

Cabinet (Performance Management) Panel

23 November 2015

Report title	Housing Managing Agents Performance Monitoring Report – Quarter One April 2015 to June 2015	
Decision designation	AMBER	
Cabinet member with lead responsibility	Councillor Peter Bilson City Assets	
Key decision	No	
In forward plan	No	
Wards affected	All	
Accountable director	Lesley Roberts, Housing	
Originating service	City Housing	
Accountable employee(s)	Liane Taylor	Housing Strategy and Development Support Officer – Housing Services 01902 554758 Liane.Taylor@wolverhampton.gov.uk
	Tel	
	Email	
Report to be/has been considered by	N/A	

Recommendation(s) for action or decision:

The Cabinet (Performance Management) Panel is recommended to:

Review and comment on the performance of the housing management agents for quarter one 2015/16 and any areas for improvement.

1.0 Purpose

- 1.1 The primary purpose of this report is to provide Councillors with an evaluation of the performance of Wolverhampton Homes and the Tenant Management Organisations (TMOs) in managing and maintaining Council owned dwellings during the 2015-16 financial year.

2.0 Background

- 2.1 This report assists in clarifying and highlighting areas of performance and in particular where performance data suggests that intervention or revised working may be required or has been undertaken.
- 2.2 Unfortunately due to the period of time necessary to collate all of the internal and external performance data and the sequencing of the meetings of the Panel this report relates to quarter one performance in 2015-16 (1 April 2015 to 30 June 2015).
- 2.3 The report illustrates performance from quarter one 2014-15 to quarter one 2015-16 inclusively to allow comparison over the year.
- 2.4 The performance for each of the managing agents is grouped under three headings:
- a) Rents management
 - b) Repairs management
 - c) Voids and allocations
- 2.5 Wolverhampton Homes additionally reports on business planning, satisfaction with the handling and outcome of the Anti-Social Behaviour (ASB) process, Stock Investment, Customer Care and Estate Services.
- 2.6 Tables indicate both the direction in which performance needs to move for improvement and performance trends between the current and the previous quarter.
- 2.7 Additionally, performance is categorised as:
- a) GREEN – where performance is in target and:
 - (i) Was in target the previous quarter, or
 - (ii) Was marked as Amber in the previous quarter.
 - b) AMBER – where performance is:
 - (i) Off target this quarter and was marked as Green in the previous quarter, or
 - (ii) In target this quarter and was marked as Red in the previous quarter.
 - c) RED – where performance is off target and,
 - (i) Was marked as Amber in the previous quarter, or
 - (ii) Was marked as Red in the previous quarter, or
 - (iii) Gives clear cause for concern

The left hand column of the table will show G, A or R.

2.8 Governance

- 2.8.1 The Housing Strategy Team continues to monitor the governance of the housing management organisations.
- 2.8.2 The Service Manager Housing Strategy and Development attends Wolverhampton Homes' board meetings as an observer. Wolverhampton Homes' board, committee and other minutes and papers are available on request to Council employees.
- 2.8.3 The TMOs have provided agendas, minutes and other documents from their regular meetings. Housing Services employees have observed TMO board and committee meetings where resources have permitted.

3.0 Progress for Wolverhampton Homes

- 3.1 This section gives an outline of Wolverhampton Homes' performance for quarter one 2015-16. Performance details are available in Appendix 1a and 1b.
- 3.2 Wolverhampton Homes manages approximately 21,000 properties on behalf of the Council. Generally, good performance has been maintained in the first quarter of the year and remains good overall. Of the twenty-four indicators included in this report;
- performance for fifteen of the twenty-two with targets set are in target
 - performance has been improved or been maintained for six of the eighteen with applicable targets where comparison with the same quarter last year is possible.
 - performance has been maintained or improved for fifteen of the twenty-five with applicable data where comparison with the previous quarter is possible.
 - for the six indicators where performance is not in target, the causes have been identified and addressed below.

3.3 Rents Management

- 3.3.1 Changes in housing benefit brought about by Welfare Reform have had an impact on resources for Wolverhampton Homes. Some staffing resources have been diverted to respond to the needs of tenants and the organisation, including income/arrears collection and the provision of money and debt advice for example undertaking detailed financial assessments. Partnerships have also been developed, most notably with the CAB and Refugee and Migrant Centre, providing specialist advice and information which is tailored to meet the needs of individual households.
- 3.3.2 Performance for rents management was very good in the first quarter of 2015-16, meeting all but one of the targets, and improving performance for two indicators when compared to the previous quarter. Performance has weakened slightly when compared to the same quarter last year. Rent collected continues to exceed the profiled quarterly target. There have been twenty-one evictions for rent arrears this year, none of which were solely due to the impact of welfare reform and the removal of the under occupancy subsidy.
- 3.3.3 This area of performance does not currently give any cause for concern.

3.4 Repairs Management

3.4.1 The methodologies for the repairs performance indicators is currently under review by Wolverhampton Homes. The service is to be delivered through AM or PM appointments, rather than the two hour time slots introduced as part of Vision, to increase efficiency and improve the service to customers. The full suite of repairs indicators is expected to be available in quarter two 2015-16.

3.4.2 Current repairs performance has generally weakened very slightly when compared to the previous quarter and the same quarter last year. The percentage of valid gas certificates continues to exceed the target.

3.5 Voids and Allocations

3.5.1 Performance for empty property management was good for the first quarter of 2015-16, meeting all targets despite weakening slightly on performance for the same quarter in the previous year.

3.5.2 Data for the average number of days taken to re-let property has not been supplied as a full set of data is not available whilst the suite of Voids and Allocations indicators is under review. A full set of data is expected to be available in quarter two 2015-16.

3.5.3 The average number of empty dwellings at quarter four is 217 out of the total stock, i.e. 0.01%.

3.6 Business Planning

3.6.1 Performance for average days lost through employee illness continues to be very good, remaining within target and improving on last quarter.

3.7 Anti-Social Behaviour

3.7.1 Performance for tenant satisfaction with the anti-social behaviour service remains in target with improvement on the same quarter last year for tenant satisfaction with the way Anti-Social Behaviour complaints were dealt with.

3.8 Stock Investment

3.8.1 Although the decent homes backlog funding has now come to an end, the Housing Capital Works programme for financial year 2015-16 and subsequent years includes budgetary allowances for continuing decent homes work, both to properties in the City that have not yet received decent homes work and for properties that fall out of decency over time.

3.8.2 Performance for the new indicators is generally good with two of the three within target.

3.9 Customer Care

- 3.9.1 The targets for average call answer time and calls abandoned for Homes Direct are now the same as the Council's targets for City Direct and were changed as part of Wolverhampton Homes' Channel Shift agenda.
- 3.9.2 Performance for both indicators is in target and the average call answer wait time has improved this quarter.
- 3.9.3 Performance for complaints responded to in target time remains off target. There were resourcing issues which contributed to delays.

3.10 Estate and Concierge Services

- 3.10.1 Performance for fire safety inspections on low and medium rise blocks and on high rise blocks continues to be excellent, maintaining 100% checks completed since the same quarter last year.

4.0 Progress for Bushbury Hill Estate Management Board (EMB)

- 4.1 This section gives an outline of Bushbury Hill EMB's performance for quarter one 2015-16. Performance details are available in Appendix 2.
- 4.2 Bushbury Hill EMB manages 839 properties on behalf of Wolverhampton City Council. Generally, performance has improved this quarter. All nine indicators are in target and seven have improved or been maintained when compared to the same quarter last year and performance for all but two of the indicators has improved or been maintained when compared to the previous quarter.

4.3 Rents Management

- 4.3.1 Performance for rents management was very good in the first quarter of 2015-16, meeting all targets although arrears levels have risen when compared to the same quarter last year. To address this, the TMO had a drive on collections, has incentivised payment by Direct Debit, and produced literature on priority debts to support tenants in sustaining their tenancies.

4.4 Voids and Allocations

- 4.4.1 The TMO operates a local lettings plan and its own choice-based lettings scheme - Bushbury Choose Your Home. The Housing Strategy team is currently monitoring and reviewing the processes and early indications suggest that it is effective and well run.
- 4.4.2 Performance for voids and allocations has been very good this quarter with the average re-let time being well within target. The TMO has alerted the Housing Strategy and Development Team to the expected increase in voids in quarter two 2015-16, as a result of a number of tenants taking up the Social Mobility Fund grant. This grant assists a small number of tenants who are unable to exercise their Right To Buy the council home they rent in purchasing a property on the open market.

4.5 Repairs

- 4.5.1 Bushbury Hill EMB delivers its repairs service to tenants through a contract with Wrekin Housing Trust and offers tenants a “same day” repairs service. The methodology the Council uses to measure repairs performance cannot measure this service. As the focus on repairs services shifts to customer convenience rather than government timescales, Bushbury Hill EMB has developed a suite of repairs indicators that will enable it to measure its performance.
- 4.5.2 For 2014-15, Bushbury Hill EMB has reported headline performance for repairs. Performance is good with repairs attended in time, rapid response repairs attended same day and those completed same day, all within target and improved when compared with the same quarter last year.

4.6 Governance

- 4.6.1 Governance of Bushbury Hill EMB is good. There is a strong active board with clear leadership from the chair. Officers support the board and strive to improve and widen the services provided to tenants. For example through its relationship with Wrekin Housing Trust, BHEMB offers money advice to tenants. The EMB also operate life skills and getting ready for tenancy training courses from its offices.

5.0 Progress for Dovecotes Tenant management Organisation (TMO)

- 5.1 This section gives an outline of Dovecotes TMO’s performance for quarter one 2015-16. Performance details are available in Appendix 3.
- 5.2 Dovecotes TMO manages 828 properties on behalf of Wolverhampton City Council. Generally performance is good this quarter. Of the eleven indicators eight are in target, six have improved or been maintained this quarter and four have improved or been maintained when compared to the same quarter last year.

5.3 Rents

- 5.3.1 Performance for rents management was good in the first quarter of 2015-16, meeting all but one target. The percentage of tenants with more than seven weeks rent arrears remains off target and will be monitored. The TMO has referred some tenants to Wolverhampton Homes’ Money Smart to assist with tenancy sustainment.

5.4 Voids and Allocations

- 5.4.1 Performance for voids and allocations has been good this quarter with levels of void loss in target and the average re-let time very slightly off target although performance for both weakened slightly when compared to the same quarter last year. This is largely due to the TMO experiencing a higher than usual number of voids this quarter.

5.5 Repairs

5.5.1 Performance for repairs is very good with all but one indicator in target, three improved when compared to the previous quarter and two improved when compared to the same quarter last year.

5.6 Governance

5.6.1 The Housing Strategy team will be working with the TMO board to identify training needs and put together a training plan.

6.0 Progress for New Park Village Tenant Management Co-operative (TMC)

6.1 This section gives an outline of New Park Village TMC's performance for quarter one 2015-16. Performance details are available in Appendix 4.

6.2 New Park Village TMC manages 298 properties on behalf of Wolverhampton City Council. Generally, performance has improved this quarter. Of the ten indicators six are in target, six have improved or been maintained this quarter and six have improved or been maintained when compared to the same quarter last year.

6.3 Rents

6.3.1 Performance for rents management was mixed in the first quarter of 2015-16, with tenants evicted as a result of rent arrears being in target and improved when compared to last quarter and the same quarter last year. However, tenants with more than seven weeks arrears and the arrears as a percentage of the rent roll is off target and has weakened when compared to last quarter and the same quarter last year. To address this the TMO has made referrals to Citizens Advice Bureau, the Money Smart Team in Wolverhampton Homes and the Tenancy Sustainment Team with the City Council.

6.4 Voids and Allocations

6.4.1 New Park Village has reported difficulties in letting some of the properties on the estate. A small third bedroom, and the heating charge that is applied only on this estate, contribute to the properties, particularly those with three bedrooms, appearing unaffordable to some potential tenants. This has, on a number of occasions, led to tenancy offers being declined and in some cases to new tenants leaving the estate and entering the private rented market.

6.4.2 Performance for voids and allocations has been mixed this quarter with levels of void loss being within target and improving both this quarter and when compared to the same quarter last year. However, the average re-let time is off target and has weakened when compared to last quarter and the same quarter last year.

6.5 Repairs

6.5.1 Performance for repairs is very good with all but one indicators in target, and improved or maintained when compared to the same quarter last year. However, emergency repairs completed on time was off target.

6.6 Governance

6.6.1 New Park Village TMC held a continuation ballot in June through July 2015, the result of which secured the TMO's management of the estate for a further seven years.

7.0 Progress for Springfield Horseshoe Housing Management Co-operative (HMC)

7.1 This section gives an outline of Springfield Horseshoe HMC's performance for quarter four 2015-16. Performance details are available in Appendix 5.

7.2 Springfield Horseshoe HMC manages 274 properties on behalf of Wolverhampton City Council. Generally, performance has been very good this quarter. Of the ten indicators all are in target, six have been improved or maintained this quarter and six have improved or been maintained when compared to the same quarter last year.

7.3 Rents Management

7.3.1 Performance for rents management was very good in the first quarter of 2015-16, meeting all targets, with seven weeks arrears performance improved this quarter.

7.3.2 The TMO is pursuing arrears cases to encourage tenants to seek advice and assistance where necessary.

7.4 Voids and Allocations

7.4.1 Performance for voids and allocations has been very good this quarter. Levels of void loss and the average re-let time are well within target and improved when compared to the same quarter last year.

7.5 Repairs

7.5.1 Performance for repairs remains very good with all indicators in target and all performance improved or maintained at very high levels. Repairs completed in time continues to perform at 100% and average time to complete non-urgent repairs continues to be one day.

7.6 Governance

7.6.1 The TMO is currently reviewing its policies and procedures with external assistance and is undertaking a programme of board member training.

8.0 Financial implications

8.1 This report has no financial implications.
[JB/12112015/E]

9.0 Legal implications

- 9.1 The services provided by the managing agents relates to the discharge of the Council's duties to its tenants. Failure to undertake relevant repairs to housing stock within a reasonable time following notice to the Council of disrepair can result in a tenant commencing proceedings in the civil courts against the Council for breach of repairing obligations under S11 of the Landlord and Tenant Act 1985.
- 9.2 Given that the incumbent of both the Housing Directorate and the post of Chief Executive of Wolverhampton Homes is the same person in the event of any dispute or conflict between these posts the matter will be referred to the Managing Director of the Council and/or the Chair of the board of Wolverhampton Homes to resolve.
[RB/09112015/H]

10.0 Equalities implications

- 10.1 There are no direct equality implications arising from this report, however the delivery of housing management services has an impact on the accessibility of housing for residents in the city.

11.0 Environmental implications

- 11.1 There are no direct environmental implications arising from this report, however the proper management of the Council's housing stock including investment to repair and improve properties considerably enhances the built environment.

12.0 Human resources implications

- 12.1 This report has no human resources implications.

13.0 Corporate landlord implications

- 13.1 This report relates to the performance of the housing management agents and council housing stock and therefore has no corporate landlord implications.

14.0 Schedule of background papers

Appendix 1a:

Wolverhampton Homes – 2015-16 Quarter One Performance (by category)

Appendix 1b:

Wolverhampton Homes – 2015-16 Quarter One Performance (by Green Amber Red)

Appendix 2:

Bushbury Hill EMB – 2015-16 Quarter One Performance (by category)

Appendix 3:

Dovecotes TMO – 2015-16 Quarter One Performance (by category)

Appendix 4:

New Park Village TMC – 2015-16 Quarter One Performance (by category)

Appendix 5:

Springfield Horseshoe HMC – 2015-16 Quarter One Performance (by category)

Appendix 1a Wolverhampton Homes by category		Good is	Q1 14/15	Q2 14/15	Q3 14/15	Q4 14/15	Q1 15/16	Target Profile Or Annual	Comment	Trend Q-O-Q
Rents Management										
G	Rent collected as a percentage of rent owed	H	97.54	97.77	98.09	98.44	96.79	[P] 96.61 [A] 97.50	Performance has weakened year-on-year in and is in target.	-
G	Tenants with more than 7 weeks arrears as a percentage of all tenants	L	1.27	1.43	1.50	1.55	1.54	[P] 1.90 [A] 1.90	Performance has weakened year-on-year and is in target.	+
G	Tenants evicted for rent arrears as a percentage of all tenants	L	0.06	0.19	0.27	0.42	0.10	[P] 0.11 [A] 0.45	Performance has weakened year-on-year and is in target.	+
R	Rent arrears of current tenants as a % of the rent roll (WH only)	L	1.13	1.26	1.16	0.87	1.29	[P] 1.23 [A] 0.98	Performance has weakened year-on-year and is off target.	-
Repairs										
G	% of responsive repairs for which an appointment was made & kept	H	94.54	95.22	94.98	95.04	94.38	[P] 95.00 [A] 95.00	Performance has weakened year-on-year and is off target.	-
G	% of valid gas certificates for tenanted properties	H	99.99	99.99	99.98	100.00	99.99	[P] 99.60 [A] 99.60	Performance has been maintained year-on-year and is in target.	-
R	% total response repairs completed within target	H	98.93	98.47	98.87	98.16	97.85	[P] 99.00 [A] 99.00	Performance has weakened year-on-year and is off target.	-
Voids & Allocations										
N/A	Average days to re-let property	L	22	19	20	24	N/A	[P] 25 [A] 25	N/A	N/A
G	% of tenancy offers accepted first time	H	87.44	82.90	82.65	87.22	80.43	[P] 80.00 [A] 80.00	Performance has weakened year-on-year and is in target.	-

Appendix 1a Wolverhampton Homes by category		Good is	Q1 14/15	Q2 14/15	Q3 14/15	Q4 14/15	Q1 15/16	Target Profile Or Annual	Comment	Trend Q-O-Q
Voids & Allocations (continued)										
G	% Rent lost through properties being vacant	L	1.52	1.53	1.55	1.57	1.60	[P] 1.60 [A] 1.60	Performance has weakened year-on-year and is in target.	-
Business Planning										
G	Average days lost through illness	L	5.13	5.45	6.20	6.17	5.76	[P] 6.50 [A] 6.50	Performance has weakened year-on-year and is in target.	+
Anti-Social Behaviour										
G	% satisfied with the way their ASB complaint was dealt with	H	93.26	96.88	93.55	94.53	94.39	[P] 90.00 [A] 90.00	Performance has improved year-on-year and is in target.	-
G	% satisfied with the outcome of their ASB complaint	H	92.13	96.25	93.55	92.19	91.59	[P] 90.00 [A] 90.00	Performance has weakened year-on-year and is in target.	-
Stock Investment										
N/A	% of properties that were non-decent in 2010 and are still non-decent	L	N/A	N/A	N/A	N/A	4.36	TBC	This was a new target for 2015-16. Target TBC.	N/A
N/A	% of newly arising properties that are non-decent		N/A	N/A	N/A	N/A	0.14	TBC	This was a new target for 2015-16. Target TBC.	N/A
N/A	Tenant satisfaction with the completed work	H	N/A	N/A	N/A	N/A	90.36	[P] 96.00 [A] 96.00	This was a new target for 2015-16. Performance is off target..	N/A
N/A	% of workforce who are local labour	H	N/A	N/A	N/A	N/A	36.52	[P] 30.00 [A] 30.00	This was a new target for 2015-16. Performance is in target..	N/A

Appendix 1a Wolverhampton Homes by category		Good is	Q1 14/15	Q2 14/15	Q3 14/15	Q4 14/15	Q1 15/16	Target Profile Or Annual	Comment	Trend Q-O-Q
Stock Investment (continued)										
N/A	% progress (by Value) with the delivery of capital projects	within tolerance	N/A	N/A	N/A	N/A	21.41	[P] 25 +/- 5% [A] 25 +/- 5%	This was a new target for 2015-16. Performance is in target..	N/A
Customer Care										
G	Homes Direct - Average call answer wait time (in seconds)	L	46.00	23.00	75.00	58.00	57.00	[P] 90.00 [A] 90.00	Performance has weakened year-on-year and is in target.	+
G	Homes Direct - % of calls abandoned	L	6.50	2.90	10.50	8.50	12.90	[P] 15.00 [A] 15.00	Performance has weakened year-on-year and is in target.	-
R	Complaints responded to in target timescales - %	H	92.95	93.48	81.82	90.48	90.16	[P] 95.00 [A] 95.00	Performance has weakened year-on-year and is off target.	-
A	Councillor enquiries responded to in 14 days	H	94.56	97.01	94.51	96.23	92.02	[P] 95.00 [A] 95.00	Performance has weakened year-on-year and is off target.	-
Estate Services										
G	% of fire safety inspections completed on low rise & medium rise blocks (concierge)	H	100.00	100.00	100.00	100.00	100.00	[P] 99.00 [A] 99.00	Performance has been maintained year-on-year and is in target.	=
G	% of fire safety inspections completed on high rise blocks (concierge)	H	100.00	100.00	100.00	100.00	100.00	[P] 99.00 [A] 99.00	Performance has been maintained year-on-year and is in target.	=

Appendix 1b Wolverhampton Homes by GAR		Good performa nce is	Q1 14/15	Q2 14/15	Q3 14/15	Q4 14/15	Q1 15/16	Target Profile Or Annual	Comment	Trend Q-O-Q
Green - Rents Management										
G	Rent collected as a percentage of rent owed	H	97.54	97.77	98.09	98.44	96.79	[P] 96.61 [A] 97.50	Performance has weakened year-on-year in and is in target.	-
G	Tenants with more than 7 weeks arrears as a percentage of all tenants	L	1.27	1.43	1.50	1.55	1.54	[P] 1.90 [A] 1.90	Performance has weakened year-on-year and is in target.	+
G	Tenants evicted for rent arrears as a percentage of all tenants	L	0.06	0.19	0.27	0.42	0.10	[P] 0.11 [A] 0.45	Performance has weakened year-on-year and is in target.	+
Green - Repairs										
G	% of responsive repairs for which an appointment was made & kept	H	94.54	95.22	94.98	95.04	94.38	[P] 95.00 [A] 95.00	Performance has weakened year-on-year and is off target.	-
G	% of valid gas certificates for tenanted properties	H	99.99	99.99	99.98	100.00	99.99	[P] 99.60 [A] 99.60	Performance has been maintained year-on-year and is in target.	-
Green - Voids & Allocations										
G	% of tenancy offers accepted first time	H	87.44	82.90	82.65	87.22	80.43	[P] 80.00 [A] 80.00	Performance has weakened year-on-year and is in target.	-
G	% Rent lost through properties being vacant	L	1.52	1.53	1.55	1.57	1.60	[P] 1.60 [A] 1.60	Performance has weakened year-on-year and is in target.	-
G	Average days lost through illness	L	5.13	5.45	6.20	6.17	5.76	[P] 6.50 [A] 6.50	Performance has weakened year-on-year and is in target.	+

Appendix 1b Wolverhampton Homes by GAR		Good is	Q1 14/15	Q2 14/15	Q3 14/15	Q4 14/15	Q1 15/16	Target Profile Or Annual	Comment	Trend Q-O-Q
Green - Anti-Social Behaviour										
G	% satisfied with the way their ASB complaint was dealt with	H	93.26	96.88	93.55	94.53	94.39	[P] 90.00 [A] 90.00	Performance has improved year-on-year and is in target.	-
G	% satisfied with the outcome of their ASB complaint	H	92.13	96.25	93.55	92.19	91.59	[P] 90.00 [A] 90.00	Performance has weakened year-on-year and is in target.	-
Green - Customer Care										
G	Homes Direct - Average call answer wait time (in seconds)	L	46.00	23.00	75.00	58.00	57.00	[P] 90.00 [A] 90.00	Performance has weakened year-on-year and is in target.	+
G	Homes Direct - % of calls abandoned	L	6.50	2.90	10.50	8.50	12.90	[P] 15.00 [A] 15.00	Performance has weakened year-on-year and is in target.	-
Green - Estate Services										
G	% of fire safety inspections completed on low rise & medium rise blocks (concierge)	H	100.00	100.00	100.00	100.00	100.00	[P] 99.00 [A] 99.00	Performance has been maintained year-on-year and is in target.	=
G	% of fire safety inspections completed on high rise blocks (concierge)	H	100.00	100.00	100.00	100.00	100.00	[P] 99.00 [A] 99.00	Performance has been maintained year-on-year and is in target.	=
Amber - Customer Care										
A	Councillor enquiries responded to in 14 days	H	94.56	97.01	94.51	96.23	92.02	[P] 95.00 [A] 95.00	Performance has weakened year-on-year and is off target.	-

Appendix 1b Wolverhampton Homes by GAR		Good performa nce is	Q1 14/15	Q2 14/15	Q3 14/15	Q4 14/15	Q1 15/16	Target Profile Or Annual	Comment	Trend Q-O-Q
Red - Rents Management										
R	Rent arrears of current tenants as a % of the rent roll (WH only)	L	1.13	1.26	1.16	0.87	1.29	[P] 1.23 [A] 0.98	Performance has weakened year-on-year and is off target.	-
Red - Repairs										
R	% total response repairs completed within target	H	98.93	98.47	98.87	98.16	97.85	[P] 99.00 [A] 99.00	Performance has weakened year-on-year and is off target.	-
Red - Customer Care										
R	Complaints responded to in target timescales - %	H	92.95	93.48	81.82	90.48	90.16	[P] 95.00 [A] 95.00	Performance has weakened year-on-year and is off target.	-
N/A - Voids & Allocations										
N/A	Average days to re-let property	L	22	19	20	24	N/A	[P] 25 [A] 25	N/A	N/A
N/A - Stock Investment										
N/A	% of properties that were non-decent in 2010 and are still non-decent	L	N/A	N/A	N/A	N/A	4.36	TBC	This was a new target for 2015-16. Target TBC.	N/A
N/A	% of newly arising properties that are non-decent		N/A	N/A	N/A	N/A	0.14	TBC	This was a new target for 2015-16. Target TBC.	N/A
N/A	Tenant satisfaction with the completed work	H	N/A	N/A	N/A	N/A	90.36	[P] 96.00 [A] 96.00	This was a new target for 2015-16. Performance is off target..	N/A
N/A	% of workforce who are local labour	H	N/A	N/A	N/A	N/A	36.52	[P] 30.00 [A] 30.00	This was a new target for 2015-16. Performance is in target..	N/A

Appendix 1b Wolverhampton Homes by GAR		Good performa nce is	Q1 14/15	Q2 14/15	Q3 14/15	Q4 14/15	Q1 15/16	Target Profile Or Annual	Comment	Trend Q-O-Q
N/A - Stock Investment (continued)										
N/A	% progress (by Value) with the delivery of capital projects	within tolerance	N/A	N/A	N/A	N/A	21.41	[P] 25 +/- 5% [A] 25 +/- 5%	This was a new target for 2015-16. Performance is in target..	N/A

Appendix 2 Bushbury Hill by category		Good is	Q1 14/15	Q2 14/15	Q3 14/15	Q4 14/15	Q1 15/16	Target Profile Or Annual	Comment	Trend Q-O-Q
Rents management										
G	% tenants with more than seven weeks (gross) rent arrears	L	1.66	1.84	2.40	2.31	2.15	3.00%	Performance has weakened year-on-year and is in target.	+
G	% of tenants evicted as a result of rent arrears	L	0.00	0.12	0.00	0.00	0.00	1.00%	Performance has been maintained year-on-year and is in target.	=
G	Number of Tenants Evicted for Rent Arrears (cumulative)	L	0	1	0	0	0	12	Performance has been maintained year-on-year and is in target.	=
G	Arrears as % of rent roll (cumulative)	L	1.49	1.56	1.81	1.14	1.53	2.00%	Performance has weakened year-on-year and is in target.	-
Voids and Allocations										
G	Void Loss as a % of rent roll	L	0.10	0.11	0.15	0.16	0.02	1.00%	Performance has improved year-on-year and is in target.	+
G	Average time to re-let housing	L	22.83	20.71	28.50	28.36	22.75	35 days	Performance has improved year-on-year and is in target.	+

Appendix 2 Bushbury Hill by category		Good is	Q1 14/15	Q2 14/15	Q3 14/15	Q4 14/15	Q1 15/16	Target Profile Or Annual	Comment	Trend Q-O-Q
Repairs										
G	% Repairs attended within time (WHT & WH)	H	95.77	97.85	97.31	97.39	97.03	95.00%	Performance has improved year-on-year and is in target.	-
G	% Rapid Response Repairs attended same day (WHT only)	H	98.47	97.82	97.42	97.80	99.70	97.00%	Performance has improved year-on-year and is in target.	+
G	% Rapid Response completed same day (WHT only)	H	84.21	82.22	81.77	82.63	87.51	80.00%	Performance has improved year-on-year and is in target.	+

Appendix 3 Dovecotes TMO by category		Good is	Q1 14/15	Q2 14/15	Q3 14/15	Q4 14/15	Q1 15/16	Target Profile Or Annual	Comment	Trend Q-O-Q
Rent management										
R	% tenants with more than seven weeks (gross) rent arrears	L	5.40	5.25	5.31	5.22	5.60	[P] 5.25%	Performance has weakened year-on-year in and is off target.	-
G	% of tenants evicted as a result of rent arrears	L	0.24	0.61	0.00	0.37	0.12	[A] 1.50%	Performance has improved year-on-year and is in target.	+
G	Number of Tenants Evicted for Rent Arrears (cumulative)	L	2	5	0	3	1	[A] 12	Performance has improved year-on-year and is in target.	+
G	Arrears as % of rent roll (cumulative)	L	2.51	2.60	2.59	2.37	2.77	[A] 3.00%	Performance has weakened year-on-year and is in target.	-
Voids and allocations										
G	Void Loss as a % of rent roll	L	0.22	0.30	0.22	0.38	0.30	[A] 2.00%	Performance has weakened year-on-year and is in target.	+
A	Average time to re-let housing	L	15.70	19.42	16.79	19.75	21.06	[P] 21 days	Performance has weakened year-on-year and is off target.	-

Appendix 3 Dovecotes TMO by category		Good is	Q1 14/15	Q2 14/15	Q3 14/15	Q4 14/15	Q1 15/16	Target Profile Or Annual	Comment	Trend Q-O-Q
Repairs										
G	% of urgent repairs completed within government time limits (Right to Repair)	H	99.40	98.60	99.45	98.09	100.00	[P] 97.00%	Performance has improved year-on-year and is in target.	+
G	Average time taken (calendar days) to complete non-urgent repairs	L	6.84	5.40	5.97	6.86	6.52	[P] 8 days	Performance has improved year-on-year and is in target.	+
G	% of responsive repairs for which an appointment was made and kept	H	94.98	97.70	97.02	96.02	94.90	[P] 92.00%	Performance has weakened year-on-year and is in target.	-
A	% of emergency repairs completed on time	H	100.00	100.00	100.00	100.00	96.00	[P] 97.00%	Performance has weakened year-on-year and is off target.	-
G	% of routine repairs completed on time	H	99.55	99.53	99.59	98.61	99.30	[P] 97.00%	Performance has weakened year-on-year and is in target.	+

Appendix 4 New Park Village by category		Good is	Q1 14/15	Q2 14/15	Q3 14/15	Q4 14/15	Q1 15/16	Target Profile Or Annual	Comment	Trend Q-O-Q
Rent Management										
A	% tenants with more than seven weeks (gross) rent arrears	L	2.97	4.66	7.05	5.10	8.29	[P] 7.00%	Performance has weakened year-on-year in and is off target.	-
G	% of tenants evicted as a result of rent arrears	L	0.34	0.34	0.00	0.68	0.00	[A] 3.00%	Performance has improved year-on-year in and is in target.	+
G	Number of Tenants Evicted for Rent Arrears	L	1	1	0	2	0	[A] 11	Performance has improved year-on-year in and is in target.	+
A	Arrears as % of rent roll	L	2.32	2.85	2.79	1.91	4.96	[A] 4%	Performance has weakened year-on-year and is off target.	-
Voids and Allocations										
G	Void Loss as a % of rent roll	L	0.50	0.52	0.80	0.54	0.28	[A] 2.5%	Performance has improved year-on-year and is in target.	+
R	Average time to re-let housing	L	21.00	33.44	57.11	50.83	38.00	[P] 35 days	Performance has weakened year-on-year and is off target.	+

Appendix 4 New Park Village by category		Good is	Q1 14/15	Q2 14/15	Q3 14/15	Q4 14/15	Q1 15/16	Target Profile Or Annual	Comment	Trend Q-O-Q
Repairs										
G	% of urgent repairs completed within government time limits (Right to Repair)	H	100.00	98.00	100.00	100.00	100.00	[P] 97.00%	Performance has been maintained year-on-year and is in target.	=
G	Average time taken (calendar days) to complete non-urgent repairs	L	1.20	1.00	1.00	1.20	1.00	[P] 5 days	Performance has improved year-on-year and is in target.	+
A	% of emergency repairs completed on time	H	97.00	97.00	98.00	98.00	93.00	[P] 97.00%	Performance has weakened year-on-year and is off target.	-
G	% of routine repairs completed on time	H	100.00	100.00	100.00	100.00	100.00	[P] 97.00%	Performance has been maintained year-on-year and is in target.	=

Appendix 4 Springfield Horseshoe by category		Good is	Q1 14/15	Q2 14/15	Q3 14/15	Q4 14/15	Q1 15/16	Target Profile Or Annual	Comment	Trend Q-O-Q
Rents management										
G	% tenants with more than seven weeks (gross) rent arrears	L	2.83	3.14	3.46	3.40	3.31	5.00%	Performance has weakened year-on-year and is in target.	+
G	% of tenants evicted as a result of rent arrears	L	0.00	0.37	0.00	0.00	0.37	2.00%	Performance has weakened year-on-year and is in target.	-
G	Number of Tenants Evicted for Rent Arrears	L	0	1	0	0	1	8	Performance has weakened year-on-year and is in target.	-
G	Arrears as % of rent roll	L	1.51	1.50	1.49	1.23	1.76	4.00%	Performance has weakened year-on-year and is in target.	-
Voids and Allocations										
G	Void Loss as a % of rent roll	L	0.41	0.30	0.21	0.14	0.26	2.50%	Performance has improved year-on-year and is in target.	-
G	Average time to re-let housing	L	42.00	46.20	33.44	30.00	29.00	35 days	Performance has improved year-on-year and is in target.	+

Appendix 5 Springfield Horseshoe by category		Good is	Q1 14/15	Q2 14/15	Q3 14/15	Q4 14/15	Q1 15/16	Target Profile Or Annual	Comment	Trend Q-O-Q
Repairs										
G	% of urgent repairs completed within government time limits (Right to Repair)	H	100.00	100.00	100.00	100.00	100.00	98.00%	Performance has been maintained year-on-year and is in target.	=
G	Average time taken (calendar days) to complete non-urgent repairs	L	1.00	1.00	1.35	1.00	1.00	3 days	Performance has been maintained year-on-year and is in target.	=
G	% of emergency repairs completed on time	H	100.00	100.00	100.00	100.00	100.00	98.00%	Performance has been maintained year-on-year and is in target.	=
G	% of routine repairs completed on time	H	100.00	100.00	100.00	100.00	100.00	98.00%	Performance has improved year-on-year and is in target.	=