

# Committee workplan progress update and Housing performance report

## Quarter 3 2020/21

This report provides updates on the Housing Committee priorities and work plan for 2019-23, as well as a range of performance indicators. Delivery of a complex Housing service during the Covid-19 crisis has been, and continues to be, a challenge, but staff have worked very hard in difficult circumstances to continue to deliver vital services for council tenants, leaseholders and other residents across the city.

While there continue to be areas of very good performance, with 50% (17) of Housing Committee Work Plan objectives on track for delivery and 8 performance indicators on or above target, the ongoing impact of the Covid-19 pandemic and the additional work burdens and priorities this has placed on Housing has inevitably resulted in a drop in performance against some indicators. These include functions such as lettings and routine (non-emergency) repairs which need be delivered differently and are taking longer. The service is keeping its plans to rectify areas where performance has been adversely impacted by the Covid-19 pandemic under regular review.

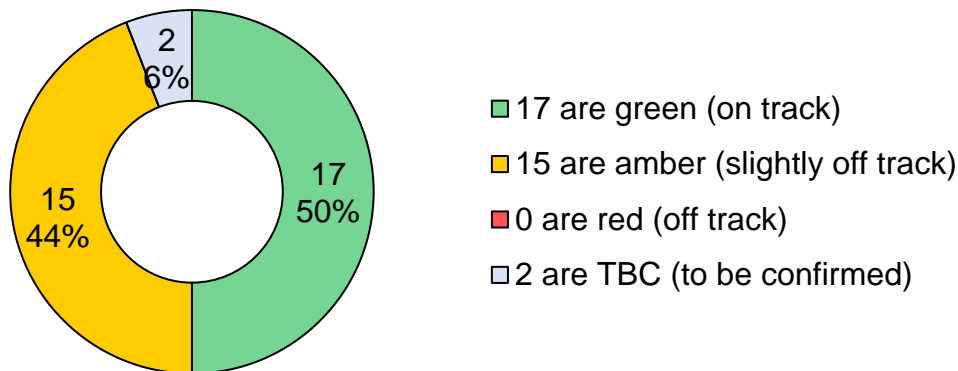
<b>Performance areas</b>	<b>Page</b>
<b>Housing Committee priorities and work plan</b>	
Additional council homes	4, 5, 8, 17
Other additional affordable homes	4
Council home buy backs	4, 8, 18
Right to Buy sales	5, 17
Sites identified for Community Land Trust development	5
Houses in Multiple Occupation (HMO) licensing	6, 15
Private sector housing 'requests for assistance' received	6

<b>Performance areas</b>	<b>Page</b>
Rough sleepers and Covid-19 placements	7, 16
Housing First placements	8
Energy efficiency rating of council homes	9, 21
Private sector empty homes returned to use	12, 15
<b>Performance indicators</b>	
<b>Customer feedback</b>	
Compliments and complaints – all Housing Services	14
<b>Housing major adaptations</b>	
Private sector housing adaptations	15
Council housing adaptations	15
<b>Housing Options and allocations</b>	
Homelessness preventions	15
Homelessness acceptances	15
Social housing waiting list	15
<b>Temporary accommodation</b>	
Households placed	16
Rent collected	16
<b>Council housing supply</b>	
Additional homes by rent level	17
<b>Council housing management</b>	
Rent collected	19
Universal Credit	19
Tenants evicted	19
Anti-social behaviour	19
Tenancies sustained	19
Empty homes and re-let times	20
<b>Council housing repairs and maintenance</b>	
Repairs completion times	20
Repairs appointments kept	20
Tenants satisfied with repairs	20
Repairs completed at first visit	20
Decent Homes Standard	21
Gas safety compliance	21
Lift breakdowns	21
<b>Leaseholder disputes</b>	
Leaseholder disputes	22







This housing performance report covers Quarter 3 (Q3) of 2020/21. It uses red, amber and green ratings to provide an indication of performance.

Part one provides an update of performance against the Housing Committee work plan objectives 2019-23:

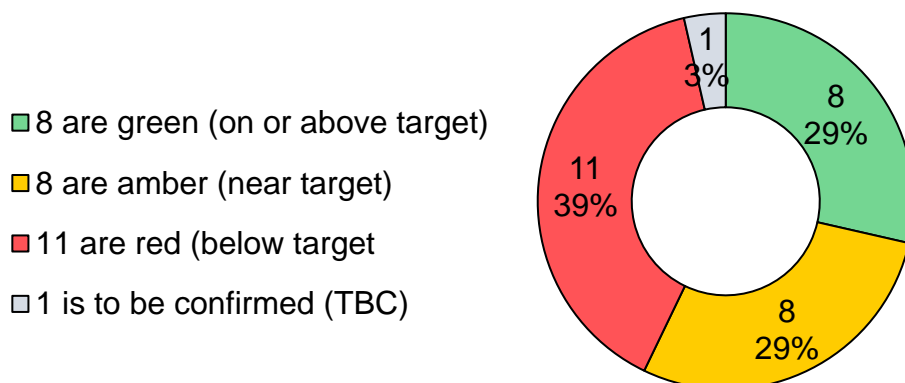
### Work plan objectives



Part two presents results for a range of performance indicators across Housing and similarly uses red, amber and green ratings, as well as trend arrows:

	<b>Green – on or above target</b> (8 indicators)		<b>Improved since last time</b> (12 indicators)
	<b>Amber – near target</b> (8 indicators)		<b>Same as last time</b> (2 indicators)
	<b>Red – below target</b> (11 indicators)		<b>Poorer than last time</b> (12 indicators)

### Performance indicators



## Part one: Housing Committee priorities and work plan 2019-23

### 1. Provide additional affordable homes

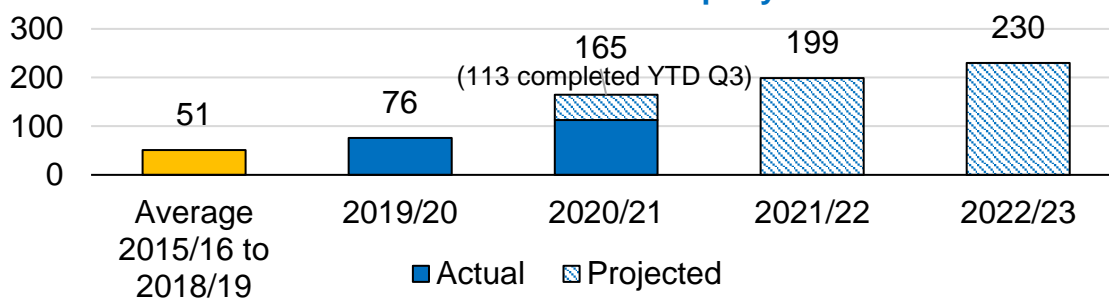
Regular updates on progress are provided to Housing Supply Member Board

**1.1 Slightly off track:** Achieve 800 additional council homes (including develop the existing Hidden Homes strategy)

Total of 670 homes projected for 2019 to 2023:

- 2020/21: 165 homes – buy backs (47), Next Steps Accommodation Programme (30), Hidden Homes (8), Buckley Close (12), Gladstone Court (38) and Hawkrigde Court (30)
- 2021/22: 199 homes – buy backs (90), Hidden Homes (10), Frederick Street (4), Rotherfield Crescent (3), Victoria Road (42) and potential further schemes (30) and Oxford Street (10)
- 2022/23: 230 homes – buy backs (50), Hidden Homes (10) and potential further schemes (180)
- Completion dates for 408 homes have changed from 2022/23 to early 2023/24 (including 168 Homes for Brighton & Hove dwellings)

**Additional council homes per year**

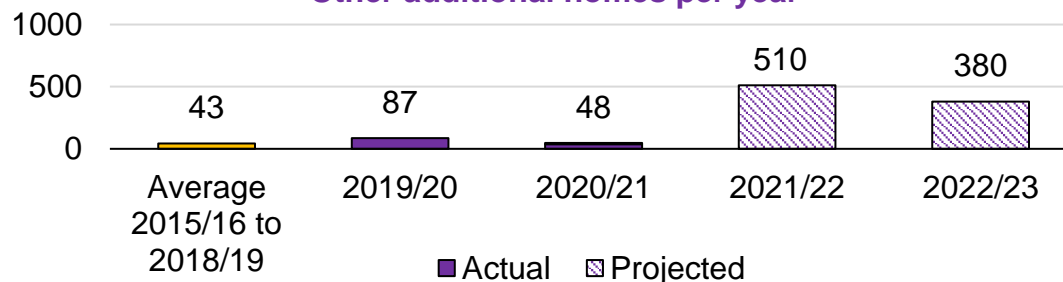


**1.2 On track:** Achieve 700 other additional homes (registered provider, affordable rented, shared ownership)

Total of 1,025 homes projected for 2019 to 2023 (311 rent and 714 shared ownership):

- 2020/21: 48 homes – Freehold Terrace (8), Plumpton Road (2), Nevill Road (4) and Preston Road (34 from two providers)
- 2021/22: 510 homes – Preston Barracks (245), Anston House (30), Edward Street (33), Eastergate Road (30) Falmer Avenue (13), Hangleton Way (33), Longley (22) and School Road (104)
- 2022/23: 380 homes – Dunster Close (5), Graham Avenue (125), Lyon Close (154), Hinton Close (4), and King's House (92)

**Other additional homes per year**



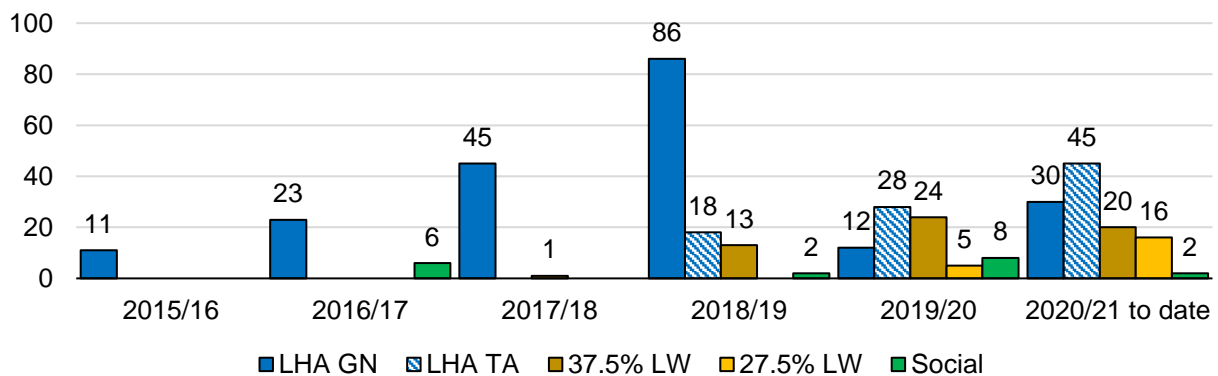
## 1. Provide additional affordable homes

Regular updates on progress are provided to Housing Supply Member Board

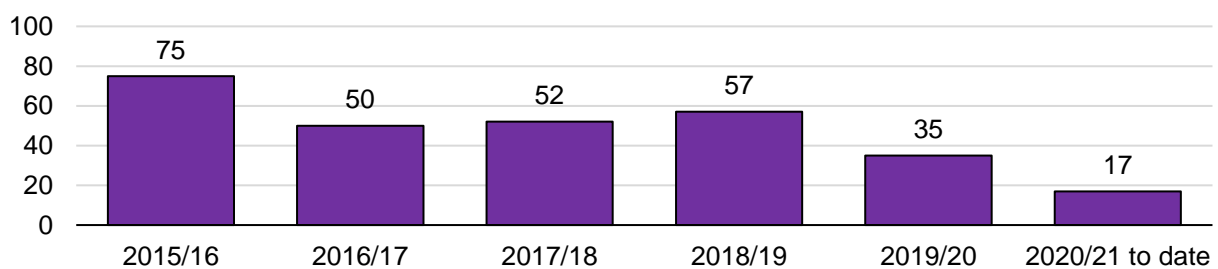
**1.3 On track:** Review the rent policy to maximise the number of council homes replaced at social or living wage rents (especially those at 27.5% Living Wage)

56% (or 38 of the 68) new general needs council homes delivered so far during 2020/21 are at social (2), 27.5% Living Wage (16) or 37.5% Living Wage rents (20). The temporary accommodation (TA) council homes are at Local Housing Allowance rates.

Additional council homes by rent level



Council homes sold through the Right to Buy (RTB)



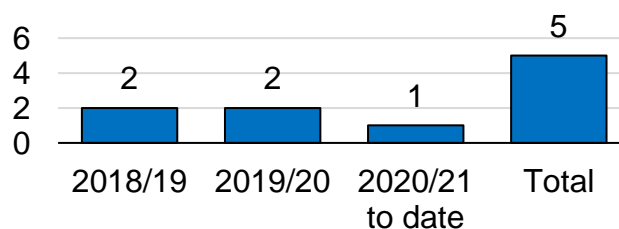
**1.4 On track:** Develop a policy for the council to take the role of developer on major sites

- Homes for Brighton & Hove Joint Venture is becoming a delivery company

**1.5 On track:** Bring a report to committee identifying suitable sites to work in partnership with Community Land Trust (CLT) for development

- Aim is to identify 10 sites for Community Land Trust development by March 2023.

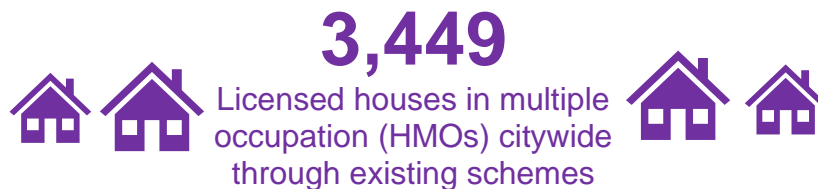
Sites identified



## 2. Improving private rented housing

**2.1 On track:** Review and resubmit selective licensing scheme proposal to improve the management and standards of private rented sector homes in the city

- Stock condition survey completed in September 2020
- Report planned for future Housing Committee



**2.2 Slightly off track:** Research and review an ethical loan scheme

- Committee report due for November 2020 – deferred due to Covid-19 priorities

**2.3 Slightly off track:** Develop or commission an information or advice hub for private renters and consider options for a private tenants' forum

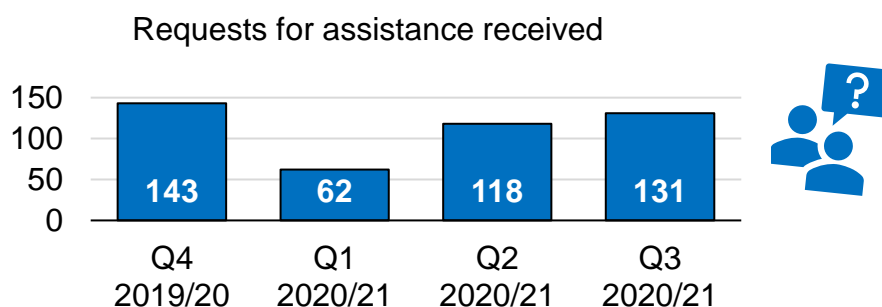
- Committee briefing due for November 2020 – deferred due to Covid-19 priorities

**2.4 Slightly off track:** Research and develop a social lettings agency

- Research work deferred due to Covid-19 priorities

**2.5 Slightly off track:** Develop the enforcement approach to private sector housing to reflect the full range of potential options available to improve management and standards

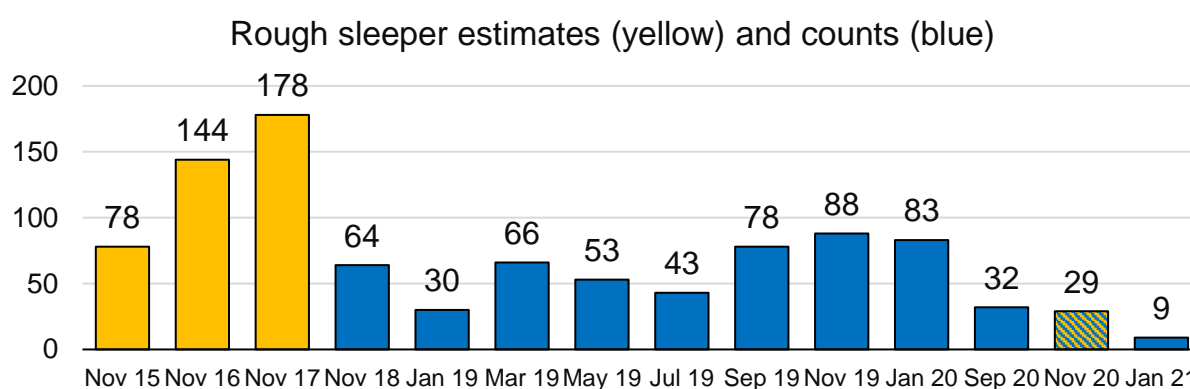
- Request for assistance top categories during Q3: disrepair (46%), dampness (16%) and neighbour nuisance (8%)



### 3. Alleviating homeless and rough sleeping

#### 3.1 On track: Develop a rough sleeping strategy (to include partnerships with community homeless and faith projects and delivery of homeless enterprise projects)

- Covid-19 response: 225 rough sleeper and Covid-19 short term placements at end December, down from 369 at end September
- Update on Next Steps Accommodation Programme (NSAP) went to Housing Committee in January, following detailed report approved at Housing (November) and Policy & Resources (January) committees
- NSAP funded through bid approved by Ministry of Housing, Communities & Local Government (MHCLG) for the costs of providing housing and support to all those accommodated due to Covid-19 (largest single award outside of Greater London)



The November 2020 figure has used a blended methodology of an estimate with a spotlight count. Please note that estimates have only been carried out at times when counts have not been. While it would have been desirable to do both simultaneously and compared them, staff capacity has not allowed this over the last few years.

#### 3.2 On track: Review/consult/adopt the Homeless Bill of Rights

- Values of the Homeless & Rough Sleeper Strategy approved by Housing Committee in June 2020 align to the Homeless Bill of Rights. Strategy states that *'The Homeless Bill of Rights should be viewed as a standard against which the Council and its partners judge our policies and practices'*
- Progress of the aspirations contained in the Homeless Bill of Rights will be monitored by the Homeless Reduction Board

#### 3.3 TBC: Provide a 365 day night shelter

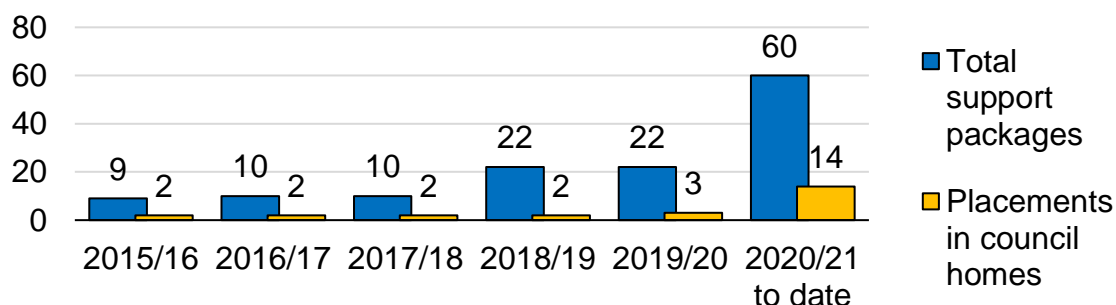
- Night shelter closed in early April 2020 on the advice of MHCLG and Public Health England due to accommodation having shared facilities. The ongoing advice from MHCLG is that congregate sleep space services should not be (re)commissioned

### 3. Alleviating homeless and rough sleeping

#### 3.4 On track: Expand Housing First

- A report on 'Commissioning of a Housing First Service for Single Homeless People' was approved at September 2020 Housing Committee
- A further report on next steps was approved at the November 2020 Committee
- Of the current Housing First Cohort of 20 people: 14 are in council homes: 3 are actively bidding via Homemove, 2 reside in temporary accommodation and 1 is transitioning from short term Covid-19 placement to a new support provider
- In addition, 10 people are either nominated or in process of nomination through council interest queue to Homemove and 30 will be offered council home buy backs when available.

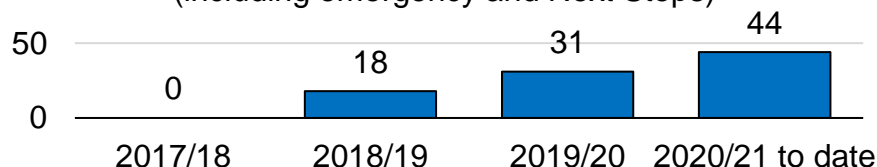
Cumulative people receiving Housing First support packages and those of which placed in council homes



#### 3.5 On track: Develop a strategy for the provision of council run temporary accommodation including Seaside Homes

- Gladstone Court, Hartington Road (38 homes) – purchased August 2020 and works due for completion in February 2021
- Oxford Street refurbishment (10) – expected completion June 2021
- Buy backs – 27 of 90 are for temporary or Next Steps accommodation (9 during 2018/19, 12 during 2019/20 and 6 during 2020/21 to date)

Council owned temporary accommodation delivered (including emergency and Next Steps)



#### 3.6 On track: Develop a homeless strategy, ensuring homeless people are involved in the design and development of services which directly affect them.

- Homeless & Rough Sleeper Strategy agreed at committee – June 2020
- Homeless Reduction Board began meeting in September 2020 and an action plan is being developed with lead members
- Terms of Reference for the Homeless Operational Board has been developed and the board is due to launch in spring 2021



## 4. Achieving carbon reductions and sustainability in housing including address fuel poverty

**4.1 On track:** Develop an action plan to set out how we will work collaboratively to ensure housing contributes to making the city carbon neutral by 2030

- A report on 'Housing action towards carbon neutral 2030' was approved at Housing Committee in January 2021, including a draft Housing Revenue Account (HRA) Carbon Neutral Strategic Action Plan for 2021 to 2025
- The HRA Budget report approved at the same committee proposed to set up a reserve for £4.010m which will be used to fund the cost of delivering sustainability initiatives in the HRA including retrofit work required on existing housing stock

**4.2 On track:** Develop a new PV and energy efficiency strategy for council homes to include standards for new homes

- Begin the domestic solar PV programme on local housing stock in 2021 (1,000 households to be delivered over 3 years)
- Standards for new council homes are guided by the revised new build specification – minimum Energy Performance Certificate rating of A

**45,000**

Estimated annual tonnes  
of carbon emissions from  
council homes



**67.7**

Energy efficiency  
rating of council  
homes



**4.3 On track:** Review the energy efficiency and provision on all new developments

- A report providing an 'Update on Sustainability Measures for New Homes and Housing Supply Sustainability Policy' went to Housing Committee in January 2021. The committee endorsed a draft New Build Housing Sustainability Policy as a means by which the construction of new council homes supports the commitment to achieving a carbon neutral city by 2030
- MHCLG has concluded a consultation on the Future Homes standard and as a second stage is consulting on the Future Buildings Standard until April 2021

**4.4 On track:** Investigate and report the possibility of bulk buying PV panels and other energy saving resources

- Solar Together Sussex collective buying scheme for private sector households auction launched October 2020 supported through council branding and promotion, including targeted mail out
- 1,183 households registered in Brighton & Hove with 221 accepting their offers. Installation of systems on these homes will take place up to May 2021

## 5. Improving council housing and community involvement

### 5.1 TBC: Work with tenants to develop a 'decent environment' standard

- Work will commence with tenants during 2021/22 to jointly develop this new standard

### 5.2 On track: Develop a fire safety programme in conjunction with tenants and residents

- Sprinklers are now fitted as standard in all council new build homes
- Sprinkler systems at St James's House and Essex Place – out to tender soon
- Council is working to consider the likely impacts of the proposed Building Safety legislation including proposed resident engagement strategy for building safety
- Fire Risk Assessments are carried out regularly to council housing buildings and are ongoing

### 5.3 Slightly off track: Review and develop a new tenant and community involvement policy/strategy for housing, ensuring we learn from the lived experience of our clients, meet the 'Involvement and Empowerment' standard and that co-production is at the heart of our tenant and resident involvement work

- Committee report due for November 2020 – deferred due to Covid-19 priorities
- Report to March 2021 Housing Committee

### 5.4 Slightly off track: Extend participatory budgeting

- Committee report due for June 2020 – deferred due to Covid-19 priorities
- Report to March 2021 Housing Committee

### 5.5 Slightly off track: Develop the work undertaken with leaseholders to develop a new leasehold involvement policy, setting out how leaseholders can be supported to be more proactively involved in capital works and other leasehold matters

- Consultation with leaseholders on new planned maintenance and improvement programme contracts has concluded and work is underway to mobilise these new contracts. Leaseholders will be consulted where the council has plans to undertake works under these contracts on a block by block basis
- Second stage consultation with leaseholders on the proposed frameworks for major works will commence early in 2021
- The council is continuing to update tenants and leaseholders that sit on the 'task and finish' group that is working on the programme. Plans are now underway to hold online sessions for these residents
- The council will be undertaking a survey of all leaseholders early in 2021 and will share the results of this with the Leaseholder Action Group

## 6. Enabling more affordable home ownership

**6.1 On track:** Work with Community Land Trust (CLT) to develop self-build opportunities

- Broader work with CLT includes self-build units

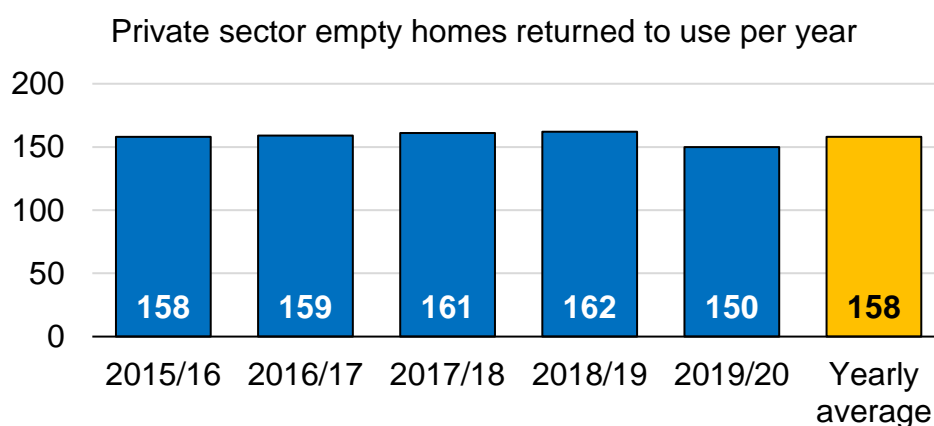
**6.2 Slightly off track:** Work with Homes for Brighton & Hove and registered providers in the city to develop 500 shared ownership properties for essential workers who live and work in the city

- The Living Wage Joint Venture, Homes for Brighton & Hove, has planning permission for its first two sites totalling 346 homes.
- Homes for Brighton & Hove is becoming a delivery company, with 178 rented council homes and 168 shared ownership homes owned/managed by Hyde

## 7. Make fuller use of shared housing capacity

**7.1 Slightly off track:** Review our empty homes policy to ensure 650 empty homes are brought back into use

- Progress restricted by Covid-19 restrictions – 17 homes brought back into use during Q3 (or 82 during 2020/21 to date against a cumulative target of 120)



**7.2 Slightly off track:** Develop a policy to incentivise households to relinquish council tenancies as an alternative to right to buy

- Committee report due for September 2020 – deferred due to Covid-19 priorities

**7.3 Slightly off track:** Investigate the possibility of supporting a 'lodger' scheme and report to Committee

- Committee report due for March 2021 – deferred due to Covid-19 priorities

**7.4 On track:** Undertake an impact assessment of short-term holiday lets and Air BnB in the city and consider options that may inform an approach to alleviate the most detrimental issues arising

- Report on Regulation of Short-Term Holiday Lets was agreed at Tourism, Equalities, Communities & Culture and Housing committees in March 2020. It included using existing powers to deal with complaints, ensuring coordinated approach to enforcement between services and lobbying central government for enhanced enforcement powers and a national registration scheme
- Officers have met to develop an easier reporting mechanism for the public so that relevant council teams can take appropriate enforcement action regarding holiday lets where possible

## 8. Alleviating poverty

**8.1 Slightly off track:** Ensure the in house repairs services includes measures to: provide opportunities for young people to develop skills for example through apprenticeships; maximise community benefits, including through use of local firms and labour for supply chain as well as planned and major works; and, develop pathways to employment that are inclusive in offering opportunities to all the communities we serve

- A report on 'Update on Repairs & Maintenance to Council Housing Stock' was considered by September 2020 Housing Committee. Following the insourcing there are many ongoing and new projects which are being delivered by the programme team
- Due to the Covid-19 outbreak, the planned and major works procurement was paused as were other areas of the programme, including taking on apprentices
- Some existing apprentices were moved to empty property works so they could physically distance while working, but it has not yet been possible to recruit additional apprentices

**8.2 Slightly off track:** Review arrears policy to ensure all action is taken at the earliest stage, support given and eviction is used as a last resort










- Report had been due to committee Year 2 Q2 (September 2020) but deferred given Covid-19 capacity & related issues
- Council tenants' rent arrears have increased during Q3, from £1.7m at end September to £1.9m at end December







**8.3 Slightly off track:** Develop an arrears policy for temporary accommodation, which gives tenants the same level of support and assistance as those in permanent accommodation

- Report had been due to committee Year 2 Q2 (September 2020) but deferred given Covid-19 capacity & related issues






## Part two: Performance indicators




The council is responsible for managing 11,673 council owned homes and 2,384 leaseholder homes, as well as providing temporary accommodation for 1,852 homeless households plus 225 rough sleeper and other households placed in hotels under Covid-19 urgency powers.

	Customer feedback – all Housing services	Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2
9.1	 Compliments received from customers	88	96	104		
9.2	 Stage one complaints responded to within 10 working days	80%	57% (44 of 77)	67% (64 of 96)		
9.3	Stage one complaints upheld	Info	43% (33 of 77)	48% (46 of 96)	n/a	n/a
9.4	Stage two complaints upheld	18%	9% (1 of 11)	38% (5 of 13)		











  Private sector housing	Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2	
10.1	New licences issued for Houses in Multiple Occupation (HMOs)	Info	59	72	n/a	n/a
10.2	HMOs where all special conditions have been met (for licences issued over 12 months ago)	50%	48.4% (996 of 2,056)	41.26% (798 of 1,934)		
10.3	Private sector empty homes returned to use	40	39	17		

The Q2 figure above has increased since last reported (from 27 to 39) because Council Tax records have identified additional properties brought back in use during this period, and there is a reporting lag between the date they were back in use and the date this could be confirmed.




 Housing adaptations	Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2	
11.1	Private housing – average weeks taken to approve Disabled Facilities Grant applications	10	14.9	20.9		
11.2	Council housing – average weeks taken to approve applications and commence works	10	7.2	6.0		

 Housing Needs – Housing Options and allocations	Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2	
12.1	Households prevented from becoming homeless	202	158	174		
12.2	New households accepted as homeless	Info	54	42	n/a	n/a
12.3	Number of households on the social housing waiting list	Info	7,771	7,123	n/a	n/a

Of the waiting list households above: 47% are single adults, 46% families with children, 6% couples without children and 1% households with multiple adults.

 Housing Needs – temporary accommodation	Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2
13.1 Homeless households in temporary accommodation (housed under statutory duties)	For info	1,824	1,852	n/a	n/a
13.2 Rough Sleeper and Covid-19 short term placements	For info	369	225	n/a	n/a
13.3 Rent collected for emergency accommodation	89.21%	75.15% (£2.16m of £2.87m)	75.67% (£3.29m of £4.34m)		
13.4 Rent collected for leased temporary accommodation properties	96.10%	95.66% (£3.60m of £3.77m)	95.02% (£5.58m of £5.87m)		
13.5  Rent collected for Seaside Homes	91%	92.86% (£2.37m of £2.55m)	91.73% (£3.30m of £3.59m)		
13.6 Empty temporary accommodation homes (all types)	For info	163	188	n/a	n/a
The indicator above previously counted only leased and Seaside homes, but now includes all types including emergency accommodation. At the end of Q3, the majority of empty homes are in block booked emergency accommodation (108) followed by leased (54) and Seaside Homes (13).					
13.7 <b>New:</b> Seaside Homes with a valid Landlord's Gas Safety Record	100%	100% (429 of 429)	98.60% (423 of 429)		
The next report will also include a gas safety indicator for leased temporary accommodation.					



 Council housing – supply		Q2 2020/21	Q3 2020/21
14.1	 Additional council homes	77	16
14.2	... at Local Housing Allowance rents	87% (67 of 77)	31% (5 of 16)
14.3	... at 37.5% Living Wage rents	1% (1 of 77)	19% (3 of 16)
14.4	... at 27.5% Living Wage rents	6% (5 of 77)	50% (8 of 16)
14.5	...at social rents	3% (2 of 77)	0% (0 of 16)
14.6	Council homes sold through the Right to Buy	6	3
Of the 17 homes sold during 2020/21 to date, 10 were flats (3 one bed, 5 two bed, 2 three bed) and 7 were houses (5 two bed, 1 three bed, 1 four bed).			
14.7	Net change in the number of council homes – all rent levels	+71	+13
14.8	Net change in the number of council homes – social and 27.5% Living Wage rent homes only	0	+5
14.9	 Total council owned homes	11,660	11,673
Total stock includes 10,688 general needs, 877 seniors housing, 92 council owned temporary/emergency accommodation (including units not yet handed over, such as Gladstone Court), 5 Next Steps accommodation and 11 long term leases to housing associations. In addition to the 11,673 council owned dwellings there are 2,384 leaseholder and 499 Seaside Homes dwellings.			

## 14.10 Council housing – buy backs (Home Purchase and Next Steps Accommodation programmes)

Buy backs by application date	2017/18	2018/19	2019/20	2020/21 to date	Total
<b>Total applications</b>	<b>5</b>	<b>53</b>	<b>88</b>	<b>102</b>	<b>248</b>
Of which, became purchases	2	32	48	8	90
Council declined	1	13	11	11	36
Owner declined offer	1	5	11	2	19
Owner withdrew	1	3	11	9	24
Outcome pending	0	0	7	72	79

Completed buy backs by rent level	2017/18	2018/19	2019/20	2020/21 to date	Total
<b>Completed purchases</b>	<b>1</b>	<b>13</b>	<b>43</b>	<b>33</b>	<b>90</b>
... general needs social rent	0	0	1	2	3
... general needs 27.5% Living Wage	0	0	5	16	21
... general needs 37.5% Living Wage	1	5	24	8	38
... temporary housing at LHA rates	0	8	13	7	28










NB Performance for 2020/21 to date is 33 against an indicative target of 48 (64 for the whole year).






### Summary of all buy backs since start of programmes, September 2017

















Total purchases	Social rent	27.5% LWR	37.5% LWR	LHA rate	No. rent reserve applied	Total rent reserve applied	Net modelled subsidy over all properties to date (£)
90*	3	22	38	27	7 **	£0.249m	£163,000

\*Of which 78 are flats (4 studio, 29 one bed, 39 two bed, 6 three bed) and 12 are houses (3 two bed, 9 three bed).

















\*\*Following Housing Committee decision to use rent reserve to keep rents as low as possible. Next update will be at the end of 2020/21.

 Council housing – management		Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2
15.1	 Rent collected from council tenants (end of year projection)	95%	96.68% (£51.1m of £52.8m)	96.41% (£51.4m of £53.3m)		
At end December, 27% of council tenants (3,010 of 11,309) were in arrears, which breaks down as 767 less than £100; 1,122 between £100 and £499.99; 1,121 more than £500						
15.2	 Tenants known to claim Universal Credit (UC)	For info	24% (2,674 of 11,328)	24% (2,776 of 11,309)	n/a	n/a
15.3	UC tenants in arrears who have an alternative payment arrangement	For info	47% (699 of 1,492)	46% (719 of 1,559)	n/a	n/a
15.4	Arrears of UC tenants as a proportion of total arrears	For info	71% (£1.2m of £1.7m)	68% (£1.3m of £1.9m)	n/a	n/a
15.5	Tenants evicted due to rent arrears	For info	0	0	n/a	n/a
15.6	Tenants evicted due to anti-social behaviour (ASB)	For info	0	0	n/a	n/a
15.7	 New ASB cases reported	For info	209	155	n/a	n/a
15.8	Closed ASB cases	For info	182	176	n/a	n/a
15.9	Average days taken to close ASB cases	For info	111	112	n/a	n/a
15.10	Active ASB cases (quarter end)	For info	311	290	n/a	n/a
15.11	 Surveyed ASB victims satisfied with way their closed case was handled	85%	TBC	TBC	TBC	TBC
The above indicator is TBC while the methodology for collecting ASB satisfaction data is revised, in order to achieve a higher sample rate for closed cases. This work is progressing well, so the first results are expected to be available in the Q4 report.						
15.12	Tenancies sustained following difficulties	98%	95% (18 of 19)	95% (18 of 19)		

 Council housing – management		Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2
15.13	 Average re-let time (calendar days) excluding time spent in major works	21	96 (50 lets)	87 (46 lets)		
15.14	Average 'key to key' empty period (calendar days) including time spent in major works	For info	111 (50 lets)	120 (46 lets)	n/a	n/a
15.15	 Empty council homes (includes new homes)	For info	230	305	n/a	n/a

 Council housing – repairs and maintenance		Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2
16.1	Emergency repairs completed within 24 hours	99%	99.1% (2,748 of 2,772)	98.2% (2,715 of 2,764)		
16.2	Routine repairs completed within 28 calendar days	92%	71.4% (1,882 of 2,636)	77.0% (2,192 of 2,847)		
16.3	 Average time to complete routine repairs (calendar days)	15 days	33	32		
16.4	 Appointments kept as proportion of appointments made	97%	97.1% (7,149 of 7,359)	97.3% (9,395 of 9,657)		
16.5	 Tenants satisfied with repairs (standard of work)	96%	97% (984 of 1,011)	95% 1,071 1,130		
16.6	Repairs completed at first visit	92%	93.7% (5,087 of 5,431)	90.1% (5,060 of 5,613)		
16.7	<b>New:</b> Repairs Helpdesk – calls answered	For info	96% (2,939 of 3,061)	95% (19,778 of 20,839)	n/a	n/a
16.8	<b>New:</b> Repairs Helpdesk – average call answering time (seconds)	For info	13	37	n/a	n/a

NB the Repairs Helpdesk returned to a full call answering service in September following the use of a voicemail system during the earlier part of the Covid-19 pandemic.

 Council housing – repairs and maintenance		Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2
16.9	 Dwellings meeting Decent Homes Standard	100%	93.59% (10,912 of 11,660)	93.68% (10,935 of 11,673)		
16.10	Energy efficiency rating of homes (out of 100)	67.4	67.7	67.8		
16.11	 Council homes with a valid Landlord's Gas Safety Record	100%	100% (9,996 of 9,996)	100% (10,004 of 10,004)		
16.12	 Lifts – average time taken (hours) to respond	2	3.3	2.6		
16.13	Lifts restored to service within 24 hours	95%	95% (143 of 151)	88% (139 of 158)		
16.14	Lifts – average time taken (days) to restore service when not within 24 hours	7	8	7		

Please note that new performance indicators relating to planned and major works are currently being developed and will be included in future versions of these performance reports once new arrangements are in place. Updates are as follows:

- **Planned works and improvement programmes**

A consultation period with leaseholders has been carried out regarding our proposals to enter into long term agreements with contractors to deliver planned maintenance and improvement programmes. Contracts are now being mobilised and all contracts are due to be in place and operational from April 2021.

- **Major Capital Works framework (MCW) update**

Evaluation and moderation of bids for places on the framework have been completed and a consultation period with leaseholders will commence shortly. We anticipate the framework will be in place in April 2021.



## Leaseholder disputes

Q2 2020/21

Q3 2020/21

		Q2 2020/21	Q3 2020/21
17.1	Stage one disputes opened	3	28
17.2	Stage one disputes closed	2	14
17.3	Active stage one disputes (end quarter)	4	18
17.4	Stage two disputes opened	0	4
17.5	Stage two disputes closed	1	3
17.6	Active stage two disputes (end quarter)	1	2
17.7	Stage three disputes opened	0	0
17.8	Stage three disputes closed	0	0
17.9	Active stage three disputes (end quarter)	1	1

These figures in this table count individual disputes, which can involve one or several leaseholders because they range in scale in complexity (for example, the largest single active group dispute at stage one involves 36 leaseholders). The Covid-19 pandemic has made it harder to arrange the inspections required to resolve many disputes and the Leasehold team are working to resolve this