



# Cabinet (Performance Management) Panel

15 September 2014

<b>Report title</b>	Housing Managing Agents Performance Monitoring Report – April 2013 to March 2014	
<b>Decision designation</b>	AMBER	
<b>Cabinet member with lead responsibility</b>	Councillor Peter Bilson Economic Regeneration and Prosperity	
<b>Key decision</b>	No	
<b>In forward plan</b>	No	
<b>Wards affected</b>	All	
<b>Accountable director</b>	Tim Johnson, Education and Enterprise	
<b>Originating service</b>	Housing Services	
<b>Accountable employee(s)</b>	Kenny Aitchison	Service Manager Housing Strategy and Development Tel 4841 Email <a href="mailto:kenny.aitchison@wolverhampton.gov.uk">kenny.aitchison@wolverhampton.gov.uk</a>
	Liane Percival	Housing Strategy and Development Support Officer Tel 4758 Email <a href="mailto:liane.percival@wolverhampton.gov.uk">liane.percival@wolverhampton.gov.uk</a>
<b>Report to be/has been considered by</b>	N/A	

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## Recommendation(s) for action or decision:

The Cabinet (Performance Management) Panel is recommended to:

1. Review and comment on the performance of the housing management agents for quarter four 2013/14 and any areas for improvement.
2. Agree to accept a revised reporting format for managing agents performance over the first 2 quarters of 2014/15 at its meeting on 17 November 2014.

## 1.0 Purpose

- 1.1 The primary purpose of this report is to provide Councillors with a regular evaluation of the performance of Wolverhampton Homes and the Tenant Management Organisations (TMOs) in managing and maintaining Council owned dwellings during the 2013/14 financial year.

## 2.0 Background

- 1.1 This report retains the standard format that was previously used to report each quarter to Cabinet (Performance Management) Panel. Employees are working on a revised report format to assist 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.
- 1.2 This report refers to the last quarter in 2013/14 and particularly in relation to:
- 1.2.1 Showing the quarters from quarter four 2012/13 to quarter four 2013/14 to allow comparison over the year.
- 1.2.2 The performance for each of the managing agents is grouped under these headings:
- a) Rents Management
  - b) Repairs Management
  - c) Empty Property Management
- 1.2.3 Tables indicate both the direction in which performance needs to move for improvement and performance trends between the current and the previous quarter.
- 1.2.4 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.

- 1.2.5 The performance of Wolverhampton Homes is compared to the HouseMark Benchmarking Club Top Performance (Top Quartile) position (where this is available). The Benchmarking Club accepts information from around 30 Arms Length Management Organisations (ALMOs). Wolverhampton Homes overall performance compares very well within this benchmarking club.
- 1.2.6 Wolverhampton Homes additionally reports on Business Planning, tenants' satisfaction with the handling and outcomes of the Anti-Social Behaviour (ASB) process, the delivery of the Decent Homes Programme, Customer Care and Estate Services.

### 1.3 Governance

- 1.3.1 The Housing Strategy and Development Team continue to monitor the governance of the housing management organisations as described in a previous report. Wolverhampton Homes' board, committee and other minutes and papers are available on request to Council employees.
- 1.3.2 A Council employee has attended Wolverhampton Homes' board meetings as an observer.
- 1.3.3 The TMOs have provided agendas, minutes and other documents from their regular meetings. A Council employee has 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 four 2013/14. Performance details are available in Appendix 1a and 1b.
- 3.2 Wolverhampton Homes manage 20,861 properties on behalf of the Council. Generally, performance has improved in the last quarter of the year. Of the twenty-seven indicators reported, twenty are in target and only seven are off target. Three of the five indicators that have weakened in the quarter are in the repairs category and poorer performance was expected due to the changes in the way repairs are reported and carried out (further explanation is provided below at 3.4.7).
- 3.3 Rents Management
  - 3.3.1 Performance for rent collection has been very good in the last two quarters, recovering from a poorer first half of the year. The quarter four and year end targets have been met and performance has improved slightly year on year.
  - 3.3.2 Performance for the percentage of tenants with more than seven weeks arrears is back on track after a poorer mid-year. The quarter 4 and year end targets have been met although performance has weakened year on year despite additional resources being diverted to arrears work by Wolverhampton Homes.

3.3.3 Performance for the percentage of tenants evicted increased at a higher rate than anticipated in the second half of the year.

3.3.4 Performance for rent arrears of current tenants has been very good in the last two quarters, recovering from a poorer start to the year. The quarter four and year end targets have been met and performance has improved year on year.

### 3.4 Repairs Management

3.4.1 Performance for appointments made and kept has been slightly under target on average across the year. The quarter four target has been met and performance has improved year on year.

3.4.2 Performance for valid gas certificates has been excellent in all four quarters this year. The quarter four and year end targets have been met and performance has improved year on year.

3.4.3 Performance for routine repairs completed in target time has been off target for three out of four quarters this year. The quarter four and year end targets have not been met and performance has weakened year on year.

3.4.4 Performance for urgent repairs completed in target time has been off target for three out of four quarters this year. The quarter four and year end targets have not been met although performance has improved year on year.

3.4.5 Performance for emergency repairs completed in target time has been good this year, recovering from a blip in quarter three. The quarter four and year end targets have been met although performance has weakened year on year.

3.4.6 Performance for total repairs completed in target time has been off target for three out of four quarters this year. The quarter four and year end targets have not been met and performance has weakened year on year.

3.4.7 However these measures are based upon a process for response repairs based upon target time limits imposed upon the tenant. Nationally the focus for response repairs is shifting from target times to tenants' convenience. So whilst performance in repairs is looking relatively poor, there is no great concern as this performance is measuring the target times.

3.4.8 The performance outturns for Wolverhampton Homes 'VISION' pilot (which delivers repairs at the tenant's convenience) are much better. Performance so far suggests that when the pilot is rolled out city-wide the service will be improved.

3.4.9 The Council will need to develop a new suite of performance measures to manage this new method of carrying out response repairs. Target times will be irrelevant and the focus will need to shift to tenant satisfaction.

### 3.5 Empty Property Management

- 3.5.1 Performance for average days to re-let property has been good all year other than a blip at quarter three. The quarter four and year end targets have been met although performance has weakened year on year.
- 3.5.2 Performance for tenancy offers accepted first time has been good all year although it dropped slightly in quarter four. The quarter four and year end targets have been met although performance weakened slightly year on year.
- 3.5.3 Performance for rent lost through properties being vacant has been poor all year. The quarter four and year end targets have been missed and performance has weakened year on year.
- 3.5.4 The average number of empty dwellings at quarter four is 231.

### 3.6 Business Planning

- 3.6.1 Performance for average days lost through illness has been very good all year. The quarter four and year end targets have been met and performance has improved year on year.

### 3.7 Anti-Social Behaviour

- 3.7.1 Performance for tenants satisfied with how their complaint was dealt with has improved greatly since quarter one. The quarter four and year and targets have been met and performance has improved year on year.
- 3.7.2 Performance for tenants satisfied with the outcome of their complaint has improved greatly since quarter one. The quarter four and year and targets have been met and performance has improved year on year.

### 3.8 Decent Homes

- 3.8.1 In April 2013 the new Strategic Construction Partnership commenced. Performance was adversely affected in quarter one by the change over, but recovered throughout the year so all but the satisfaction year-end targets were met. These indicators are not included in the HouseMark benchmarking club.
- 3.8.2 Performance for non-decent homes made decent has been very good throughout the year. The quarter four and year end targets have been met.
- 3.8.3 Performance for non-decent homes made decent (Priority Neighbourhoods) has been very good throughout the year. The quarter four and year end targets have been met.
- 3.8.4 Performance for the number of properties that have received Decent Homes work has been very good throughout the year. The quarter four and year end targets have been met.

3.8.5 Performance for the variation between actual and target costs has been very good for most of the year other than a peak at quarter three. The quarter four and year end targets have been met.

3.8.6 Performance for satisfaction with Decent Homes has been poor throughout the year. The quarter four and year end targets have not been met. The change-over of contractor has contributed to poor satisfaction due to delays in start-up. Performance and tenant satisfaction levels are dealt with at the Core Group meetings between the contractors and Wolverhampton Homes.

### 3.9 Customer Care

3.9.1 Performance for average call answer wait time has been good throughout the year, although it has continued to weaken since quarter two. The quarter four and year end targets have been met – this is a new indicator so there is no 2012-13 quarter four data for a year on year comparison.

3.9.2 Performance for calls abandoned has been good for the first three quarters but slipped in quarter four. The quarter four target has not been met but the year-end has, although it has weakened year on year.

3.9.3 Performance for complaints responded to in target time has been very good in the last two quarters, recovering from a poorer first half of the year. The quarter four and year end targets have been met, although performance has weakened year on year.

3.9.4 Performance for councillor enquiries responded to in 14 days has been good throughout the year. The quarter 4 and year end targets have been met, and performance has improved year on year.

### 3.10 Estate and Concierge Services

3.10.1 Performance for fire safety inspections on low and medium rise blocks has been excellent throughout the year. The quarter four and year end targets have been met, and performance has been maintained year on year.

3.10.2 Performance for fire safety inspections on high rise blocks has been excellent throughout the year. The quarter four and year end targets have been met, and performance has been maintained year on 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 four 2013/14. Performance details are available in Appendix 2.

4.2 Bushbury Hill EMB manage 844 properties on behalf of Wolverhampton City Council. Generally, performance has improved this quarter. Of the eleven indicators only one is off target, and just three have weakened.

### 4.3 Rents Management

4.3.1 Performance for the percentage of tenants with more than seven weeks arrears has recovered from a poorer quarter two and quarter three and is now in target. The quarter four and year end targets have been met and performance has improved year on year.

4.3.2 Performance for the percentage of tenants evicted has been excellent at zero per cent all year. The quarter four and year end targets have been met and performance has been maintained year on year.

4.3.3 Performance for rent arrears of rent roll has been very good all year. The quarter four and year end targets have been met and performance has improved year on year.

### 4.4 Voids and Allocations

4.4.1 Performance for void loss as a percentage of rent roll has been very good all year. The quarter four and year end targets have been met and performance improved year on year.

4.4.2 Performance for the average time to re-let housing has been inconsistent all year. The quarter four target has not been met although the year-end target has been met and performance has improved year on year.

4.4.3 Nine properties were let via mutual exchange.

### 4.5 Repairs

4.5.1 Performance for urgent repairs completed in government time limits has been good, improving in the second half of the year to come back into target. The quarter four and year end targets have been met and performance has been improved year on year.

4.5.2 Performance for average time to complete non-urgent repairs has been excellent and improved after a poorer start in quarter one. The quarter four and year-end target has been met and performance has improved year on year.

4.5.3 Performance for responsive repairs made and kept has suffered from a poor start to the year. The quarter four and year-end target has been met and performance has improved year on year.

4.5.4 Performance for emergency repairs completed in target time has been very good. The quarter four and year end targets have been met although performance has weakened year on year.

- 4.5.5 Performance for routine repairs completed in target time has been good, recovering from a poor first two quarters of the year. The quarter four target has been met although the year-end target has not, and performance has slightly weakened year on year.
- 4.5.6 Bushbury Hill EMB deliver their 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.
- 4.5.7 Cabinet (Performance Management) Panel will be aware that Bushbury Hill EMB is pursuing stock transfer through the Right To Management regulations.

## **5.0 Progress for Dovecotes Tenant management Organisation (TMO)**

- 5.1 This section gives an outline of Dovecotes TMO’s performance for quarter four 2013/14. Performance details are available in Appendix 3.
- 5.2 Dovecotes TMO manage 832 properties on behalf of Wolverhampton City Council. Generally, performance has improved this quarter. Of the eleven indicators only one is off target, and just three have weakened.
- 5.3 Rents
  - 5.3.1 Performance for the percentage of tenants with more than seven weeks arrears was very good in quarter one to quarter three but weakened throughout the year. The quarter four target was not met but the year-end target was and performance has weakened year on year
  - 5.3.2 Performance for the percentage of tenants evicted has been very good all year. The quarter four and year end targets have been met and performance has been maintained year on year.
  - 5.3.3 Performance for rent arrears of rent roll has been very good all year. The quarter four and year end targets have been met although performance has weakened year on year.
- 5.4 Voids and Allocations
  - 5.4.1 Performance for void loss as a percentage of rent roll has been very good all year. The quarter four and year end targets have been met and performance improved year on year.
  - 5.4.2 Performance for the average time to re-let housing was very good all year. The quarter four and year-end target has been met and performance has improved considerably year on year.

5.4.3 Thirteen properties were let via mutual exchange.

## 5.5 Repairs

5.5.1 Performance for urgent repairs completed in government time limits has been very good, although has continued to weaken slightly throughout the year. The quarter four and year end targets have been met and performance has weakened slightly year on year.

5.5.2 Performance for average time to complete non-urgent repairs has been very good all year. The quarter four and year-end target has been met and performance has improved year on year.

5.5.3 Performance for responsive repairs made and kept has been good all year. The quarter four and year-end target has been met and performance has weakened slightly year on year.

5.5.4 Performance for emergency repairs completed in target time has been good other than in quarter four when performance was off target. The quarter four and year end targets have been met although performance has weakened year on year.

5.5.5 Performance for routine repairs completed in target time has excellent all year. The quarter four and year-end target has been met, and performance has slightly improved year on year.

## 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 four 2013/14. Performance details are available in Appendix 4.

6.2 New Park Village TMC manage 301 properties on behalf of Wolverhampton City Council. Generally, performance has improved this quarter. Of the ten indicators only two are off target, and just three have weakened.

### 6.3 Rents

6.3.1 Performance for the percentage of tenants with more than seven weeks arrears was very good throughout the year. The quarter four and year-end target was met and performance has improved year on year.

6.3.2 Performance for the percentage of tenants evicted has been very good all year. The quarter four and year end targets have been met and performance has been maintained year on year.

6.3.3 Performance for rent arrears of rent roll has been very good all year. The quarter four and year end targets have been met and performance has improved year on year.

#### 6.4 Voids and Allocations

6.4.1 Performance for void loss as a percentage of rent roll has been very good all year. The quarter four and year end targets have been met although performance weakened year on year.

6.4.2 Performance for the average time to re-let housing was very poor in quarter one to quarter three but improved in quarter four. The quarter four target has been met but year-end target has not although performance has improved considerably year on year.

6.4.3 No properties were let via mutual exchange.

#### 6.5 Repairs

6.5.1 Performance for urgent repairs completed in government time limits has been excellent throughout the year. The quarter four and year end targets have been met and performance has been maintained at 100 per cent year on year.

6.5.2 Performance for average time to complete non-urgent repairs has been very good all year. The quarter four and year-end target has been met although performance has slightly weakened year on year.

6.5.3 Performance for emergency repairs completed in target time has been very good other than in quarter four when performance was off target. The quarter four and year-end target was not met and performance has weakened year on year.

6.5.4 Performance for routine repairs completed in target time has excellent all year. The quarter four and year-end target has been met, and performance has been maintained at 100 per cent year on year.

### **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 2013/14. Performance details are available in Appendix 5.

7.2 Springfield Horseshoe HMC manage 278 properties on behalf of Wolverhampton City Council. Generally, performance has improved this quarter. Of the ten indicators only three are off target, and just two have weakened.

### 7.3 Rents Management

- 7.3.1 Performance for the percentage of tenants with more than seven weeks arrears was very good throughout the year until quarter four. The quarter four and year-end target was met and performance has weakened year on year.
- 7.3.2 Performance for the percentage of tenants evicted has been very good all year. The quarter four and year end targets have been met and performance has improved year on year.
- 7.3.3 Performance for rent arrears of rent roll has been very good all year. The quarter four and year end targets have been met and performance has improved year on year.

### 7.4 Voids and Allocations

- 7.4.1 Performance for void loss as a percentage of rent roll has been very good all year. The quarter four and year end targets have been met and performance has improved year on year.
- 7.4.2 Performance for the average time to re-let housing was very poor throughout the year. The quarter four and year-end target has not been met although performance has improved year on year.
- 7.4.3 One property was let via mutual exchange.

### 7.5 Repairs

- 7.5.1 Performance for urgent repairs completed in government time limits has been very good throughout the year. The quarter four and year end targets have been met and performance has been maintained at 100 per cent year on year.
- 7.5.2 Performance for average time to complete non-urgent repairs has been very good all year. The quarter four and year-end target has been met and performance has improved year on year.
- 7.5.3 Performance for emergency repairs completed in target time has been inconsistent throughout the year. The quarter four target was met but the year-end target was not met but performance has improved year on year.
- 7.5.4 Performance for routine repairs completed in target time has been very good throughout the year until quarter four when performance weakened considerably. The quarter four and year-end target has not been met, and performance has been weakened year on year.

## 8.0 Financial implications

- 8.1 This report has no financial implications.  
[CF/01092014/D]

## **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.

[KR/03092014/N]

## **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 Schedule of background papers**

### **Appendix 1a:**

Wolverhampton Homes – 2013/14 Quarter Four Performance (by category)

### **Appendix 1b:**

Wolverhampton Homes – 2013/14 Quarter Four Performance (by Green Amber Red)

### **Appendix 2:**

Bushbury Hill EMB – 2013/14 Quarter Four Performance (by category)

### **Appendix 3:**

Dovecotes TMO – 2013/14 Quarter Four Performance (by category)

### **Appendix 4:**

New Park Village TMC – 2013/14 Quarter Four Performance (by category)

### **Appendix 5:**

Springfield Horseshoe HMC – 2013/14 Quarter Four Performance (by category)

Appendix 1a Wolverhampton Homes by category		Good is	Q4 12/13	Q1 13/14	Q2 13/14	Q3 13/14	Q4 13/14	Year End	Target Profile Or Annual	Bench- mark Top	Comment	Trend Q-O-Q
<b>Rents</b>												
<b>G</b>	Rent collected as a percentage of rent owed	<b>H</b>	98.28	96.75	96.89	97.98	98.40	98.40	[P] 97.00 [A] 97.00	98.70	Performance has improved year-on-year in and is in target.	<b>+</b>
<b>G</b>	Tenants with more than 7 weeks arrears as a percentage of all tenants	<b>L</b>	1.76	1.76	2.01	2.06	1.97	1.97	[P] 2.00 [A] 2.00	2.52	Performance has weakened year-on-year and is in target.	<b>+</b>
<b>A</b>	Tenants evicted for rent arrears as a percentage of all tenants	<b>L</b>	0.43	0.12	0.19	0.34	0.50	0.50	[P] 0.45 [A] 0.45	0.21	Performance has weakened year-on-year and is off target.	<b>-</b>
<b>A</b>	Rent arrears of current tenants as a % of the rent roll (WH only)	<b>L</b>	0.99	1.35	1.70	1.16	0.87	0.87	[P] 1.20 [A] 1.20	2.50	Performance has improved year-on-year and is in target.	<b>+</b>
<b>Repairs</b>												
<b>G</b>	% of responsive repairs for which an appointment was made & kept	<b>H</b>	86.85	93.96	94.68	92.82	94.01	93.89	[P] 94.00 [A] 94.00	99.54	Performance has improved year-on-year and is in target.	<b>+</b>
<b>G</b>	% of valid gas certificates for tenanted properties	<b>H</b>	99.98	99.95	99.96	99.95	99.97	99.99	[P] 99.60 [A] 99.60	100.00	Performance has weakened year-on-year and is in target.	<b>+</b>

Appendix 1a Wolverhampton Homes by category		Good is	Q4 12/13	Q1 13/14	Q2 13/14	Q3 13/14	Q4 13/14	Year End	Target Profile Or Annual	Bench- mark Top	Comment	Trend Q-O-Q
<b>Repairs</b>												
<b>R</b>	The percentage of routine repairs in target time	<b>H</b>	98.76	98.43	98.73	99.11	98.31	98.60	[P] 99.00 [A] 99.00	N/A	Performance has weakened year-on-year and is off target.	-
<b>R</b>	The percentage of urgent repairs completed in target time	<b>H</b>	98.58	99.21	98.88	98.58	98.54	98.77	[P] 99.00 [A] 99.00	N/A	Performance has weakened year-on-year and is off target.	-
<b>G</b>	The percentage of emergency repairs completed in target time	<b>H</b>	99.46	99.53	99.41	98.71	99.17	99.16	[P] 99.00 [A] 99.00	N/A	Performance has weakened year-on-year and is in target.	+
<b>R</b>	% total repairs completed within target	<b>H</b>	98.81	98.76	98.86	99.04	98.56	98.77	[P] 99.00 [A] 99.00	99.24	Performance has weakened year-on-year and is off target.	-
<b>Voids and Allocations</b>												
<b>G</b>	Average days to re-let property	<b>L</b>	15	22	28	25	24	25	[P] 25 [A] 25	N/A	Performance has weakened year-on-year and is in target.	+
<b>G</b>	% of tenancy offers accepted first time	<b>H</b>	86.63	83.04	86.68	86.77	83.78	85.17	[P] 80.00 [A] 80.00	78.12	Performance has weakened year-on-year and is in target.	-

Appendix 1a Wolverhampton Homes by category		Good is	Q4 12/13	Q1 13/14	Q2 13/14	Q3 13/14	Q4 13/14	Year End	Target Profile Or Annual	Bench- mark Top	Comment	Trend Q-O-Q
<b>Voids and Allocations</b>												
<b>R</b>	% Rent lost through properties being vacant	<b>L</b>	1.64	1.93	1.90	1.84	1.76	1.76	[P] 1.70 [A] 1.70	1.06	Performance has weakened year-on-year and is off target.	<b>+</b>
<b>Business Planning</b>												
<b>G</b>	Average days lost through illness	<b>L</b>	6.01	5.19	5.09	5.49	5.90	5.90	[P] 6.75 [A] 6.75	6.74	Performance has improved year-on-year and is in target.	<b>+</b>
<b>Anti-Social Behaviour</b>												
<b>G</b>	% satisfied with the way their ASB complaint was dealt with	<b>H</b>	85.23	75.76	94.39	90.91	92.00	91.70	[P] 80.00 [A] 80.00	91.70	Performance has improved year-on-year and is in target.	<b>+</b>
<b>G</b>	% satisfied with the outcome of their ASB complaint	<b>H</b>	82.95	69.70	92.35	88.64	88.00	88.81	[P] 80.00 [A] 80.00	89.70	Performance has improved year-on-year and is in target.	<b>-</b>
<b>Decent Homes</b>												
<b>A</b>	Number non-decent homes made decent	<b>H</b>	485	110	259	775	621	1765	[P] 610 [A] 1750	N/A	Performance has exceeded the target to Q4.	<b>N/A</b>
<b>A</b>	Number non-decent homes made decent (Priority N/hoods)	<b>H</b>	355	75	178	535	439	1227	[P] 421 [A] 1207	N/A	Performance has exceeded the target to Q4.	<b>N/A</b>
<b>A</b>	Total number of properties that have received DH work	<b>H</b>	548	110	259	775	621	1765	[P] 610 [A] 1750	N/A	Performance has exceeded the target to Q4.	<b>N/A</b>

Appendix 1a Wolverhampton Homes by category		Good is	Q4 12/13	Q1 13/14	Q2 13/14	Q3 13/14	Q4 13/14	Year End	Target Profile Or Annual	Bench- mark Top	Comment	Trend Q-O-Q
<b>Decent Homes</b>												
<b>G</b>	% Variation between actual and target costs	<b>See target</b>	-3.97	6.59	-4.48	-17.08	7.40	0.65	0 +/- 10.00%	N/A	Performance has weakened year-on-year and is in target.	<b>+</b>
<b>R</b>	Satisfaction with Decent Homes	<b>H</b>	96.47	87.50	91.21	85.09	85.00	86.09	[P] 96.00 [A] 96.00	N/A	Performance has weakened year-on-year and is off target.	<b>-</b>
<b>Customer Care</b>												
<b>G</b>	Homes Direct - Average call answer wait time (in seconds)	<b>L</b>	N/A	25.00	24.00	31.00	48.00	33.00	[P] 60.00 [A] 60.00	N/A	This is a new indicator for 2013/14 - performance has weakened and is in target.	<b>-</b>
<b>A</b>	Homes Direct - % of calls abandoned	<b>L</b>	2.47	4.30	2.50	4.30	7.40	4.80	[P] 5.00 [A] 5.00	N/A	Performance has weakened year-on-year and is off target.	<b>-</b>
<b>A</b>	Complaints responded to in target timescales - %	<b>H</b>	97.71	94.35	94.93	95.24	96.71	95.53	[P] 95.00 [A] 95.00	N/A	Performance has weakened year-on-year and is in target.	<b>+</b>
<b>G</b>	Councillor enquiries responded to in 14 days	<b>H</b>	96.63	96.86	96.57	95.39	97.40	96.53	[P] 95.00 [A] 95.00	N/A	Performance has improved year-on-year and is in target.	<b>-</b>

Appendix 1a Wolverhampton Homes by category		Good is	Q4 12/13	Q1 13/14	Q2 13/14	Q3 13/14	Q4 13/14	Year End	Target Profile Or Annual	Bench- mark Top	Comment	Trend Q-O-Q
<b>Estates and Concierge Services</b>												
<b>G</b>	% of fire safety inspections completed on high rise blocks (concierge)	<b>H</b>	100.00	100.00	100.00	100.00	100.00	100.00	[P] 100.00 [A] 100.00	N/A	Performance has been maintained year-on-year and is in target.	=
<b>G</b>	% of fire safety inspections completed on low rise & medium rise blocks (concierge)	<b>H</b>	100.00	100.00	100.00	100.00	100.00	100.00	[P] 99.00 [A] 99.00	N/A	Performance has been maintained year-on-year and is in target.	=

Appendix 1b Wolverhampton Homes by GAR		Good is	Q4 12/13	Q1 13/14	Q2 13/14	Q3 13/14	Q4 13/14	Year End	Target Profile Or Annual	Bench- mark Top	Comment	Trend Q-O-Q
<b>Green - Rents</b>												
<b>G</b>	Rent collected as a percentage of rent owed	<b>H</b>	98.28	96.75	96.89	97.98	98.40	98.40	[P] 97.00 [A] 97.00	98.70	Performance has improved year-on-year in and is in target.	<b>+</b>
<b>G</b>	Tenants with more than 7 weeks arrears as a percentage of all tenants	<b>L</b>	1.76	1.76	2.01	2.06	1.97	1.97	[P] 2.00 [A] 2.00	2.52	Performance has weakened year-on-year and is in target.	<b>+</b>
<b>Green - Repairs</b>												
<b>G</b>	% of responsive repairs for which an appointment was made & kept	<b>H</b>	86.85	93.96	94.68	92.82	94.01	93.89	[P] 94.00 [A] 94.00	99.54	Performance has improved year-on-year and is in target.	<b>+</b>
<b>G</b>	% of valid gas certificates for tenanted properties	<b>H</b>	99.98	99.95	99.96	99.95	99.97	99.99	[P] 99.60 [A] 99.60	100.00	Performance has weakened year-on-year and is in target.	<b>+</b>
<b>G</b>	The percentage of emergency repairs completed in target time	<b>H</b>	99.46	99.53	99.41	98.71	99.17	99.16	[P] 99.00 [A] 99.00	N/A	Performance has weakened year-on-year and is in target.	<b>+</b>

Appendix 1b Wolverhampton Homes by GAR		Good is	Q4 12/13	Q1 13/14	Q2 13/14	Q3 13/14	Q4 13/14	Year End	Target Profile Or Annual	Bench- mark Top	Comment	Trend Q-O-Q
<b>Green - Voids and Allocations</b>												
<b>G</b>	Average days to re-let property	<b>L</b>	15	22	28	25	24	25	[P] 25 [A] 25	N/A	Performance has weakened year-on-year and is in target.	<b>+</b>
<b>G</b>	% of tenancy offers accepted first time	<b>H</b>	86.63	83.04	86.68	86.77	83.78	85.17	[P] 80.00 [A] 80.00	78.12	Performance has weakened year-on-year and is in target.	<b>-</b>
<b>Green - Business Planning</b>												
<b>G</b>	Average days lost through illness	<b>L</b>	6.01	5.19	5.09	5.49	5.90	5.90	[P] 6.75 [A] 6.75	6.74	Performance has improved year-on-year and is in target.	<b>+</b>
<b>Green - Anti-Social Behaviour</b>												
<b>G</b>	% satisfied with the way their ASB complaint was dealt with	<b>H</b>	85.23	75.76	94.39	90.91	92.00	91.70	[P] 80.00 [A] 80.00	91.70	Performance has improved year-on-year and is in target.	<b>+</b>
<b>G</b>	% satisfied with the outcome of their ASB complaint	<b>H</b>	82.95	69.70	92.35	88.64	88.00	88.81	[P] 80.00 [A] 80.00	89.70	Performance has improved year-on-year and is in target.	<b>-</b>
<b>Green - Decent Homes</b>												
<b>G</b>	% Variation between actual and target costs	<b>See target</b>	-3.97	6.59	-4.48	-17.08	7.40	0.65	0 +/- 10.00%	N/A	Performance has weakened year-on-year and is in target.	<b>+</b>

Appendix 1b Wolverhampton Homes by GAR		Good is	Q4 12/13	Q1 13/14	Q2 13/14	Q3 13/14	Q4 13/14	Year End	Target Profile Or Annual	Bench- mark Top	Comment	Trend Q-O-Q
<b>Green - Customer Care</b>												
<b>G</b>	Homes Direct - Average call answer wait time (in seconds)	<b>L</b>	N/A	25.00	24.00	31.00	48.00	33.00	[P] 60.00 [A] 60.00	N/A	This is a new indicator for 2013/14 - performance has weakened and is in target.	-
<b>G</b>	Councillor enquiries responded to in 14 days	<b>H</b>	96.63	96.86	96.57	95.39	97.40	96.53	[P] 95.00 [A] 95.00	N/A	Performance has improved year-on- year and is in target.	-
<b>Green - Estates and Concierge Services</b>												
<b>G</b>	% of fire safety inspections completed on low rise & medium rise blocks (concierge)	<b>H</b>	100.00	100.00	100.00	100.00	100.00	100.00	[P] 99.00 [A] 99.00	N/A	Performance has been maintained year-on-year and is in target.	=
<b>G</b>	% of fire safety inspections completed on high rise blocks (concierge)	<b>H</b>	100.00	100.00	100.00	100.00	100.00	100.00	[P] 100.00 [A] 100.00	N/A	Performance has been maintained year-on-year and is in target.	=
<b>Amber - Rents</b>												
<b>A</b>	Tenants evicted for rent arrears as a percentage of all tenants	<b>L</b>	0.43	0.12	0.19	0.34	0.50	0.50	[P] 0.45 [A] 0.45	0.21	Performance has weakened year-on- year and is off target.	-
<b>A</b>	Rent arrears of current tenants as a % of the rent roll (WH only)	<b>L</b>	0.99	1.35	1.70	1.16	0.87	0.87	[P] 1.20 [A] 1.20	2.50	Performance has improved year-on- year and is in target.	+

Appendix 1b Wolverhampton Homes by GAR		Good is	Q4 12/13	Q1 13/14	Q2 13/14	Q3 13/14	Q4 13/14	Year End	Target Profile Or Annual	Bench- mark Top	Comment	Trend Q-O-Q
<b>Amber - Decent Homes</b>												
<b>A</b>	Number non-decent homes made decent	<b>H</b>	485	110	259	775	621	1765	[P] 610 [A] 1750	N/A	Performance has exceeded the target to Q4.	<b>N/A</b>
<b>A</b>	Number non-decent homes made decent (Priority N/hoods)	<b>H</b>	355	75	178	535	439	1227	[P] 421 [A] 1207	N/A	Performance has exceeded the target to Q4.	<b>N/A</b>
<b>A</b>	Total number of properties that have received DH work	<b>H</b>	548	110	259	775	621	1765	[P] 610 [A] 1750	N/A	Performance has exceeded the target to Q4.	<b>N/A</b>
<b>Amber Customer Care</b>												
<b>A</b>	Homes Direct - % of calls abandoned	<b>L</b>	2.47	4.30	2.50	4.30	7.40	4.80	[P] 5.00 [A] 5.00	N/A	Performance has weakened year-on-year and is off target.	-
<b>A</b>	Complaints responded to in target timescales - %	<b>H</b>	97.71	94.35	94.93	95.24	96.71	95.53	[P] 95.00 [A] 95.00	N/A	Performance has weakened year-on-year and is in target.	<b>+</b>

Appendix 1b Wolverhampton Homes by GAR		Good is	Q4 12/13	Q1 13/14	Q2 13/14	Q3 13/14	Q4 13/14	Year End	Target Profile Or Annual	Bench- mark Top	Comment	Trend Q-O-Q
<b>Red - Repairs</b>												
R	The percentage of routine repairs in target time	H	98.76	98.43	98.73	99.11	98.31	98.60	[P] 99.00 [A] 99.00	N/A	Performance has weakened year-on-year and is off target.	-
R	The percentage of urgent repairs completed in target time	H	98.58	99.21	98.88	98.58	98.54	98.77	[P] 99.00 [A] 99.00	N/A	Performance has weakened year-on-year and is off target.	-
R	% total repairs completed within target	H	98.81	98.76	98.86	99.04	98.56	98.77	[P] 99.00 [A] 99.00	99.24	Performance has weakened year-on-year and is off target.	-
<b>Red - Voids and Allocations</b>												
R	% Rent lost through properties being vacant	L	1.64	1.93	1.90	1.84	1.76	1.76	[P] 1.70 [A] 1.70	1.06	Performance has weakened year-on-year and is off target.	+
<b>Red - Decent Homes</b>												
R	Satisfaction with Decent Homes	H	96.47	87.50	91.21	85.09	85.00	86.09	[P] 96.00 [A] 96.00	N/A	Performance has weakened year-on-year and is off target.	-

Appendix 2 Bushbury Hill EMB by category		Good is	Q4 12/13	Q1 13/14	Q2 13/14	Q3 13/14	Q4 13/14	Year End	Target Profile Or Annual	Comment	Trend Q-O-Q
<b>Rents</b>											
<b>G</b>	% tenants with more than seven weeks (gross) rent arrears	L	2.54	2.00	2.31	2.08	1.78	2.04	6.00%	Performance has improved year-on-year in and is in target.	+
<b>G</b>	% of tenants evicted as a result of rent arrears	L	0.00	0.00	0.00	0.00	0.00	0.00	1.50%	Performance has been maintained year-on-year and is in target.	=
<b>G</b>	Number of Tenants Evicted for Rent Arrears	L	0	0	0	0	0	0	12	Performance has been maintained year-on-year and is in target.	=
<b>G</b>	Arrears as % of rent roll	L	1.16	1.38	1.78	1.33	0.99	0.99	2.50%	Performance has improved year-on-year and is in target.	+
<b>Voids and Allocations</b>											
<b>G</b>	Void Loss as a % of rent roll	L	0.16	0.28	0.05	0.07	0.14	0.54	1.50%	Performance has improved year-on-year and is in target.	-
<b>A</b>	Average time to re-let housing	L	46.40	38.20	25.70	26.00	36.60	33.40	35 days	Performance has improved year-on-year and is off target.	-

Appendix 2 Bushbury Hill EMB by category		Good is	Q4 12/13	Q1 13/14	Q2 13/14	Q3 13/14	Q4 13/14	Year End	Target Profile Or Annual	Comment	Trend Q-O-Q
<b>Repairs</b>											
<b>G</b>	% of urgent repairs completed within government time limits (Right to Repair)	<b>H</b>	99.50	92.80	94.90	97.80	99.10	97.10	<b>97.00%</b>	Performance has weakened year-on-year and is in target.	<b>+</b>
<b>G</b>	Average time taken (calendar days) to complete non-urgent repairs	<b>L</b>	10.20	9.30	6.10	6.70	6.40	7.10	<b>12 days</b>	Performance has improved year-on-year and is in target.	<b>+</b>
<b>A</b>	% of responsive repairs for which an appointment was made and kept	<b>H</b>	99.40	92.30	95.40	96.30	100.00	94.30	<b>97.00%</b>	Performance has improved year-on-year and is in target.	<b>+</b>
<b>R</b>	% of emergency repairs completed on time	<b>H</b>	100.00	99.40	99.70	97.80	99.40	99.20	<b>97.00%</b>	Performance has weakened year-on-year and is in target.	<b>+</b>
<b>R</b>	% of routine repairs completed on time	<b>H</b>	99.50	92.60	95.90	98.90	99.30	96.50	<b>97.00%</b>	Performance has weakened year-on-year and is in target.	<b>+</b>

<b>Appendix 3 Dovecotes TMO by category</b>		<b>Good is</b>	<b>Q4 12/13</b>	<b>Q1 13/14</b>	<b>Q2 13/14</b>	<b>Q3 13/14</b>	<b>Q4 13/14</b>	<b>Year End</b>	<b>Target Profile Or Annual</b>	<b>Comment</b>	<b>Trend Q-O-Q</b>
<b>Rents</b>											
<b>A</b>	% tenants with more than seven weeks (gross) rent arrears	<b>L</b>	4.61	3.82	4.16	4.17	5.19	4.35	<b>4.75%</b>	Performance has weakened year-on-year in and is off target.	<b>-</b>
<b>G</b>	% of tenants evicted as a result of rent arrears	<b>L</b>	0.12	0.36	0.24	0.36	0.11	1.07	<b>1.50%</b>	Performance has improved year-on-year and is in target.	<b>+</b>
<b>G</b>	Number of Tenants Evicted for Rent Arrears	<b>L</b>	1	3	2	3	1	9	<b>12</b>	Performance has been maintained year-on-year and is in target.	<b>+</b>
<b>G</b>	Arrears as % of rent roll	<b>L</b>	2.27	2.52	2.69	2.46	2.37	2.37	<b>3.00%</b>	Performance has improved year-on-year and is in target.	<b>+</b>
<b>Voids and Allocations</b>											
<b>G</b>	Void Loss as a % of rent roll	<b>L</b>	0.39	0.39	0.29	0.29	0.21	1.18	<b>2.00%</b>	Performance has improved year-on-year and is in target.	<b>+</b>
<b>G</b>	Average time to re-let housing	<b>L</b>	22.40	13.40	13.50	11.90	16.90	13.80	<b>24 days</b>	Performance has improved year-on-year and is in target.	<b>-</b>

Appendix 3 Dovecotes TMO by category		Good is	Q4 12/13	Q1 13/14	Q2 13/14	Q3 13/14	Q4 13/14	Year End	Target Profile Or Annual	Comment	Trend Q-O-Q
<b>Repairs</b>											
<b>G</b>	% of urgent repairs completed within government time limits (Right to Repair)	<b>H</b>	98.90	99.41	98.80	98.48	98.23	98.75	<b>96.00%</b>	Performance has weakened year-on-year and is in target.	-
<b>G</b>	Average time taken (calendar days) to complete non-urgent repairs	<b>L</b>	7.27	7.26	7.76	6.90	6.73	7.14	<b>9 days</b>	Performance has improved year-on-year and is in target.	+
<b>G</b>	% of responsive repairs for which an appointment was made and kept	<b>H</b>	93.27	94.87	91.64	94.77	93.77	93.77	<b>90.00%</b>	Performance has improved year-on-year and is in target.	-
<b>G</b>	% of emergency repairs completed on time	<b>H</b>	98.78	100.00	94.59	98.28	97.14	97.57	<b>96.00%</b>	Performance has weakened year-on-year and is in target.	-
<b>G</b>	% of routine repairs completed on time	<b>H</b>	99.18	99.54	99.54	99.18	99.23	99.36	<b>96.00%</b>	Performance has improved year-on-year and is in target.	+

**Appendix 4  
New Park Village TMC  
by category**

		Good is	Q4 12/13	Q1 13/14	Q2 13/14	Q3 13/14	Q4 13/14	Year End	Target Profile Or Annual	Comment	Trend Q-O-Q
<b>Rents</b>											
<b>G</b>	% tenants with more than seven weeks (gross) rent arrears	L	4.21	4.00	4.61	4.49	3.83	4.22	8.00%	Performance has improved year-on-year in and is in target.	+
<b>G</b>	% of tenants evicted as a result of rent arrears	L	0.34	0.34	0.00	0.34	0.34	1.02	4.00%	Performance has been maintained year-on-year and is in target.	=
<b>G</b>	Number of Tenants Evicted for Rent Arrears	L	1	1.00	0.00	1.00	1.00	3.00	11	Performance has been maintained year-on-year and is in target.	=
<b>G</b>	Arrears as % of rent roll	L	2.21	2.32	3.02	2.52	1.95	1.95	6.00%	Performance has improved year-on-year and is in target.	+
<b>Voids and Allocations</b>											
<b>G</b>	Void Loss as a % of rent roll	L	0.36	0.63	0.79	0.42	0.98	2.93	2.50%	Performance has weakened year-on-year and is off target.	-
<b>G</b>	Average time to re-let housing	L	45.50	43.70	46.50	46.50	33.00	42.00	35 days	Performance has improved year-on-year and is in target.	+

<b>Appendix 4 New Park Village TMC by category</b>		<b>Good is</b>	<b>Q4 12/13</b>	<b>Q1 13/14</b>	<b>Q2 13/14</b>	<b>Q3 13/14</b>	<b>Q4 13/14</b>	<b>Year End</b>	<b>Target Profile Or Annual</b>	<b>Comment</b>	<b>Trend Q-O-Q</b>
<b>Repairs</b>											
<b>G</b>	% of urgent repairs completed within government time limits (Right to Repair)	<b>H</b>	100.00	100.00	100.00	100.00	100.00	100.00	<b>97.0%</b>	Performance has been maintained year-on-year and is in target.	<b>=</b>
<b>G</b>	Average time taken (calendar days) to complete non-urgent repairs	<b>L</b>	0.70	1.50	1.40	1.60	1.00	1.40	<b>5 days</b>	Performance has weakened year-on-year and is in target.	<b>+</b>
<b>A</b>	% of emergency repairs completed on time	<b>H</b>	100	97.00	97.00	100.00	93.00	95.60	<b>97%</b>	Performance has weakened year-on-year and is off target.	<b>-</b>
<b>G</b>	% of routine repairs completed on time	<b>H</b>	100	100.00	100.00	100.00	100.00	100.00	<b>97%</b>	Performance has been maintained year-on-year and is in target.	<b>=</b>

**Appendix 5  
Springfield Horseshoe  
HMC  
by category**

		Good is	Q4 12/13	Q1 13/14	Q2 13/14	Q3 13/14	Q4 13/14	Year End	Target Profile Or Annual	Comment	Trend Q-O-Q
<b>Rents</b>											
<b>A</b>	% tenants with more than seven weeks (gross) rent arrears	L	4.26	4.43	4.67	4.09	8.50	11.20	8.00%	Performance has weakened year-on-year in and is off target.	-
<b>G</b>	% of tenants evicted as a result of rent arrears	L	0.37	0.00	0.73	1.09	0.00	1.79	4.00%	Performance has improved year-on-year and is in target.	+
<b>G</b>	Number of Tenants Evicted for Rent Arrears	L	1	0	2	3	0	5	11	Performance has improved year-on-year and is in target.	+
<b>G</b>	Arrears as % of rent roll	L	2.06	2.16	2.27	1.61	1.23	1.23	6.00%	Performance has improved year-on-year and is in target.	+
<b>Voids and Allocations</b>											
<b>G</b>	Void Loss as a % of rent roll	L	0.58	0.38	0.41	0.37	0.30	1.47	2.50%	Performance has improved year-on-year and is in target.	+
<b>R</b>	Average time to re-let housing	L	65.8	38.50	39.60	45.10	59.50	46.80	35 days	Performance has improved year-on-year and is off target.	-

**Appendix 5  
Springfield Horseshoe  
HMC  
by category**

		<b>Good is</b>	<b>Q4 12/13</b>	<b>Q1 13/14</b>	<b>Q2 13/14</b>	<b>Q3 13/14</b>	<b>Q4 13/14</b>	<b>Year End</b>	<b>Target Profile Or Annual</b>	<b>Comment</b>	<b>Trend Q-O-Q</b>
<b>Repairs</b>											
<b>G</b>	% of urgent repairs completed within government time limits (Right to Repair)	<b>H</b>	100.00	97.00	98.00	100.00	100.00	98.90	<b>97.0%</b>	Performance has been maintained year-on-year and is in target.	<b>=</b>
<b>G</b>	Average time taken (calendar days) to complete non-urgent repairs	<b>L</b>	3.80	4.00	2.00	2.00	1.35	2.20	<b>5 days</b>	Performance has improved year-on-year and is in target.	<b>+</b>
<b>A</b>	% of emergency repairs completed on time	<b>H</b>	96.00	95.00	100.00	77.00	100.00	93.90	<b>97%</b>	Performance has improved year-on-year and is in target.	<b>+</b>
<b>A</b>	% of routine repairs completed on time	<b>H</b>	100.00	99.00	99.10	100.00	54.60	82.50	<b>97%</b>	Performance has weakened year-on-year and is off target.	<b>-</b>