



Housing Performance Report

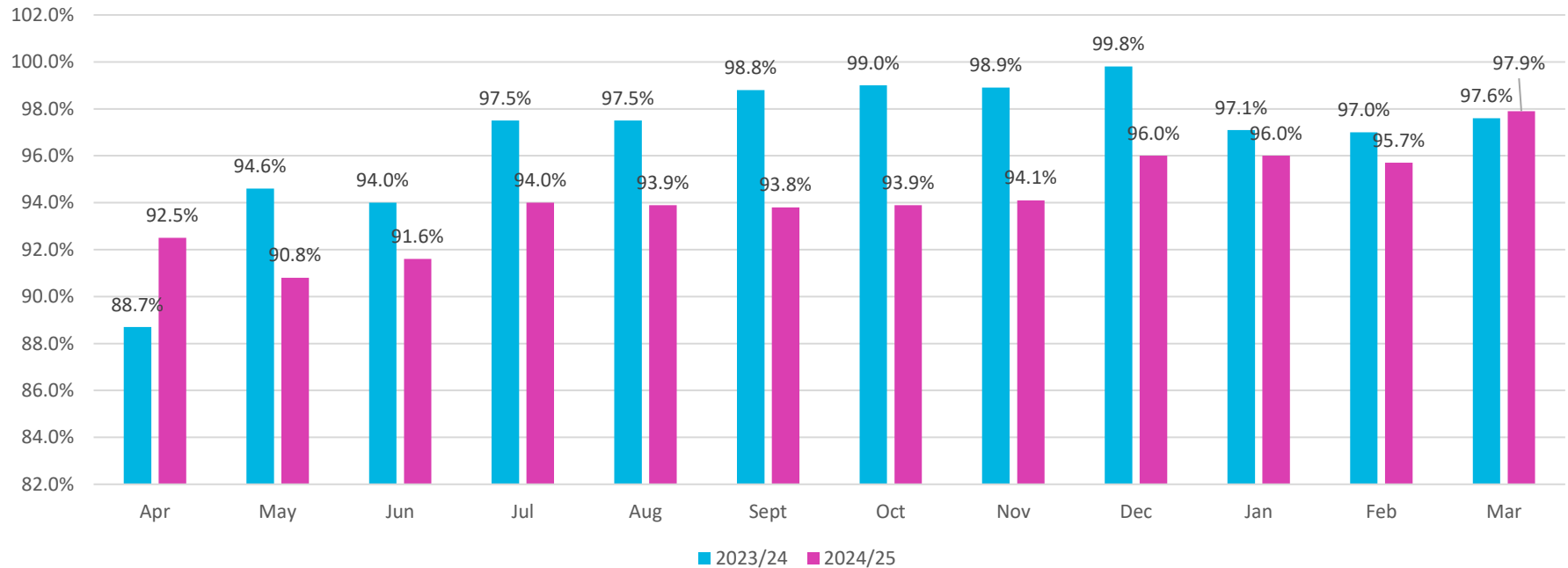
**Partnership Board/ Scrutiny Panel 21st
May 2025**

(Quarter 4 2024/25)

1.1 Housing Operations: Tenancy Management

Rent Collection - Current Arrears With Historical Arrears

Council Tenants: % Collection With Historical Arrears

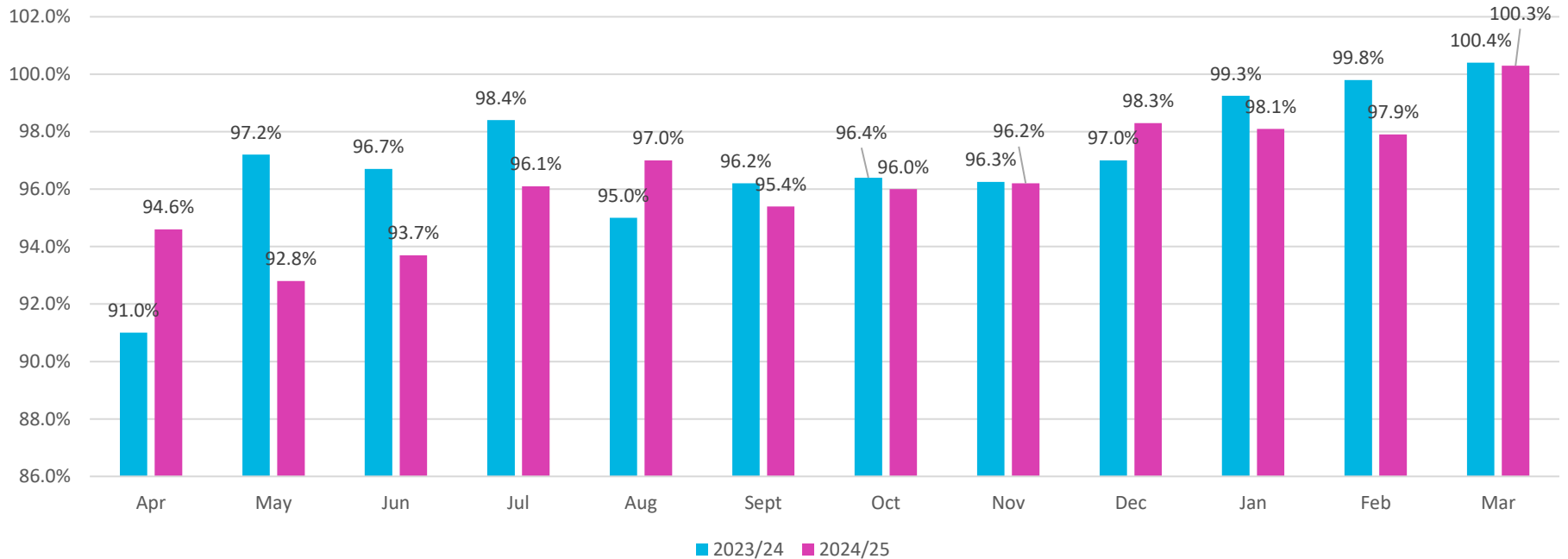


Definition: Rent collected as a percentage of current rent owed including historic rent arrears from previous years.

Performance during 2024/25 increased in the later part of the year. While the figures have generally been lower than the previous year, they have still been on target.

Rent Collection – Without Historical Arrears

Council Tenants: % Collection Without Historical Arrears

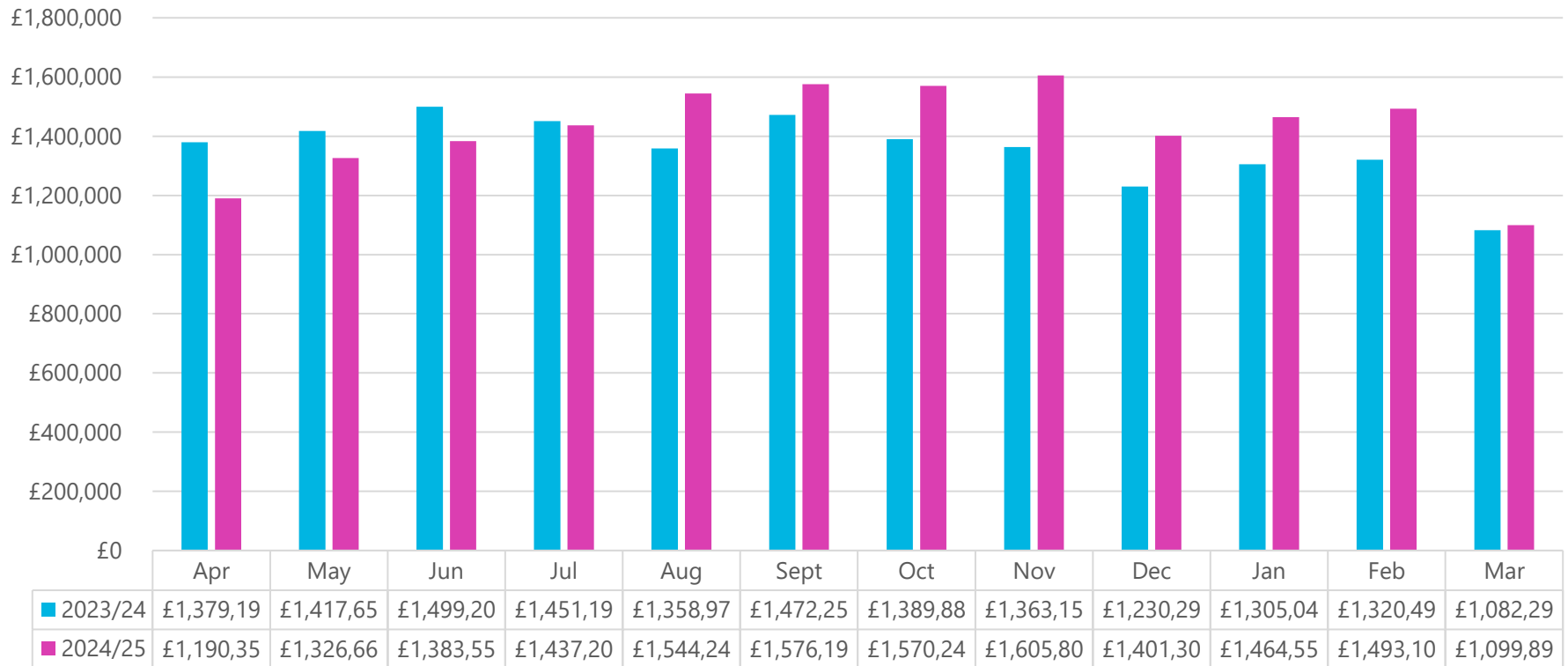


Definition: Rent collected as a percentage of current rent owned excluding historic rent arrears from previous years.

The figures have steadily increased as the year progressed, and performance has overall been very positive. March had the highest figure (100.3%).

Rent Collection – Council Tenant Current Arrears

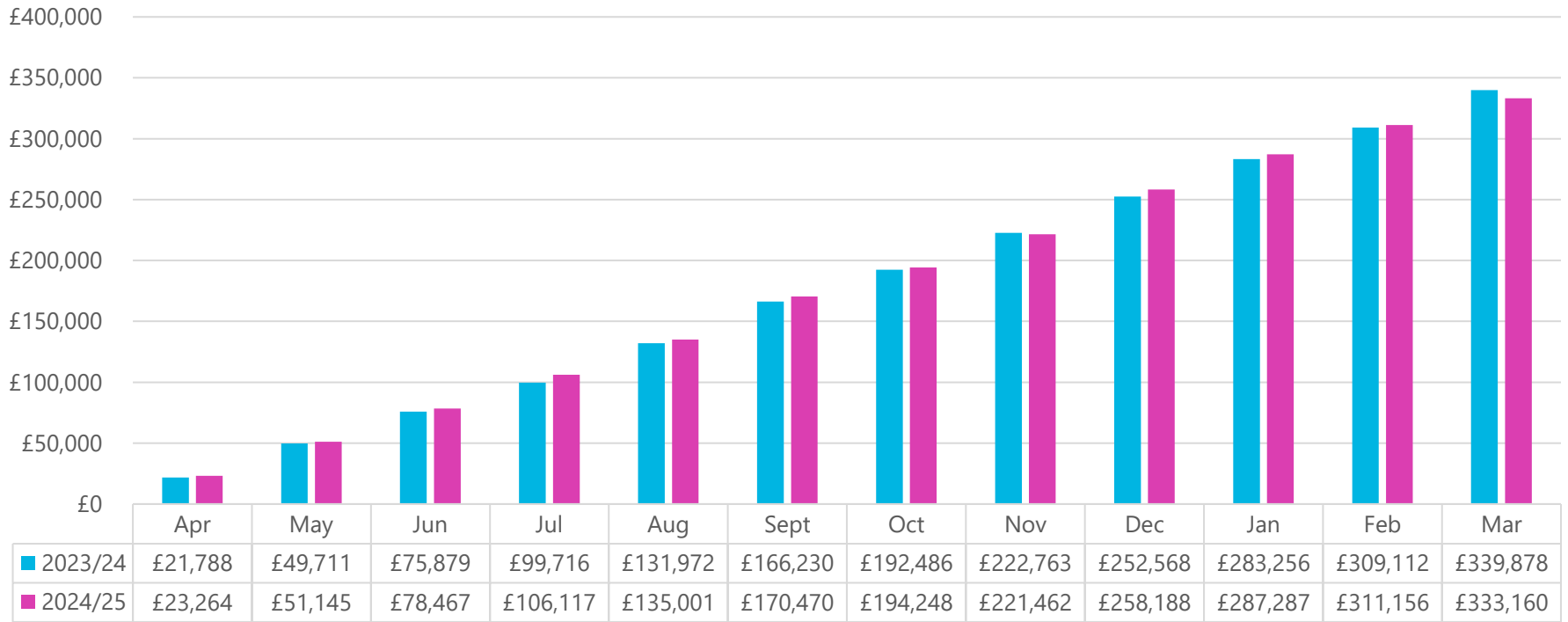
Council Tenants: Current Arrears



Performance has generally been mirroring the previous year. As with the last year, March had the lowest figures (£1,099,89).

Rent Collection – Former Tenant Arrears

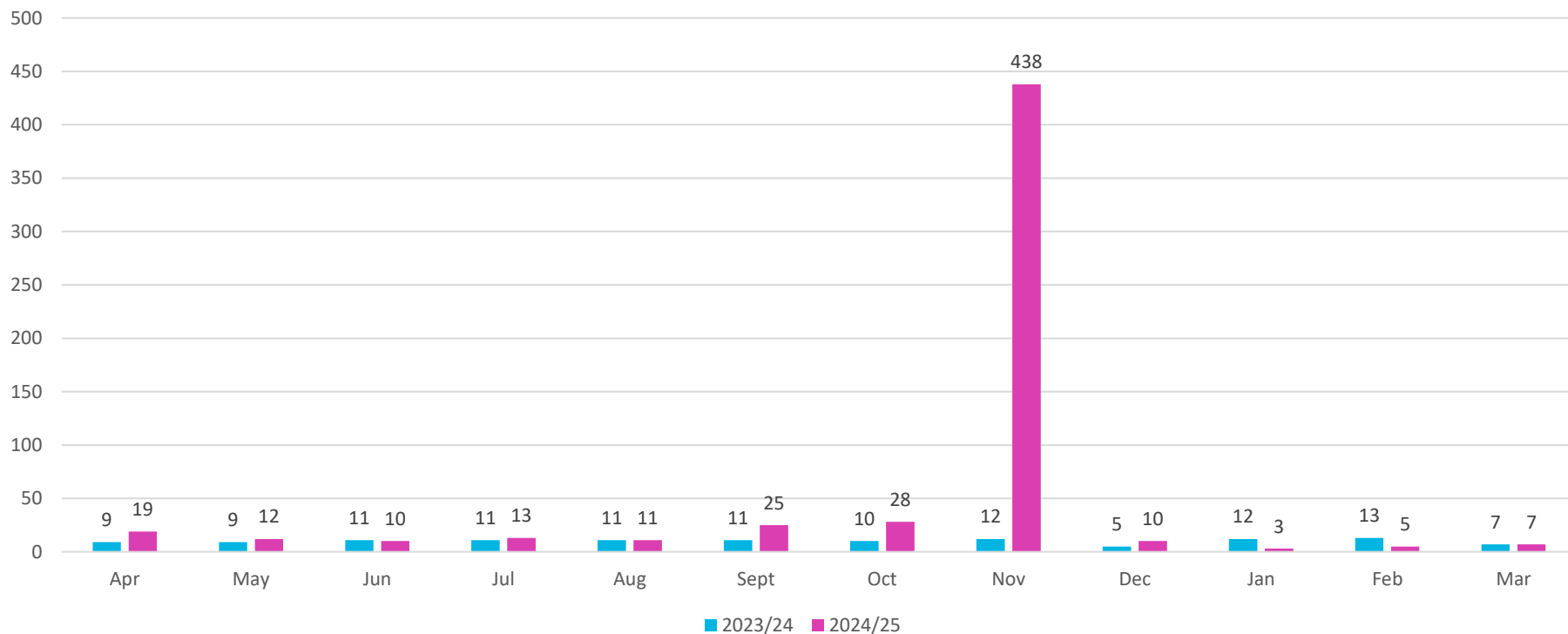
FTA Collection



Performance has consistently followed the pattern of the previous year.

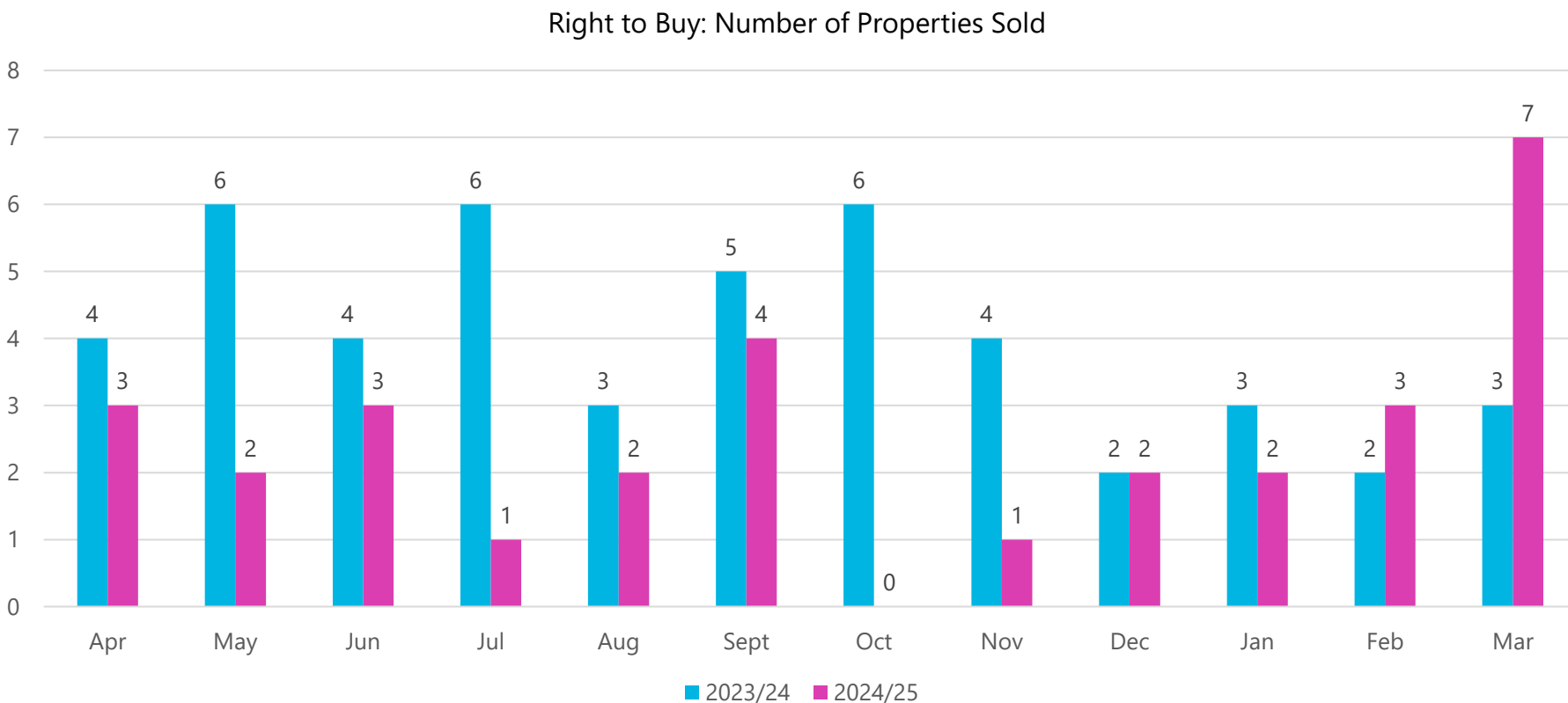
Right to Buy – Number of Applications Received

Right to Buy: Number of Applications Received



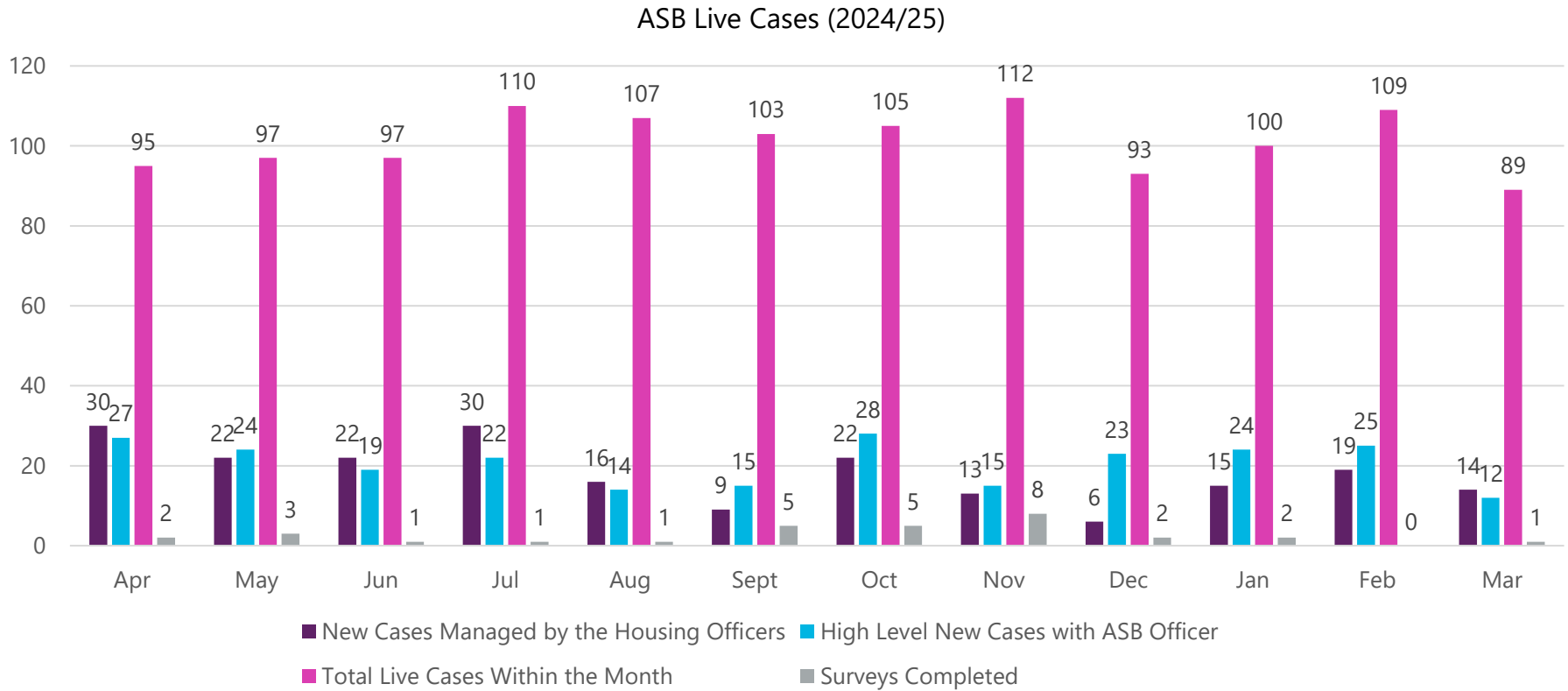
Recent announcements by the government regarding changes to the RTB have resulted in a huge increase in the number of applications. These have yet to feed into the number of completions as the RTB process takes some time. The RTB is a statutory right for secure tenants. November saw the highest figures for the year (438).

Right to Buy – Number of Properties Sold



The Right To Buy is a statutory right in England. Figures rose considerably in March (7), compared to the same month of the previous year (3). The Year End figure for 2024/25 is 30, which is below the annual target.

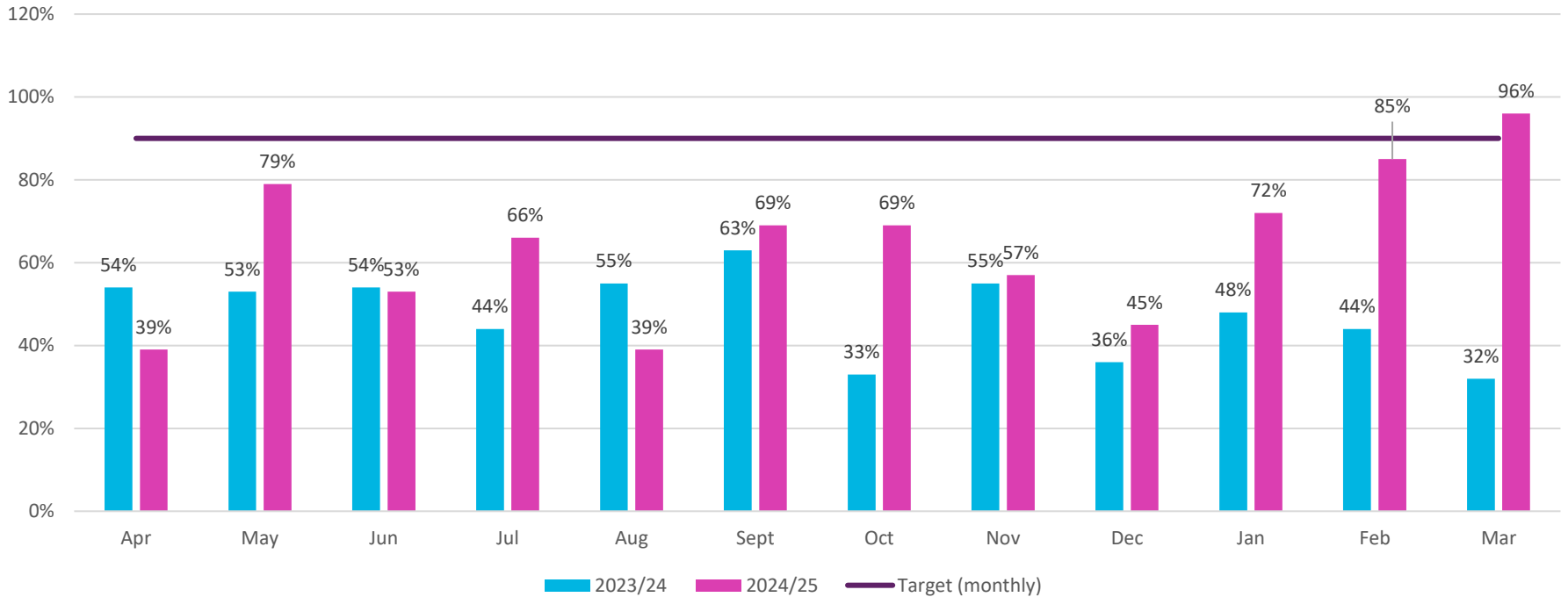
Anti-Social Behaviour (ASB) – Live Cases



ASB customer satisfaction response continues to perform above target and improve against the previous year’s performance. The number of new cases reported has remained high.

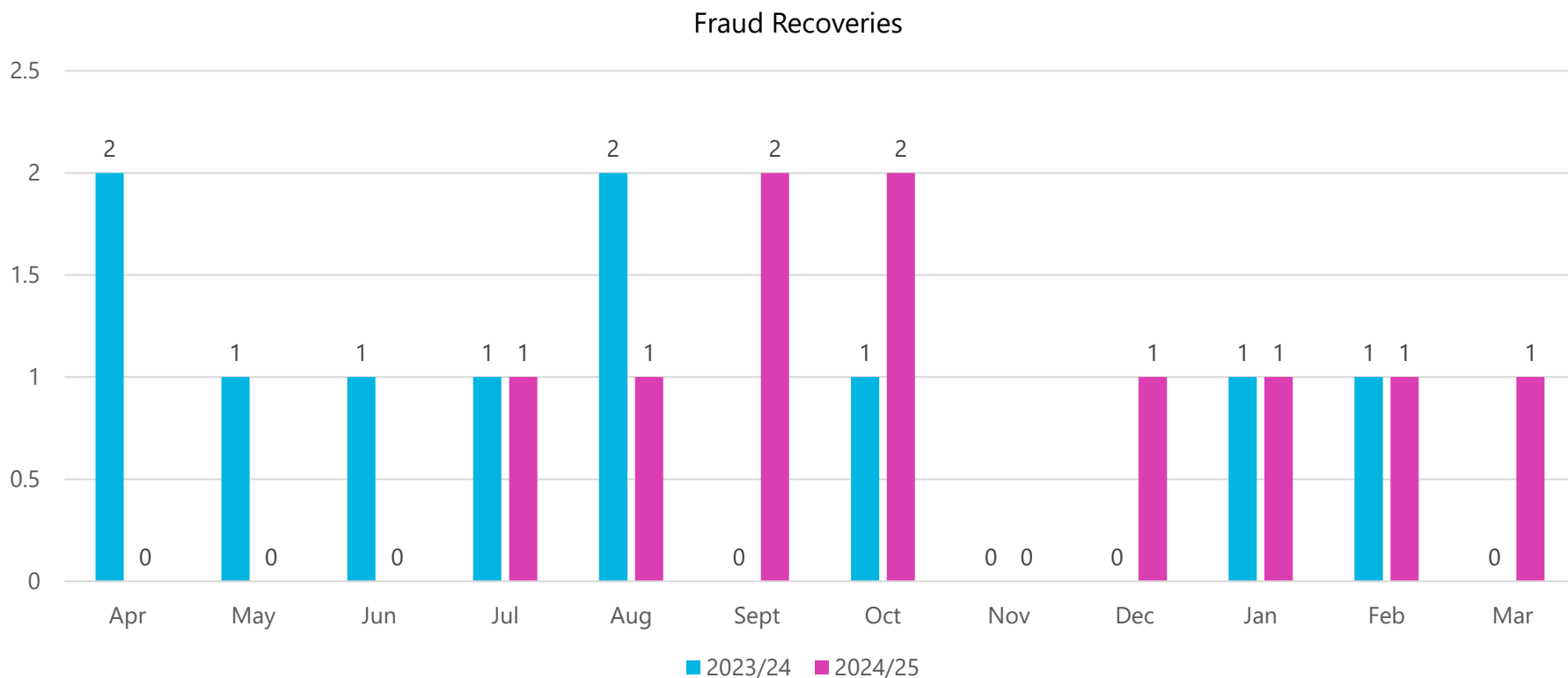
Tenancy Audits (Secure)

Tenancy Audit Visits Completed (%)



Staff leave and long-term sickness impacted upon the service's ability to undertake audits during the earlier part of the year; however, performance has seen a significant improvement in the last quarter. March had the highest figures (96%).

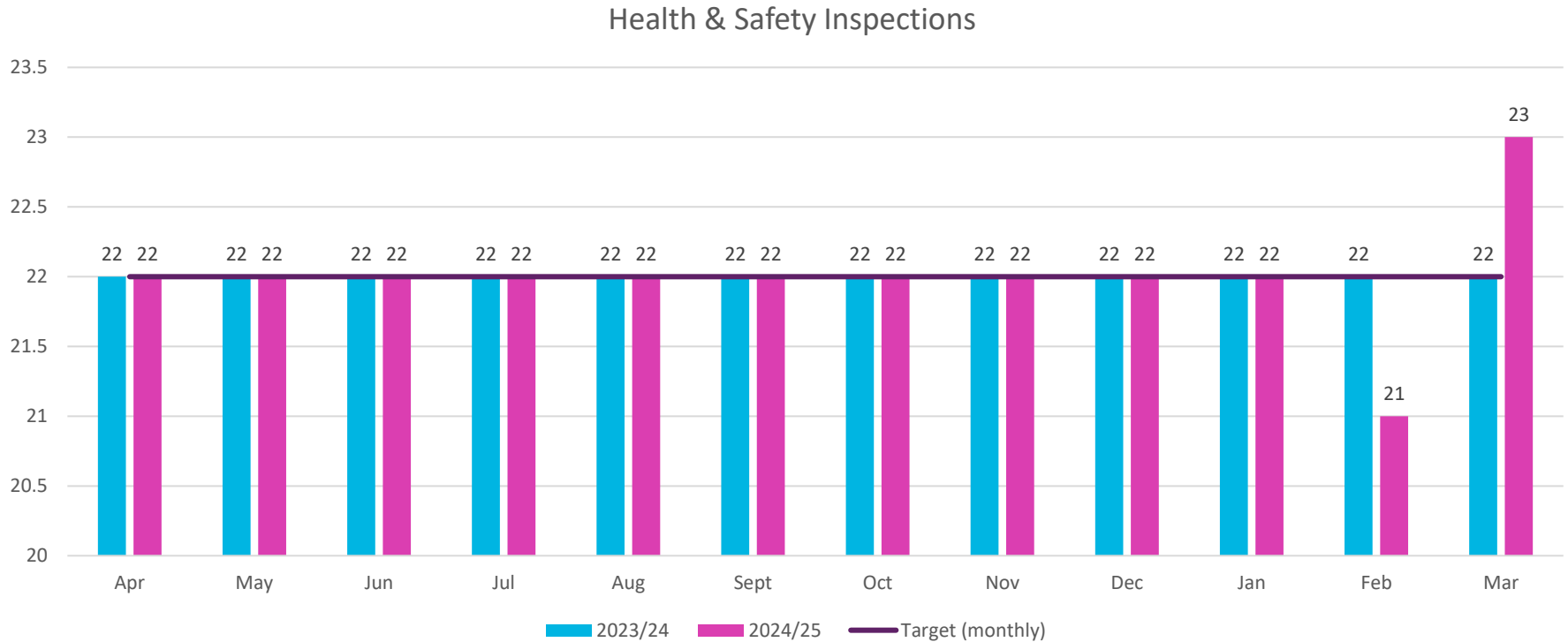
Housing Fraud Recoveries



The target for the year has been met and exceeded (10). This Year End figure also matches the year end figure of the previous year.

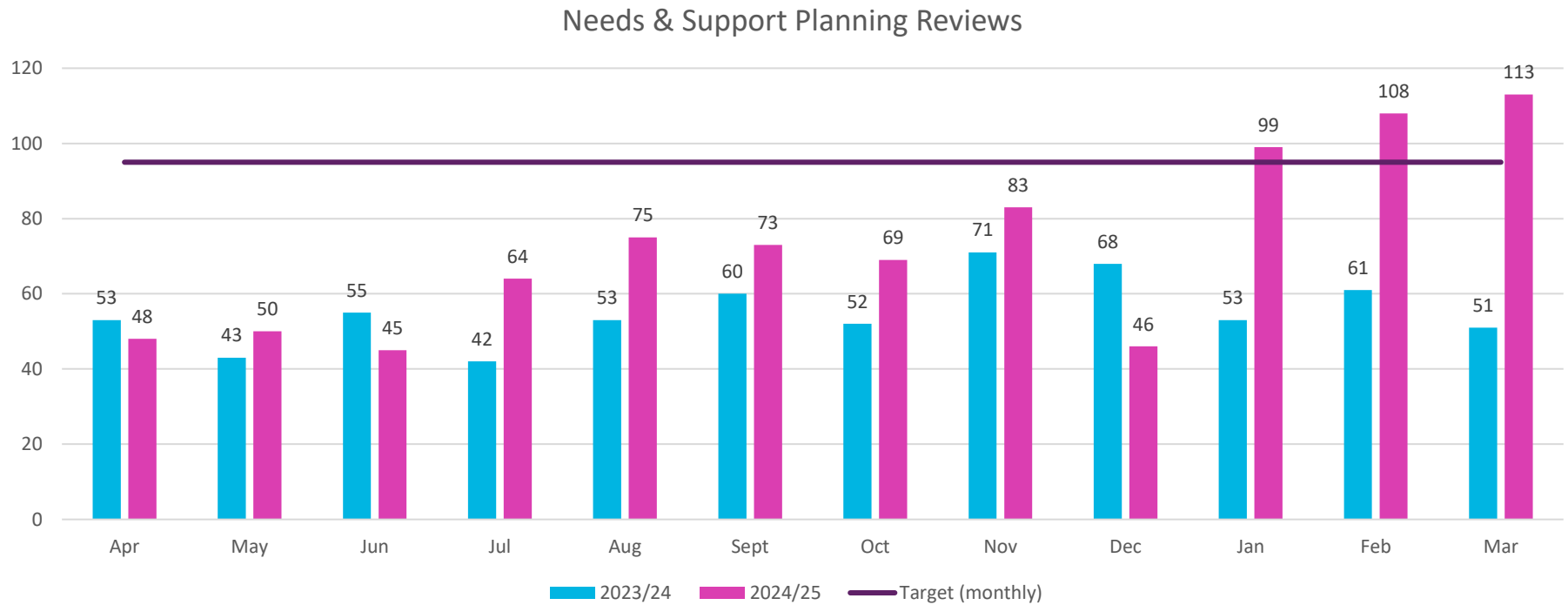
1.2 Housing Operations: Sheltered Housing

Health & Safety Inspections (Including Communal Pull Cord Testing)



All inspections have been completed. One scheme needed to conduct two inspections in one calendar month, one early and one late in the month, due to a missed inspection in February. Particular areas of focus during inspections, aside from general repairs, has been cleaning.

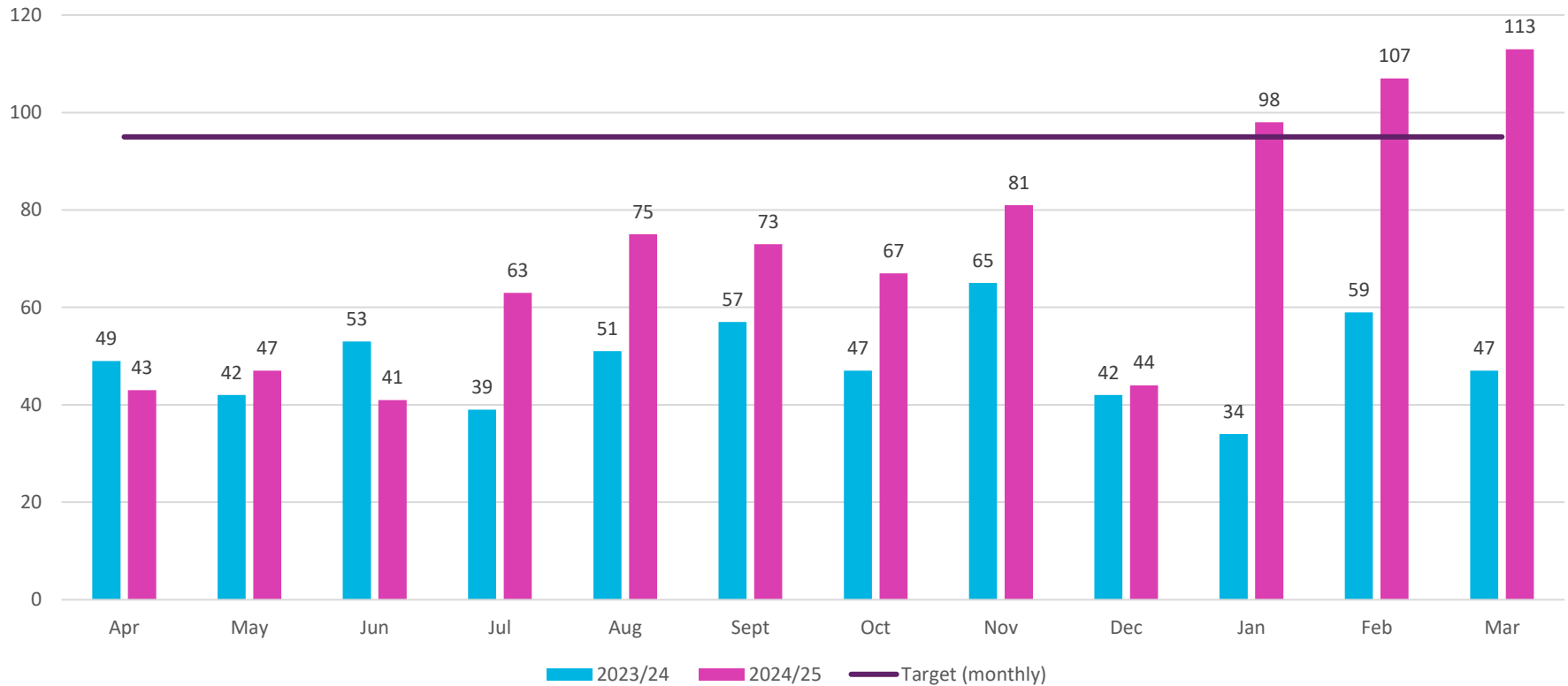
Needs & Support Planning Reviews



For the first time in two years, the service have consistently, over a three-month period, achieved and/or exceeded the monthly targets for Tenancy Audits and Needs and Risk Reviews. This is due to the increase in staffing resources and focus on these aspects of the role/service by the teams. These are particularly important as these have a clear impact on both tenant welfare and property upkeep. In relation to the Needs and Risk Assessments specifically, this has allowed the service to highlight and/or pick up on other concerns which have been present. Some of these being Safeguarding concerns and, with action taken following these, the service have been able to improve the quality of life for several tenants.

Tenancy Audits (Sheltered)

Tenancy Audits (Sheltered)



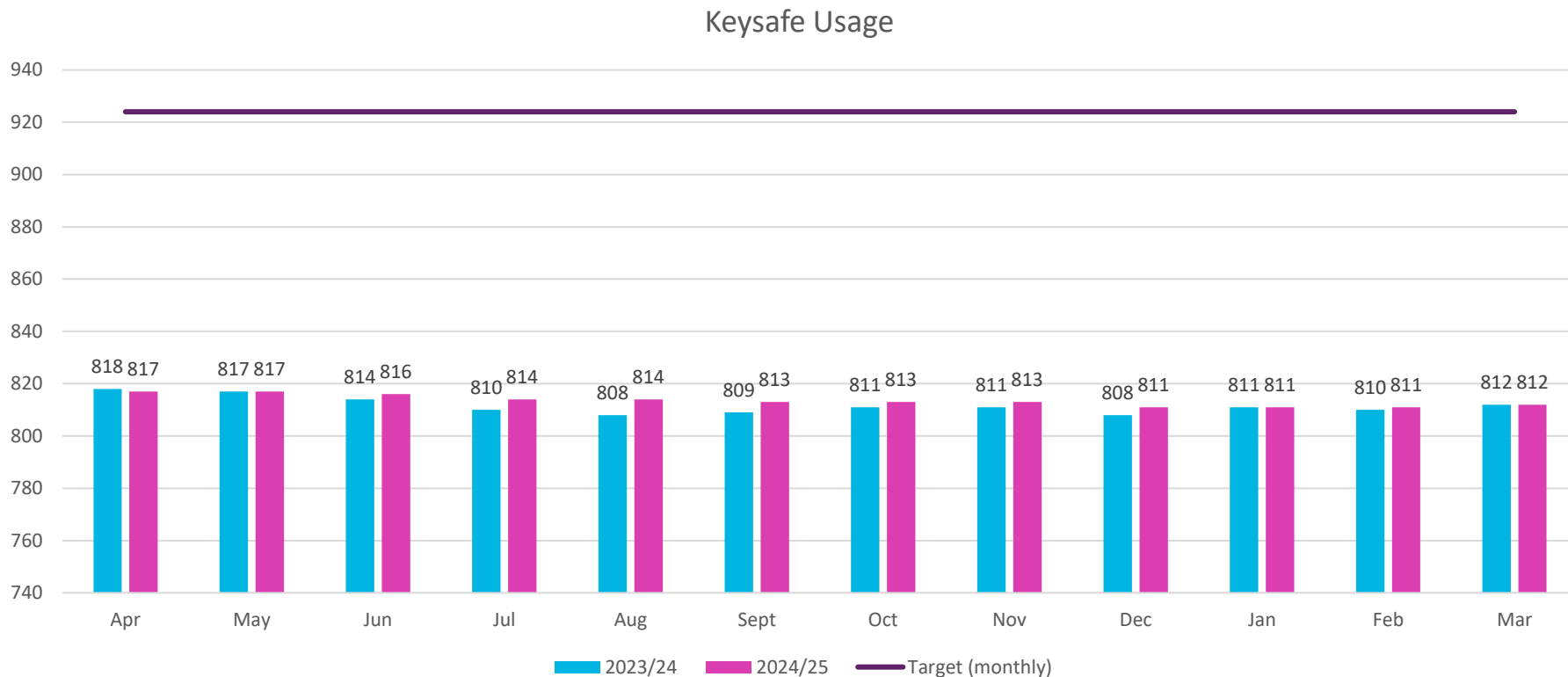
Tenancy Audits are to take place at every Needs and Risk Assessment review, and so the figures largely mirror that of the Needs & Support Planning Reviews.

Safeguarding Referrals (Sheltered)



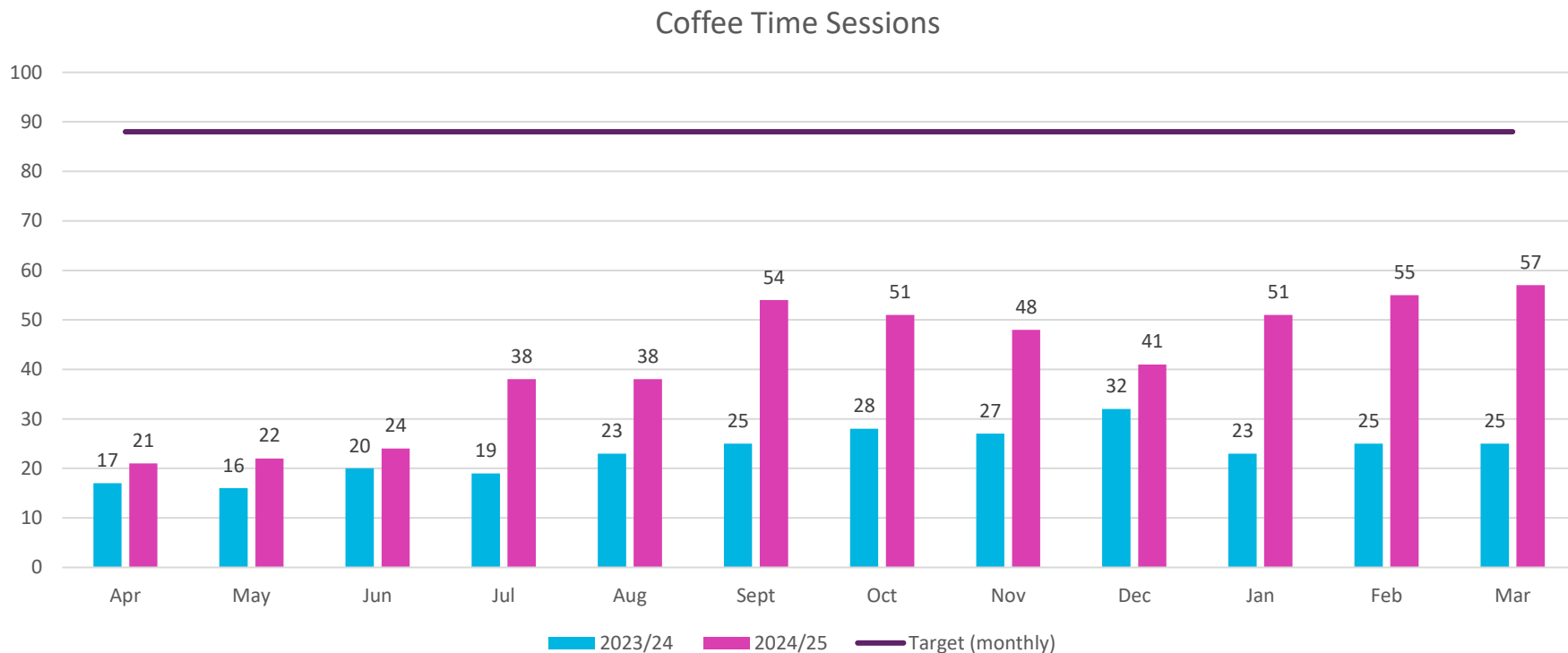
Increased staffing presence has seen more Needs Assessment reviews being conducted and this in turn has highlighted increased Safeguarding concerns. The majority of concerns raised continue to relate to mental health and in turn self neglect and property upkeep. The service have also identified cases of unauthorised visitors (people staying without permission).

Keysafe Usage (Sheltered)



These are the numbers of tenant keysafes which the service have logged as in use currently. It is important that tenants do have a key stored in them and that the service is aware. This has a direct impact on how the service would respond to an emergency within a property. It's a method of cost saving and eliminating lockouts for tenants.

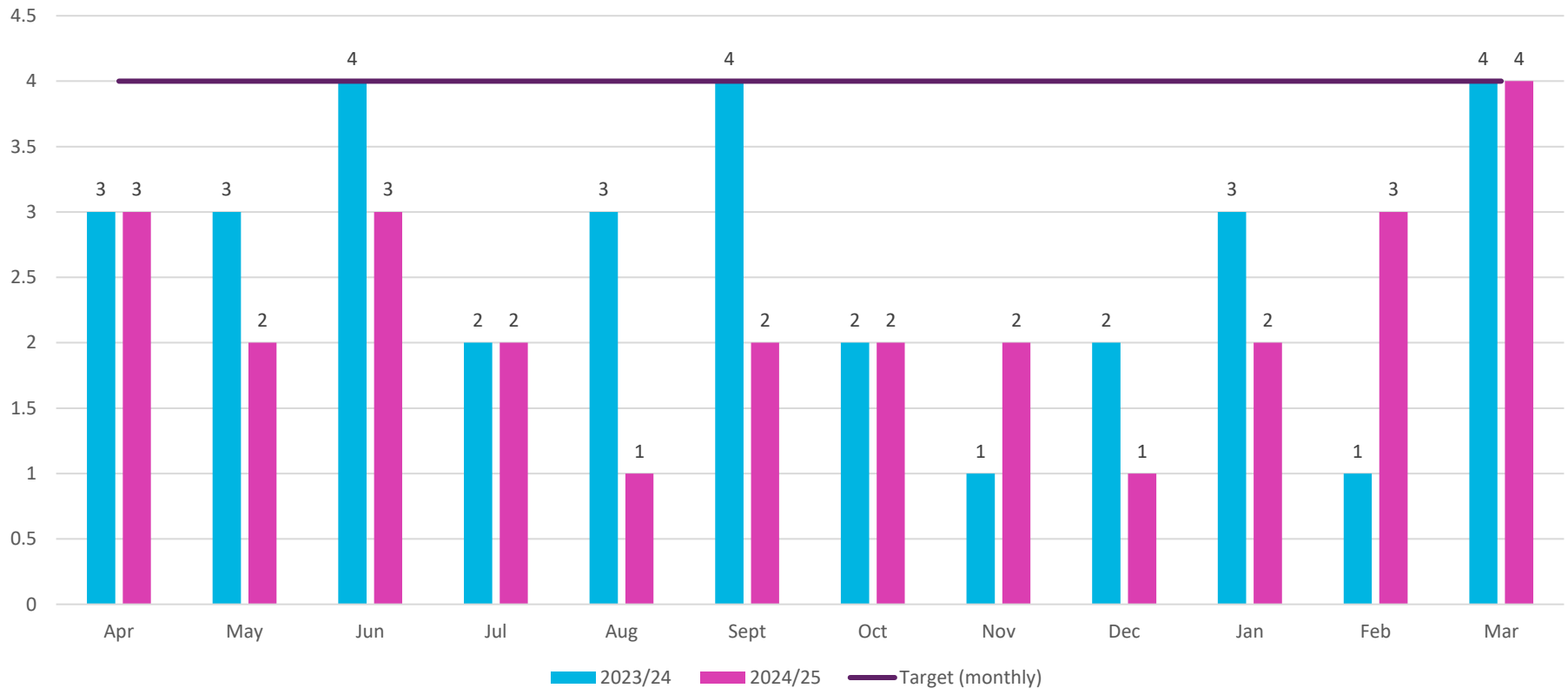
Coffee Time Sessions (Sheltered)



Similarly to other areas or aspects, the service have started to see an increase in the numbers of sessions provided. What is also important to appreciate is that these figures do not include other individual activities. Coffee Times are a weekly opportunity for tenants to meet their respective officers at an informal get together. It is a time where officers can relay information verbally and a chance for both tenants and officers to get to know each other better than they may do at other times. It also offers more opportunity for officers to maybe identify any extra health concerns about an individual and also allows tenants the opportunity to arrange a more formal appointment should they wish.

Tenants' Meetings (Sheltered)

Sheltered Tenants' Meetings

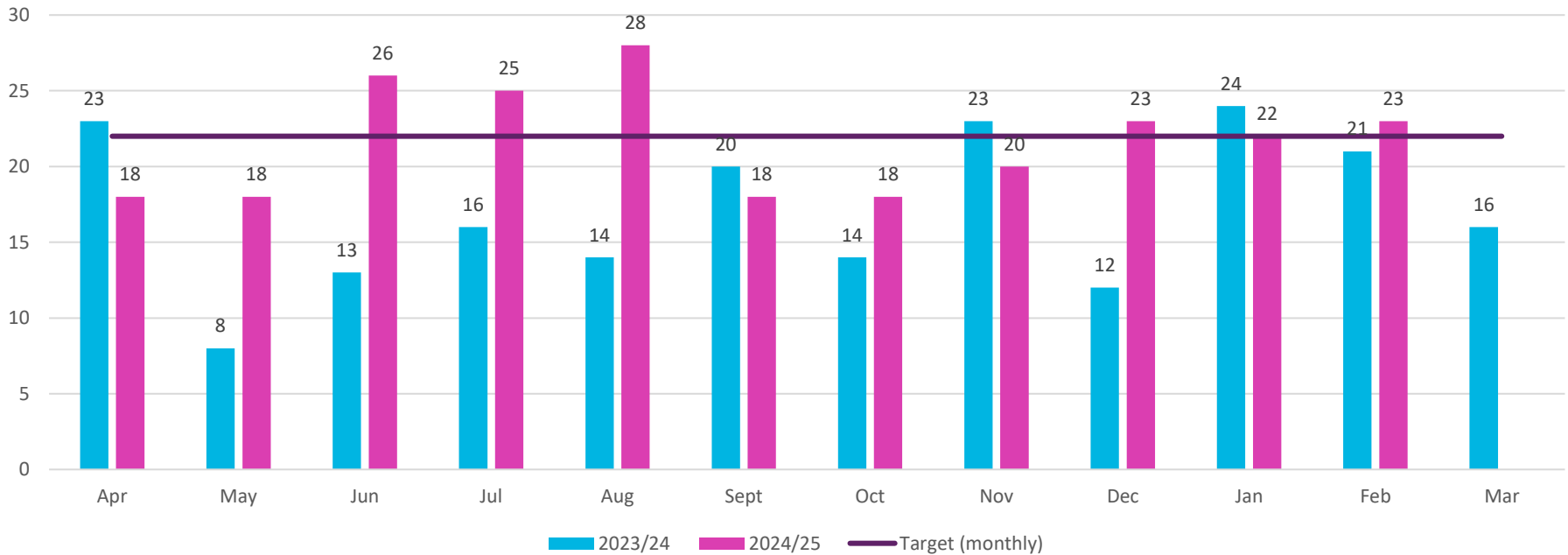


Over the course of the year, the service have been behind on general tenants' meetings. This will improve going into the new financial year, and now that the service have increased staffing resources. Ordinarily these should be conducted every six months in each scheme.

2.0 Housing Needs

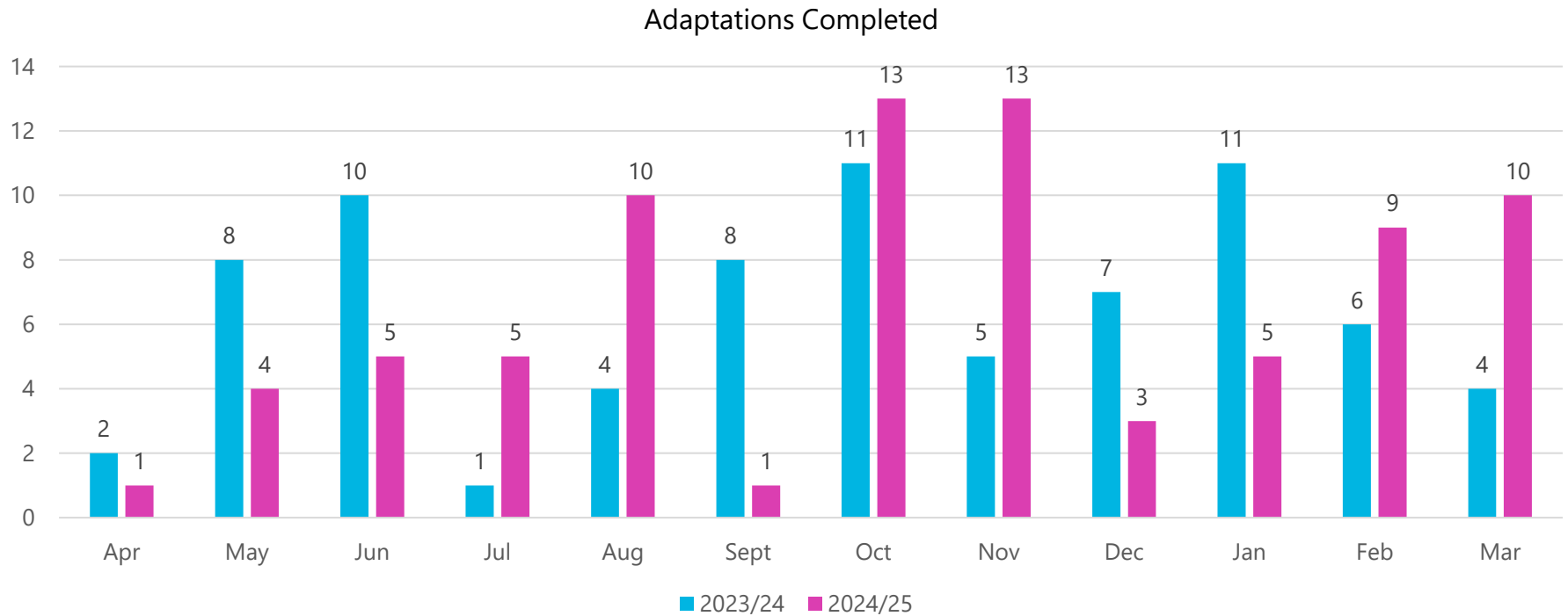
Average Relet Times in Days – Sheltered Housing

Relet Times: Average Relet Times in Days Sheltered Housing



This chart demonstrates how long it has taken for sheltered properties to be relet against the target. The faster that properties are relet the better as it maximises the service’s income from rent. The figures across the reporting year have all fallen within target levels.

Disabled Adaptations



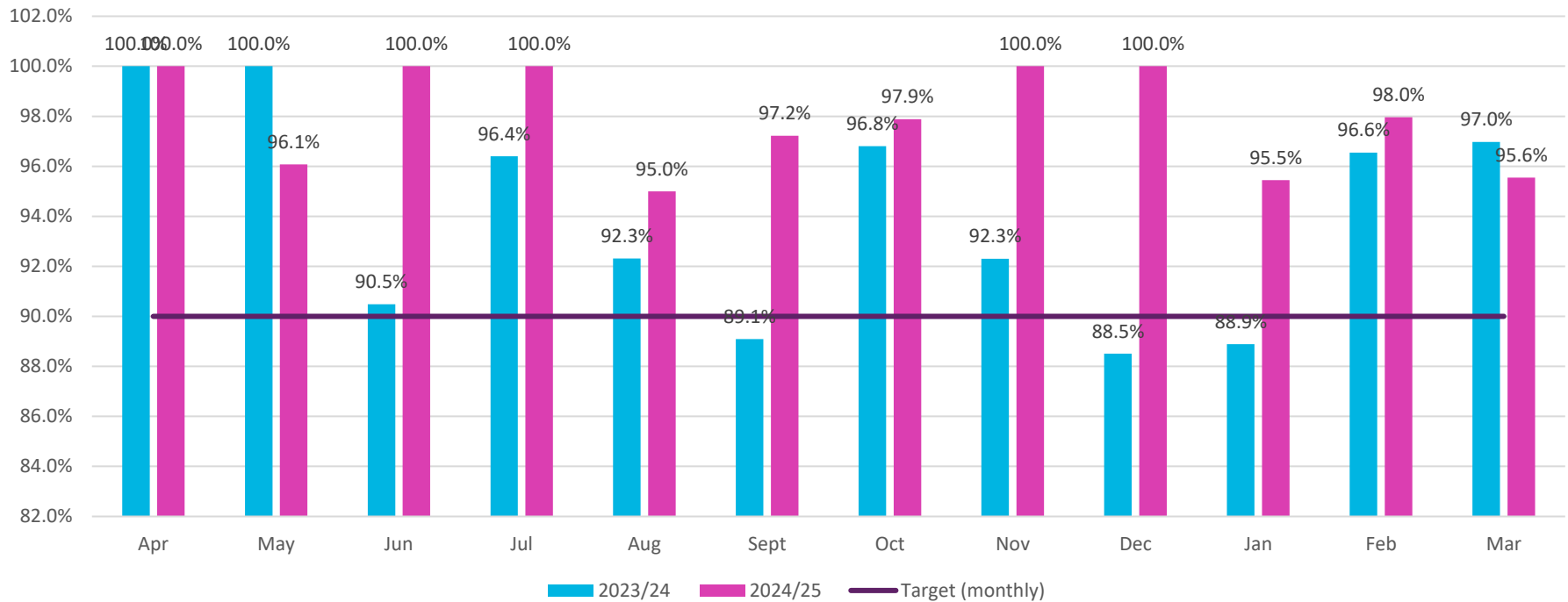
Definition: Total number of completed adaptations (Council and Private stock - cumulative).

The Year End figure for 2024/25 (79) has exceeded the annual target and is higher than the Year End figure for the previous year (77).

3.0 BTS: Repairs

Customer Satisfaction

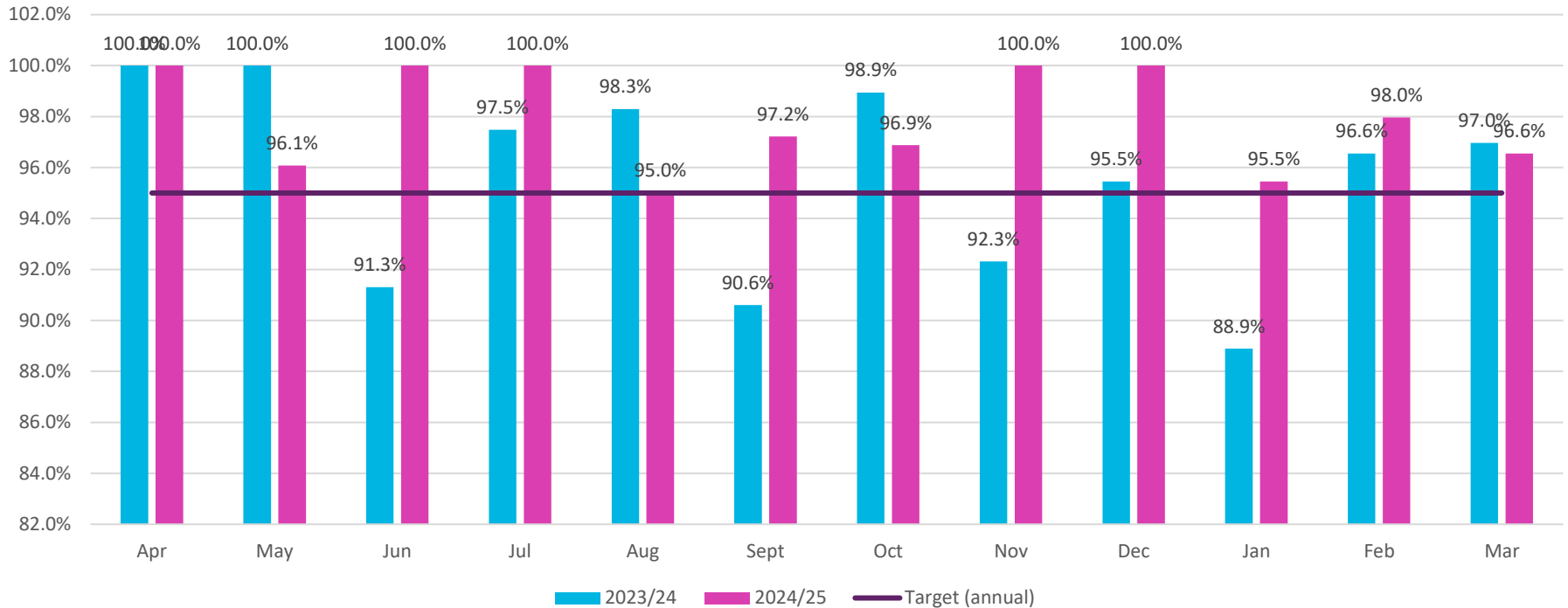
Customer Satisfaction with Repairs Service



This KPI is collected by contacting the tenants with recently completed repairs satisfaction questionnaire. (This method of collecting this information is called transactional satisfaction). Satisfaction levels remain well above target.

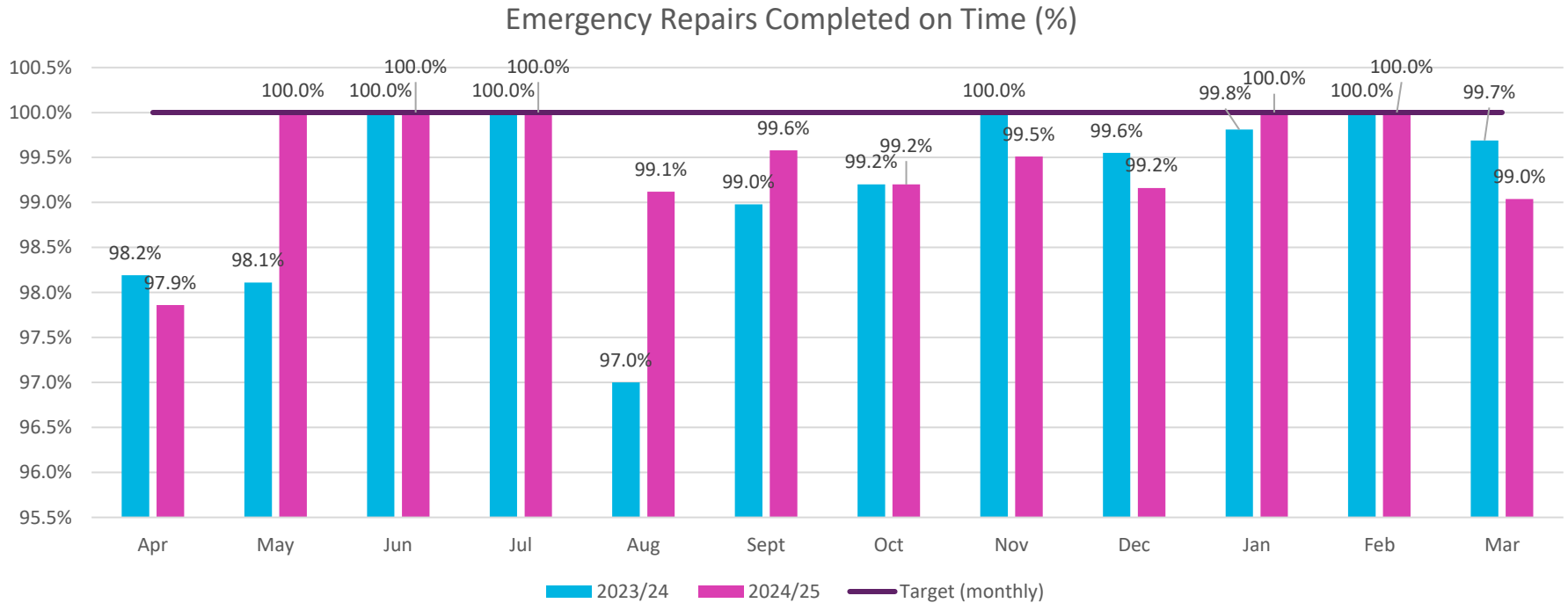
BTS - Call Centre Stats- Calls attended

BTS Call Centre Statistics



This KPI is collected by contacting tenants who have recently had repairs completed. BTS Customer Support Officers contact tenants and complete a customer service satisfaction questionnaire. This data is from a customer perspective. Performance has remained on and above target throughout the whole year.

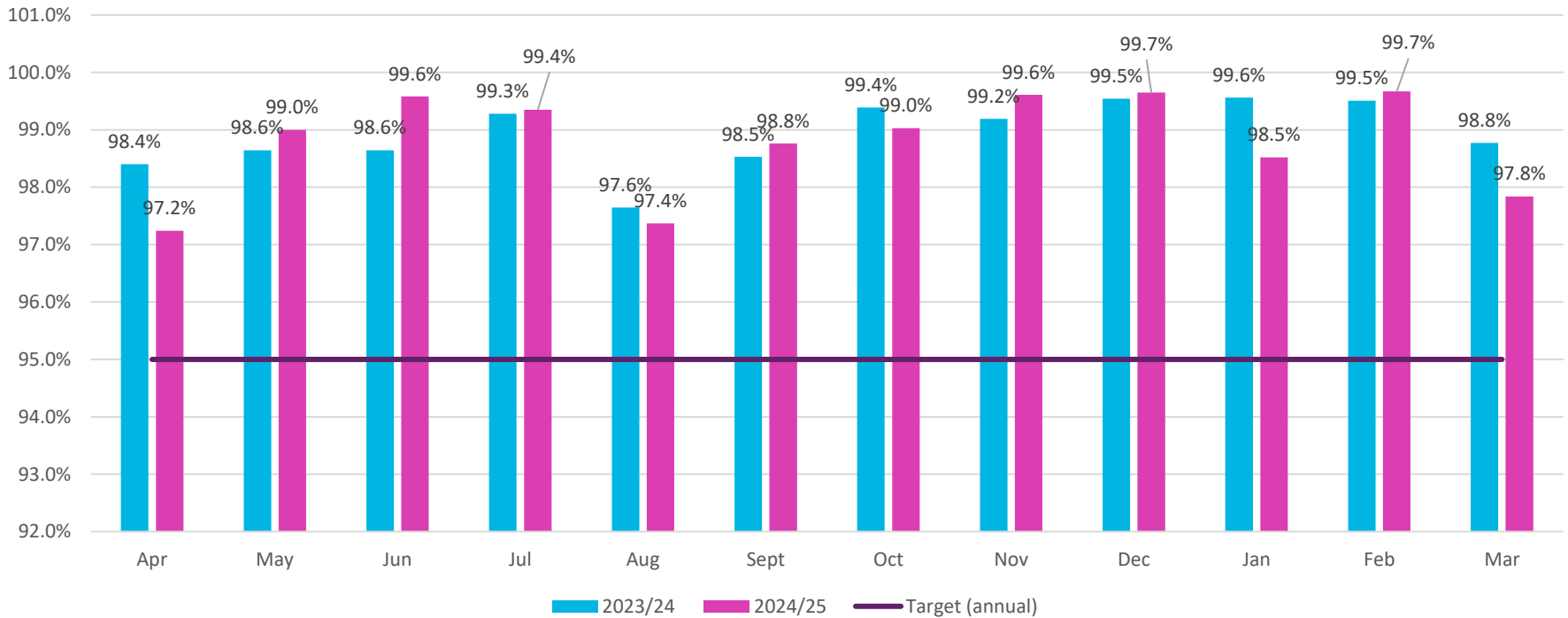
BTS - Repair completion timeliness – Emergency repairs



An emergency repair is a fault which is reported either during working hours or out of working hours which threatens danger or risk to the health of the occupants, or which could cause serious damage to the property and this KPI measures the % of emergency repairs completed within the agreed timescales as set out in the repairs policy. Even the lowest performing months during 2024/25 have remained well within target levels.

BTS - Repair completion timeliness – All repairs

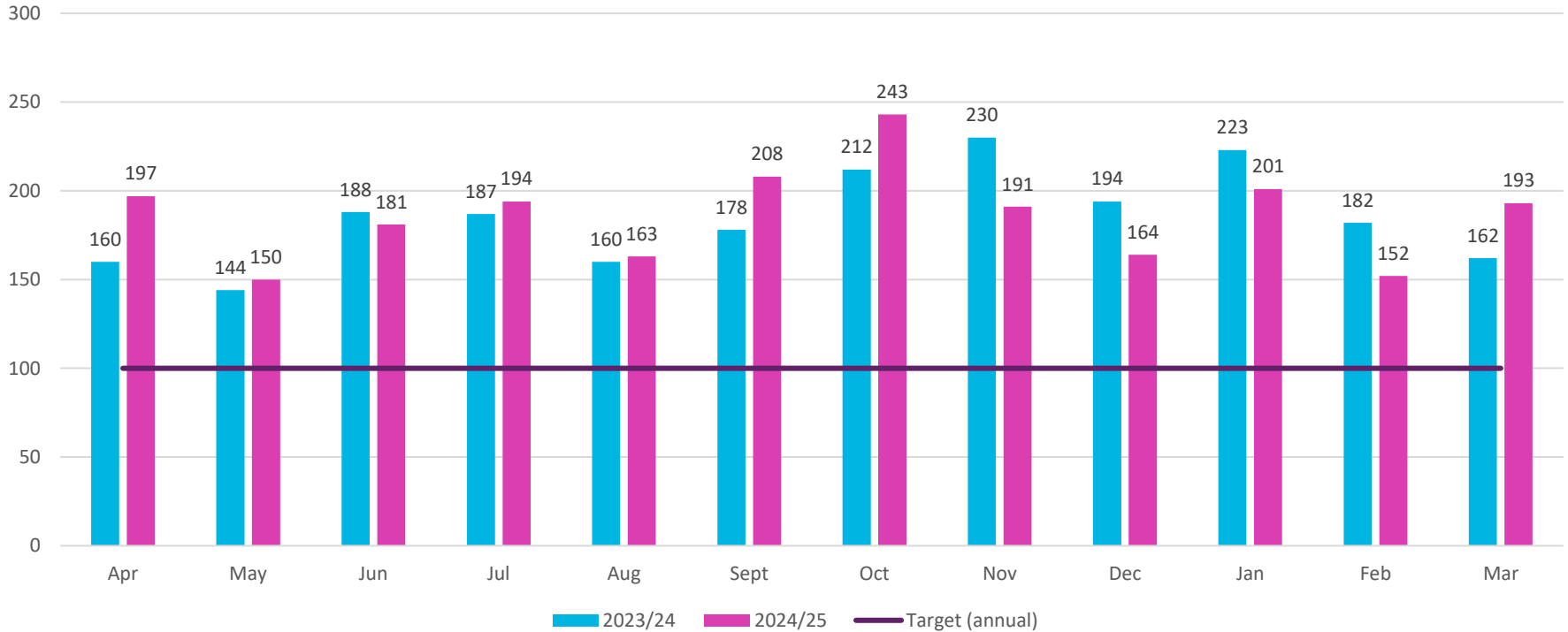
Timeliness of Repairs (All)



This is a monthly KPI that includes all emergency, urgent and routine jobs. As with the previous year, 2024/25 performance has been highly positive, with none of the figures falling below target during any month.

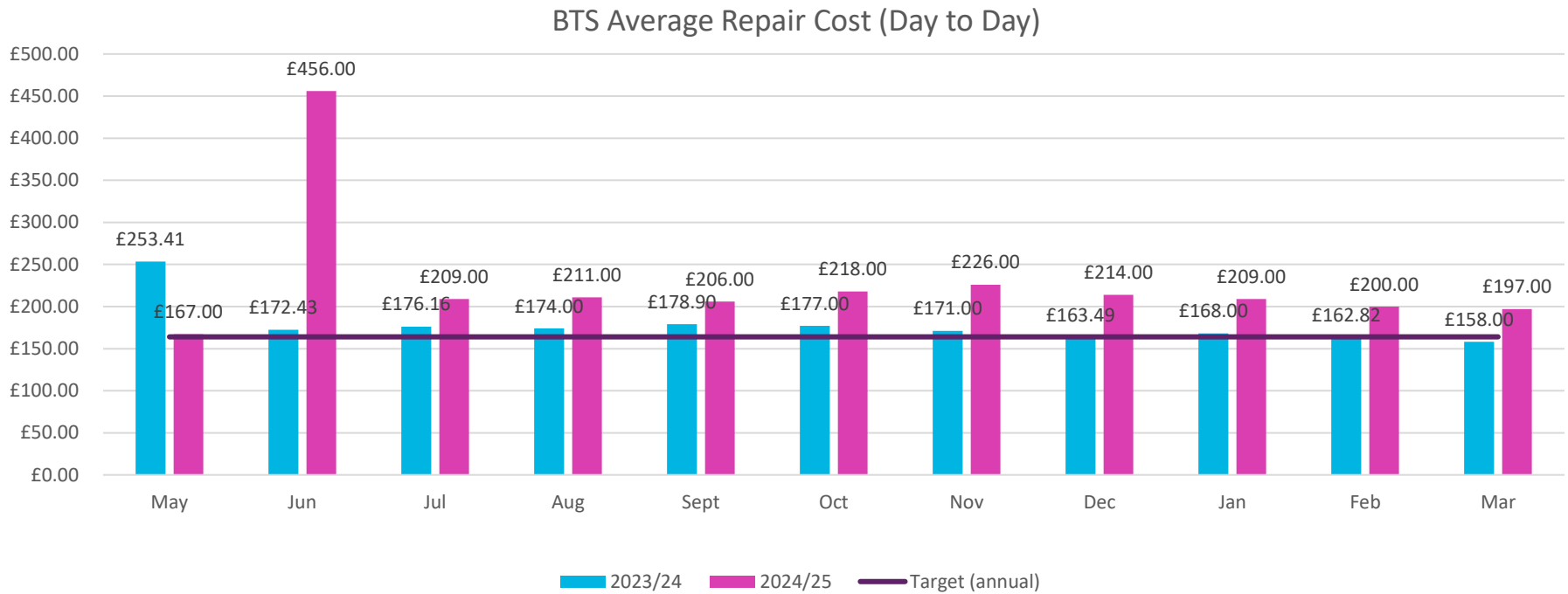
BTS - No Access (Day to day repairs)

BTS No Access (Day to Day Repairs)



Please note it costs LBC about £60 for every no access repairs appointment. BTS sends a text/letter or calls tenants to agree an appointment prior to attending the repair. May had the lowest figure (150), and October the highest (243).

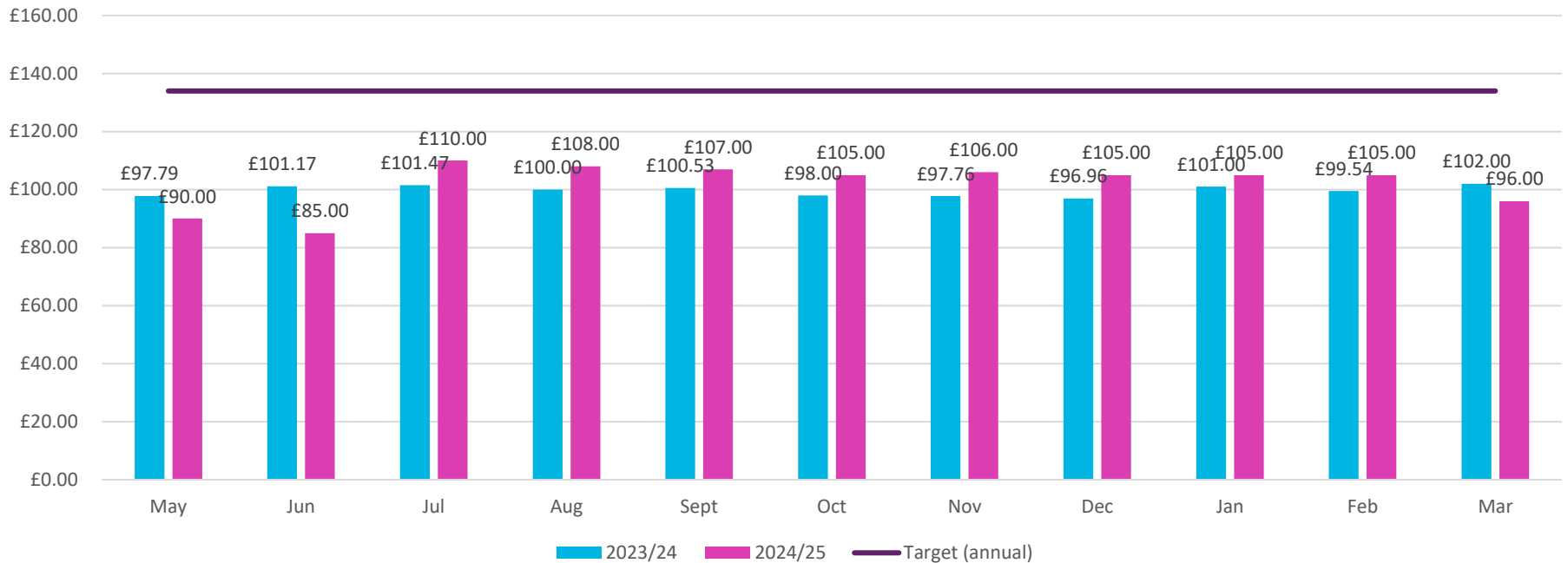
BTS - Average repair cost – day to day



Day to day costs have been increasing due to inflation, sub-contractors, cost of living and lack of materials, which can be seen in the cost of this financial year. While June's figure was significantly high, the following months have remained just above the target line, and slightly higher than the previous year.

BTS - Average Repair Cost – Standby Only (Out of Hours)

BTS Average Repair Cost: Standby Only (Out of Hours)



BTS always strives to utilise its limited resources effectively; the service's repairs expenses are lower than the industry average. This low repair cost helps the service in widening the repairs base and carry out the repairs which most of the other councils include in tenant's responsibilities. The data has remained consistent across the reporting year; with March ending with a slightly lower figure (£96.00) than the previous year (£102.00).