

Lead Cabinet Member for Housing Report

Quarter 4 - Period 1st April 2016 to 31st March 2017

National & Regional Factors Affecting Service Delivery

Housing & Planning Act

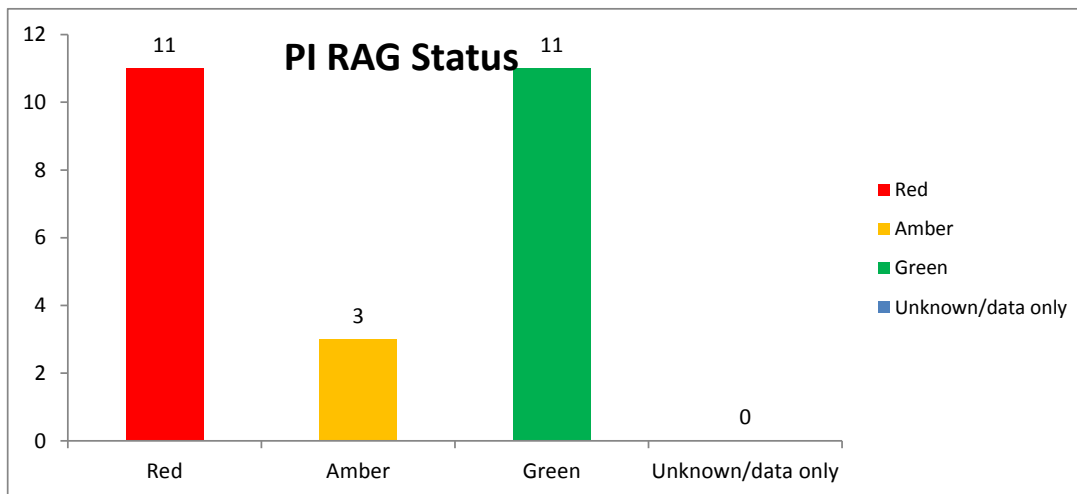
- High Value Property Levy - still awaiting for DCLG regulations
- Ending of lifetime tenancies - still awaiting DCLG regulations

Waiting Lists & Lettings

















- Number of applicants on the waiting list at the end of quarter 4 was 16,703 and the number of lettings in quarter 4 was 221

Woolwich Estate Project

- The project is a phased demolition of Connaught, Morris Walk and Maryon Road/Grove Estates with a total of 1064 units being demolished. There will be replaced with over 1500, 975 private units and 543 affordable units.
- It is a 12 year programme, Connaught Estate has been demolished and the new scheme is under construction. Morris Walk decant started in November 2013 .
- Phase 1 Maryon Grove (Maryon Grove and Road estate) decants started early 4th Quarter 2016/17 and as at 03/04/17 31 households had been decanted
- Phase 2 (Harden Court and Tivoli Gardens) received decant status in July 2015.
- To date 455 residents have been moved from all phases, leaving 4 tenants and 13 leaseholders in Phase 1; with 41 residents left in Phase 2 of which 7 are leaseholders.
- 420 units are managed by Asra until handover to Lovell's



PI Status		Short Term Trends	
	Alert		Improving
	Warning		No Change
	OK		Getting Worse
	Unknown		
	Data Only		

PI Code	PI Description	Annual Target 2016/17	2016-17				Performance YTD	Trend from Last Qrt	RAG Status
			Q1	Q2	Q3	Q4			
LCMI - Customer Care & Communication									
- Minimise the effects of Wefare Reform									
DCOMCOM*338	The number of tenants moving via mutual exchanges (BPCOM2.2, GH5.7)	100	31	15	31	19	96		
DCOMCOM*337	The number of properties let to tenants under occupying (BPCOM2.1, GH3.8)	150	37	22	12	34	105		
- Preventing homelessness									
DCOMCOM*304	Number of cases accepted as homeless (LAPS LIS18, BPCOM1.2, GH3.2)	550	143	117	158	128	546		
DCOMCOM*310	Number of cases where homelessness has been prevented (BPCOM1.3, GMT, CBP-DHS-BCI-01)	1500	472	407	393	476	1764		
DCOMCOM*309	Number of households living in temporary accommodation (LAPS NII56,BPCOM1.1, GH3.1, GMT, CBP-DHS-BCI-02)	550	474	523	550	520	520		
- Improve communications with customers									
DCOMDIR*016	% Stage 1 Complaints Responded in 15 working days (GH1.12, GMT, CBP-DHS-BCI-21)	97.00%	82.91%	81.65%	93.41%	94.38%	87.04%		
DCOMDIR*020	% of Full-Ombudsman enquiries responded in 15 working days (GH1.14)	100.00%	66.67%	83.33%	100%	100%	66.67%		
DCOMDIR^024	% of correspondence responded to within 10 days	100.00%	95.90%	93.89%	98.61%	99.43%	97.46%		
Service Plan Update									
Service Plan still in draft form									

PI Code	PI Description	Annual Target 2016/17	2016-17				Performance YTD	Trend from Last Qrt	RAG Status
			Q1	Q2	Q3	Q4			
LCM2 - Improving Standards of Homes									
- Improve repairs quality and response rates									
DCOMREP*223	% Repairs completed at first visit (GH2.6, GMT, CBP-DHS-BCI-09)	90%	90.78%	92.71%	92.83%	90.64%	91.71%	↓	✔
DCOMREP*206	Voids Turnaround time - Key to Key (BPREP, GH2.4, GMT, CBP-DHS-BCI-10)	50	62	56	55	73	61	↓	✘
DCOMREP*207	% of non-urgent repairs completed in target time - Overall (BPREP, GH2.6, GMT, CBP-DHS-BCI-12)	96.00%	89.34%	85.75%	83.06%	83.92%	85.65%	↑	✘
DCOMREP*221	% of residents satisfaction with completed repairs - Overall (BPREP, GH2.5)	96.00%	99.90%	99.63%	98.57%	96.94%	98.08%	↓	✔
DCOMREP*202	Average in days taken to complete non-urgent repairs - Overall (BV73, BPREP, GH2.6)	10	9.37	10.98	12.28	12.37	11.19	↑	✘
DCOMREP*213	% of responsive (but not emergency) repairs for which appointments made and kept - Overall (BPREP, GH2.6)	90.00%	90.90%	92.25%	83.85%	90.88%	91.57%	↑	✔
DCOMREP*211	% of urgent repairs completed in target time - Overall (BV72, BPREP, GH2.6, GMT, CBP-DHS-BCI-11)	98.00%	67.07%	70.35%	69.37%	74.64%	70.72%	↑	✘
Service Plan Update									
Service Plan still in draft form									
LCM3 - Increase Investment & Value For Money									
- Maximise the collection of rent and service charges									

PI Code	PI Description	Annual Target 2016/17	2016-17				Performance YTD	Trend from Last Qrt	RAG Status
			Q1	Q2	Q3	Q4			
DCOMTEN*106	Borough rental collection rate, (includes former PI 101 annual data - BPTEN1.4, GH1.5, GH1.6, GMT, CBP-DHS-HLI-03, CBP-DHS-BCI-13)	98%	99.96%	99.54%	98.81%	99.15%	99.15%	↑	✓
DCOMTEN~120	% Former Tenants Arrears Collected against current FTA balance (GH1.5)	18%	4.48%	8.06%	11.40%	19.93%	19.93%	↑	✓
DCOMTEN~110	Service charge collected from leaseholders compared to amount due (Revenue) (GH1.7)	95%	49.73%	69.70%	85.74%	91.63%	91.63%	↑	⚠
DCOMTEN~111	Service charge collected from leaseholders compared to amount due (Capital) (GH1.7)	65%	18.09%	31.76%	48.83%	57.41	57.41%	↑	✗
DCOMREP~228	% of rent loss due to void properties (GH2.4)	1.10%	2.05%	1.97%	1.91%	1.91%	1.91%	▬	✗



Service Plan Update

Service Plan still in draft form

LCM4 - Regeneration & Delivering New Homes

- Delivery of new homes

RES-STP*448	Number of units delivered by LANB (GMT, BPSTP3.7, GH4.3, CBP-DHS-HLI-02, CBP-DHS-BCI-07)	0	0				0	↓	✗
RES-STP*412	Number of affordable homes delivered (gross - include RP and LANB) (NII55, BPSTP*3.3, GH4.3, GMT, CBP-DHS-HLI-01, CBP-DHS-BCI-06)	400	473				473	↓	✓
RES-STP*447	RTB Receipt spend against CLG 3 year cycle (BPSTP3.4, GMT, CBP-DHS-BCI-08)	£18,189,780	£9,749,714	£11,560,000	£15,044,98	£19,029,000	£19,029,000	↑	✓
RES-STP*424	HRA property disposals (BPSTP4.1)	£1,000,000	£0	£0	£0	£35,000	£35,000	↑	✗

PI Code	PI Description	Annual Target 2016/17	2016-17				Performance YTD	Trend from Last Qrt	RAG Status
			Q1	Q2	Q3	Q4			
RES-STP*450	% of Capital Programme against resources (GMT, BPSTP4.2, GH4.17, CBP-DHS-BCI-18)	95%		24%	36%	64%	64%		

Service Plan Update

Service Plan still in draft form