction</p> <p>Percentage of new tenants satisfied with the lettable standard of the property</p>	Target = 86%	<p>Q1 - 87%</p> <p>Q2 - 74%</p> <p>Q3 - 72%</p> <p>Q4 - 82%</p>	AMBER	GREEN	AMBER	<p>Q1 80% slightly lower than previous quarter. Q2 90%</p> <p>Q3 63.64% Significant drop from previous quarter, when looking at negative comments all issues once reported were quickly resolved. Example of issues are: cleanliness, sticking door, marked door, shower not working, drawers catching in kitchen, No air fresheners, bits and pieces left by tradesmen.</p> <p>Both Housing Maintenance and Lettings Managers are conducting periodic reviews on quality of voids to ensure standards maintained.</p> <p>Additionally adjustments are being considered to lettable standard to ensure clients can give clearer feedback.</p>

**2017-18 Q1-Q3 TSMB
Housing and Communities Scorecard**

Reference	Description	Measure	Previous Year Perform	Q1 (RAG)	Q2 (RAG)	Q3 (RAG)	Comments
HC2.8	<p>Customer Satisfaction To deliver customer-focussed services, achieving high levels of customer satisfaction</p> <p>Percentage of tenants satisfied with the most recent repair.</p>	Target = 98%	<p>Q1 - N/A Q2 - 98% Q3 - N/A Q4 - 96.4%</p>	RED	GREEN	AMBER	<p>Q1 - 92.7% out of the 10 responses which were not satisfied, the majority (78%) were due to tenants not being able to contact the Repairs service without any problems. The average call waiting times are now being monitored, and a digital display showing number of calls waiting is now in use. This will enable the Repairs Logistics Manager to analyse peak call times and allow him to address higher call volumes accordingly. An additional phone line is also being explored to allow trades to call the office on a different number, as currently they are using the main Repairs number which is contributing to call waiting times.</p> <p>Q2 - 97.7% Q3 - 97%</p>
Decent Homes							
HC3.1	<p>Decent Homes - To comply with Government Standards - To improve energy efficiency of housing stock</p> <p>Percentage of dwellings with a valid gas safety certificate</p>	Target = 100%	<p>Q1 – 99.90% Q2 – 99.97% Q3 – 99.93% Q4 - 99.95%</p>	AMBER	AMBER	GREEN	<p>Total no. of properties - 4426</p> <p>2 x properties now serviced 2 x properties will gain access on Gas Hit W/C 24.7.17</p> <p>Q2 - 99.81%</p> <p>Total no. of properties - 4434</p> <p>2 x properties now serviced (one was in hospital) 6 x properties on October Gas Hit (one tenant was in prison)</p> <p>Q3 - 100%</p> <p>Total no. of properties 4431</p>
Operational Delivery							
HC4.1	<p>Housing Stock To manage the housing stock and maintenance service to meet the needs of the tenants</p> <p>Average re-let time (calendar days)</p>	Target = 26 days	<p>Q1 - N/A Q2 - N/A Q3 - 44 days Q4 - 42.92 days</p>	Not Available	GREEN	GREEN	<p>Q1 not reported Q2 18.57 Q3 19.18</p>

**2017-18 Q1-Q3 TSMB
Housing and Communities Scorecard**

Reference	Description	Measure	Previous Year Perform	Q1 (RAG)	Q2 (RAG)	Q3 (RAG)	Comments
HC4.2	<p>Housing Stock To manage the housing stock and maintenance service to meet the needs of the tenants</p> <p>Completion of repairs within priority target times: Urgent (Emergency) - within 24 hours</p>	<p>Target = 98%</p>	<p>Q1 - 95.29% Q2 - 80.25% Q3 - 80.1% Q4 - 82.01%</p>	AMBER	AMBER	AMBER	<p>Q1 95.7% Q2 - 92.88% There were 20 jobs identified as completed outside of priority, of those, 19 were administrative errors or jobs given the wrong priority. The majority of these jobs were electrical jobs of which we are addressing errors with the individuals concerned. There was only one job completed outside of the 24 hour window. Excluding the 19 jobs we would have achieved around 99%. Non Emergency Repairs Completed On Time Q3: 88% Commentary: This figure remains consistent with previous quarters.</p> <p>Q3: 90.74 Emergency Repairs Completed on Time Commentary: Whilst we remain confident that we are meeting the KPI target, problems with reporting an accurate figure persist and measures put in place to improve this have not had the desired effect. We are working through each job that has been reported out of target during Q3 to inform and create a process for capturing accurate data. This has been made a priority for Q4.</p>
HC4.3	<p>Housing Stock To manage the housing stock and maintenance service to meet the needs of the tenants</p> <p>Completion of repairs within priority target times: Non Urgent (up to 28 days)</p>	<p>Target =85%</p> <p>Show breakdown of Building Services and external contractors.</p>	<p>Q1 – 89.05% Q2 – 86.11% Q3 – 90.1% Q4 - 87.87%</p>	GREEN	GREEN	GREEN	<p>Q1 86.16% This is a 9% improvement on Q4. Q2 89.75% Q3: 88% This figure remains consistent with previous quarters.</p>

**2017-18 Q1-Q3 TSMB
Housing and Communities Scorecard**

Reference	Description	Measure	Previous Year Perform	Q1 (RAG)	Q2 (RAG)	Q3 (RAG)	Comments
HC4.4	Disabled facilities grants - Average time taken to complete DFG process once allocated by SWPSHP. Measures the time from allocating the case until the work has been completed.	Target - 24 weeks (as per the Home Improvement Agency's target) (To be reported as one indicator but split by GR and HRA)	Cumulative total 34 weeks	GREEN	GREEN	GREEN	<p>(General Fund) 15 weeks.</p> <p>Note: Qtr1 had 5 councils cases, 4 were within target (average 19 weeks) but the last was a complex extension for a child with complex needs and this took over a year to assess and agree the best solution and further time to build it. The General Fund DFGs included 13 cases, 6 of which were major adaptations and 7 which were ramp installations. 10 were inside the 24 week period (77%) and 3 outside (23%) (complex alterations).</p> <p>Q2 Non Council DFG's (General Fund) - 10 weeks. 21 cases. 7 of which were major adaptations, 8 ramps and 6 Prevention Grants. The majors took 25 weeks and the ramps and Prevention Grants averaged 4 weeks. Adding both quarters together, the average stands at 12.5 weeks. Council DFG's - 21 weeks. 6 cases. 5 of which were major adaptations, and 1 ramp. The majors took 25 weeks and the ramp 4 weeks. Overall timescale for Q2 combining non Council and Council is 15 weeks. Overall for the year to date, the average time is down to 23 weeks.</p> <p>Q3 - Non Council DFG's (General Fund) - 18 weeks. 15 cases 7 of which were major adaptations and 8</p>
HC4.8	Sheltered Housing Percentage of tenants receiving annual review of Support Plans or review of needs and risks	Target = 100%	Q1 - 100% Q2 - N/A Q3 - N/A Q4 - N/A	AMBER	AMBER	AMBER	<p>Q1 - 80% we have now been able to report a figure and will put a plan in place to achieve 100% target by Q4.</p> <p>Q2 - 93.68% is a significant increase on the previous quarter. The team continue to work towards target.</p> <p>Q3 - 93.26% The team continue to work towards target.</p>



TDBC HRA Compliance Summary Update

February 2018

Report By: Derek Quick, Property Compliance Manager

Background.

Statutory property compliance is founded in a complex set of regulations, assessments and inspections, which the council must undertake to comply with current government legislation.

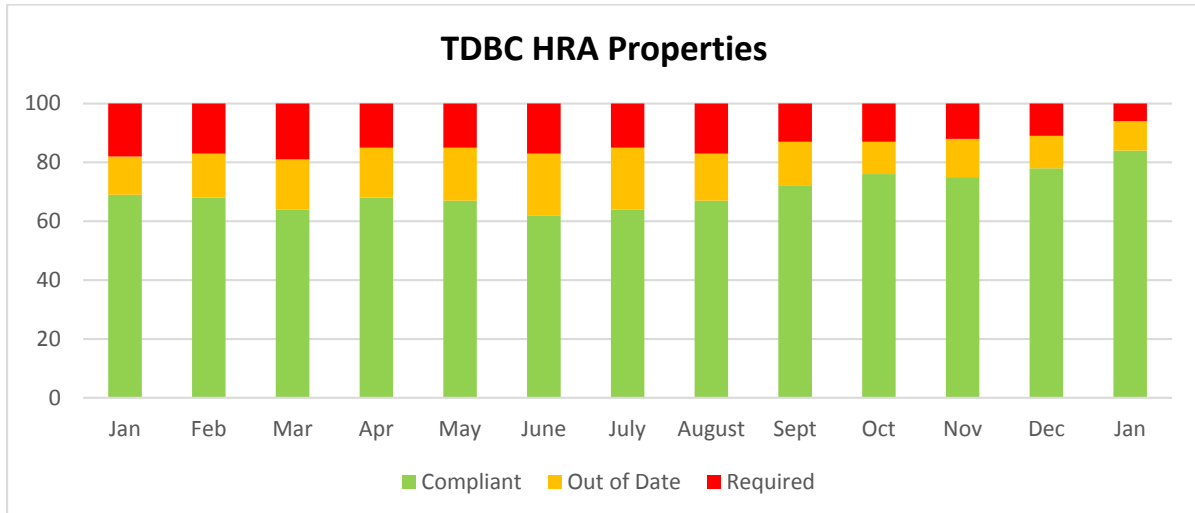
As duty holder, the council acknowledges and accepts its responsibilities under the Health and Safety at Work etc. Act 1974, and all other attendant statutory and regulatory legislation, codes of practice and guidance. Accordingly we have developed a property compliance strategy document which sets out how we mitigate associated risks, and our responsibilities in meeting the Government's Decent Home Standard (DHS), thereby providing our tenants with a safe and comfortable environment in which to live, and our staff, visitors, contractors and partner organisations, a safe place in which to work.

Through the implementation of the property compliance strategy, the council are committed to achieving the following objectives:

- To promote tenants wellbeing, health and quality of life, make schemes as safe as possible for all tenants, and ensuring communal areas comply with health and safety legislation;
- To provide a housing function which delivers value for money, with a customer focused service to our tenants, and others living in our premises;
- To have an effective system for communicating and consulting on matters of property compliance, and securing the co-operation of tenants, staff, visitors, contractors and partner organisations;
- To strive to improve continuously the council's property compliance performance, measuring its progress against agreed performance standards;
- To be honest, do what is right and stick to it.

Current Status.

As part of the programme of stock condition surveys carried out by the asset surveyors, compliance audits have also been undertaken. These take the form of visual inspection together with desk-top review of all certification. Approximately 100 properties per month are subject to review as part of a five-year rolling programme, and as can be seen from the graph below, there has generally been a steady month-on-month improvement in overall compliance.



Where significant issues have been identified through these audits, asset surveyors will immediately arrange for the appropriate action to be taken, and the relevant servicing and maintenance teams to attend and make safe.

It should be noted that these issues are very rare, but usually as a result of DIY works carried out by tenants – primarily around electrical safety.

Where gaps in our servicing and testing regimes are identified, monthly notification reports are issued to the relevant maintenance teams to inform and assist in their workflow planning.

Summary Updates.

Domestic premises are currently audited on six key areas of statutory and regulatory compliance, these are as follows;

ASBESTOS MANAGEMENT SURVEYS

This is an area where the council has traditionally been weak in demonstrating compliance, with no structured regime of surveying and, more pertinently, recording these surveys. In March 2017 the council commenced a programme to survey all communal areas of its housing stock, all garage blocks, together with 20% of its housing portfolio (some 1200 homes), focusing on a wide variety of architypes.

These surveys were completed in the autumn of 2017 and surveys held on the council's dedicated electronic database. Analysis of the results indicated no major issues across all architypes. This offers a measure of reassurance to tenants and the council, and allows us to proceed with a structured regime on surveys over the next 4 years.

GAS SAFETY

The council has a very strong and robust system of Gas Safety Checks utilising a system called GasTag. This allows the council to programme its maintenance and testing inspection regime, and offers a demonstrable real-time snapshot of the levels of compliance.

Gas Safety is of paramount importance for the council and its tenants, and they can be reassured that this rigorous testing regime ensures that we 99.9% compliant at all times, and those premises which are non-compliant are due to outside factors, and are mitigated against through isolation of systems or devices.

ELECTRICAL SAFETY

Again, this is an area where the council has traditionally been less strong, however there is now a rolling programme in place to ensure that every domestic premises has an electrical safety inspection every five-years – as opposed to the regulatory standard which states every ten-years.

This too should provide tenants with reassurance that the commitment from council is to exceed rather than meet recommendations.

ENERGY PERFORMANCE CERTIFICATES (EPCs)

With regard to domestic premises, the council undertakes EPCs on all domestic premises whenever they become Void, or when works are carried out that may affect that rating. Currently, approximately 30% of these premises have valid EPC, and whilst this ensure that we meet our obligations at present, the criteria for EPCs will become increasingly stringent.

The council has invested in training the asset surveyors so that they can carry out EPCs whenever they are undertaking a stock condition survey. Over the next 5-years, this will ensure the council is in a strong position to meet any future regulatory requirements.

FIRE SAFETY

This is an area that has been brought before this group previously, and an area where the council is particularly strong. We have an excellent understanding of areas which need addressing, and the funding in place to meet those needs. Tenants can expect to see us continuing with fire door programme for flat blocks, checks for compartmentation of roof voids and other safety checks.

We will also be increasing our 'housekeeping checks', ensuring that common areas are kept clear of obstructions and rubbish, with any breeches addressed with tenants and leaseholders.

We will also look to carry out wider-ranging works, such as investigating the possibility of constructing communal bin stores, and integrating these works with improved access and security.

We also ask for tenants continued support in monitoring issues relating to fire safety.

WATER HYGIENE

This is not a high-risk area within domestic premises, as water supplies are regularly 'turned-over', with water not sitting within pipework for very long. However, there are particular areas we take into consideration, and as part of our stock condition survey programme, we are checking pipework within homes, identifying old cast iron feeds, as well as premises with water tanks in lofts.

We also encourage tenants to take some ownership with regard to water hygiene too, such as ensuring they run all taps for at least two minutes whenever they return from holiday, for example, or remove shower heads to allow pipes to drain when not using for any extended period of time. To this end, we will be issuing communications in the next tenant's newsletter, to coincide with the summer break when it will be fresh in people's minds.

Next Steps.

In addition to the measures outlined above, and to which the council is already committed to, we will also look to develop strategies around Radon, Sewage Safety and Air Handling Systems, as well as ensure that new technologies such as PV are included in any future regimes.

Key to managing property compliance, and developing our maintenance strategies, is the introduction of a smarter digital platform. The council is now committed to delivering this through the Open Assets Database, which will not only mitigate against the risks, but also to visibly demonstrate compliance.

Regular monthly reporting is presented to Asset Management Groups and circulated to Portfolio Holders, and we will continue to update the Tenant Services Management Board, with the latest developments, as well attend meetings to discuss any queries which may arise.

We undertake to learn lessons from recent events such as Grenfell Tower and how we can better respond to queries from tenants, government agencies and partners.

Conclusion.

The council continues working towards best practice with regards to property compliance of our HRA properties. We are aware of our liabilities and understand the work and measures to be 100% compliant in all areas of property compliance.

However there is still much more to do, with the council having recognised and made satisfactory financial and dedicated resources within the Asset Management Team to deliver and maintain the council's legislative, statutory and regulatory requirements for property compliance. This will continue through and beyond the transformation process which the council is currently undertaking.