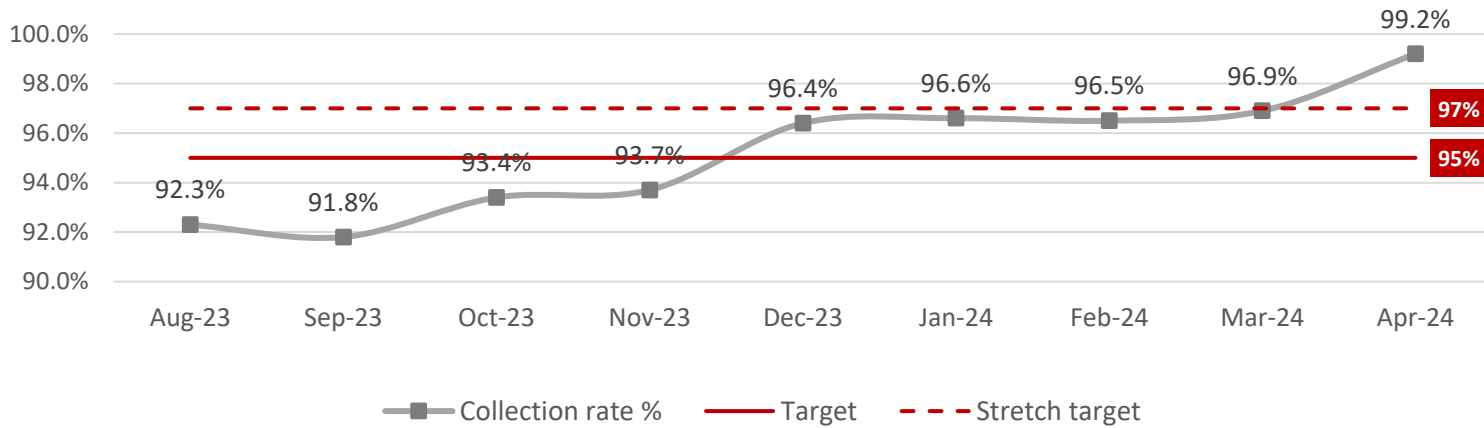


# Housing Improvement Board Report

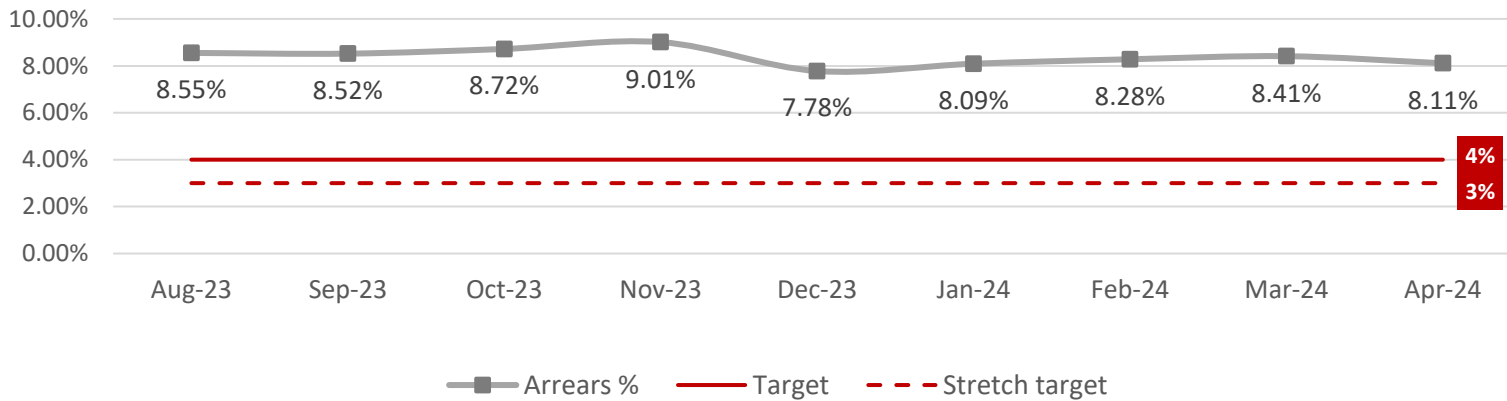
May 2024

# Finance

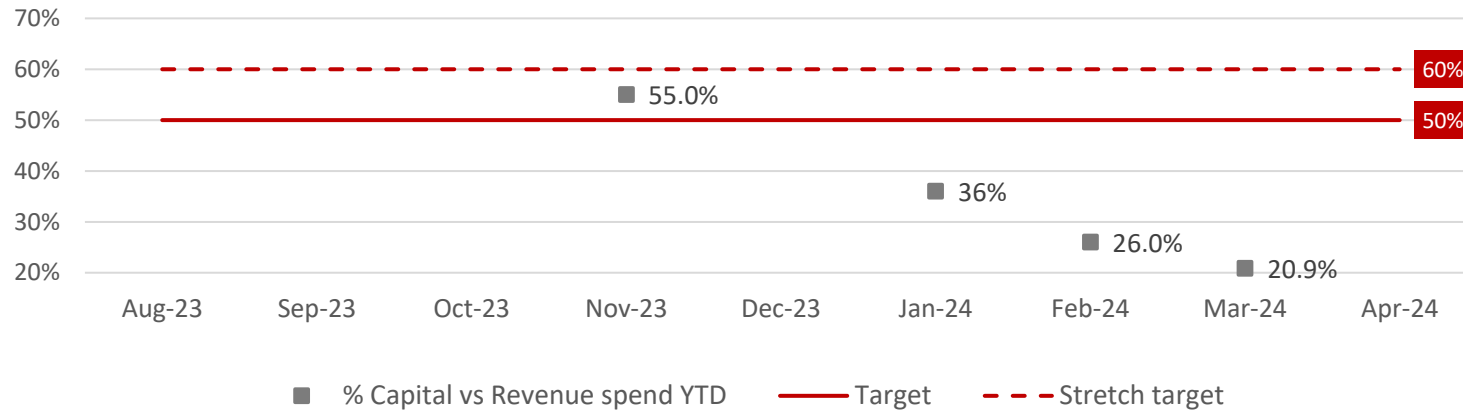
Collection rate - money collected as a percentage of rent charged



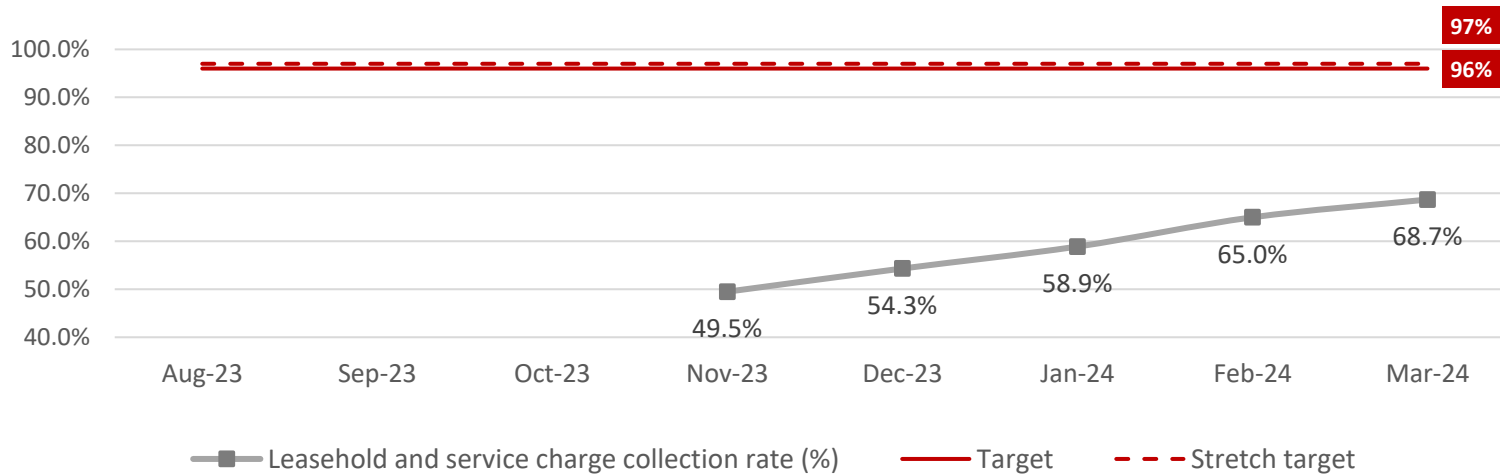
Arrears levels as a % of Yearly Rent Roll



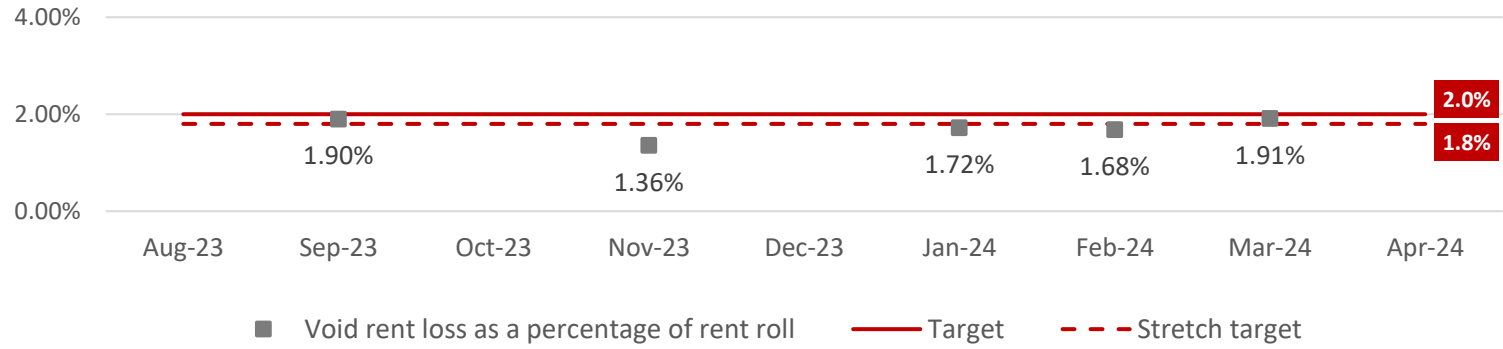
### Capital vs Revenue spend (YTD)



### Leasehold and service charge collection rate (%)

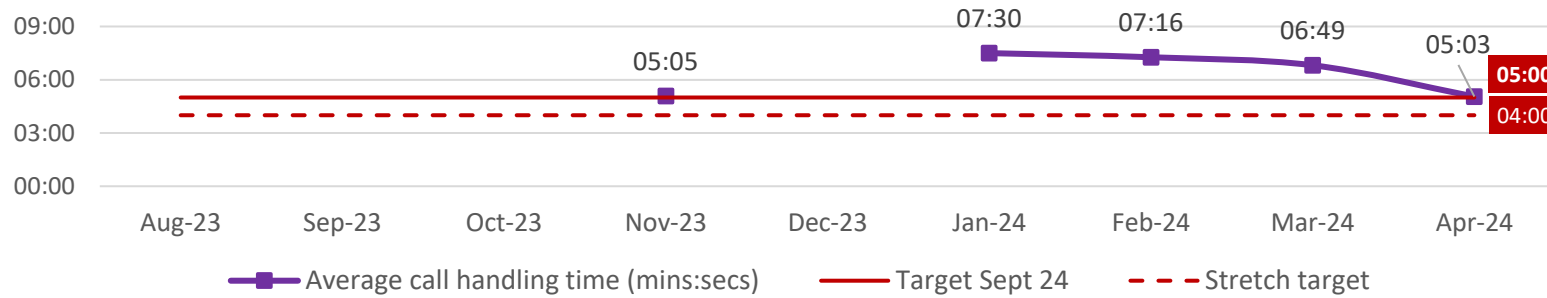


### Void rent loss as a percentage of rent roll (exc TA & disposals)

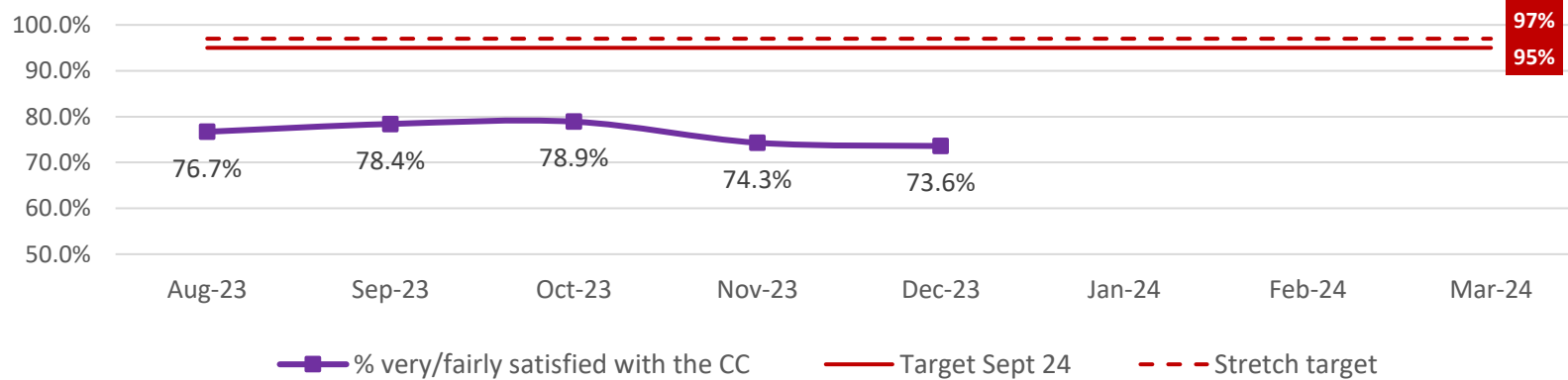


# Operations, customer experience & service targets

Repairs contact centre - Average call handling time



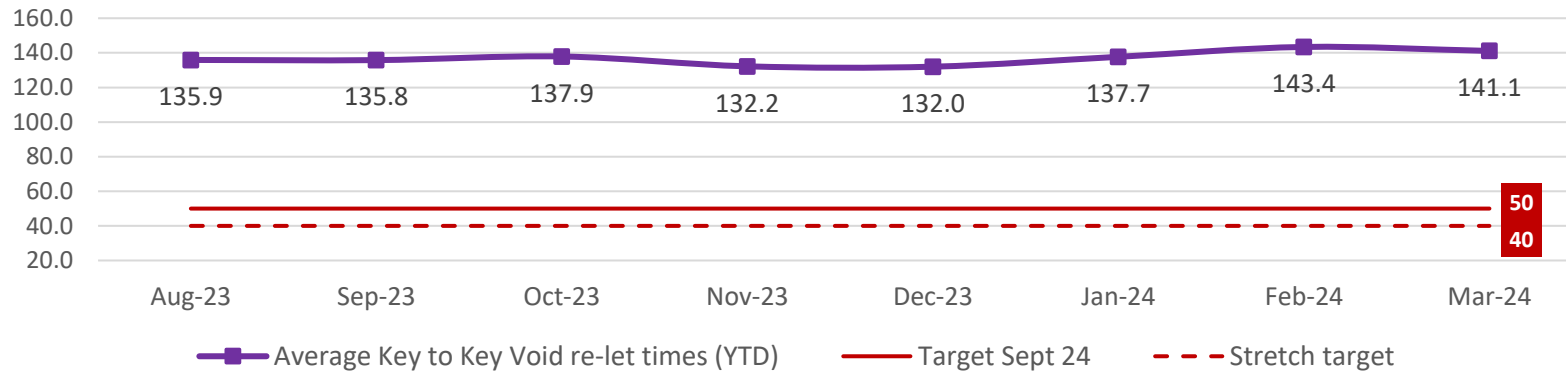
Repairs contact centre - % very/fairly satisfied with the way the CC deals with repairs and maintenance



## Re-letting properties

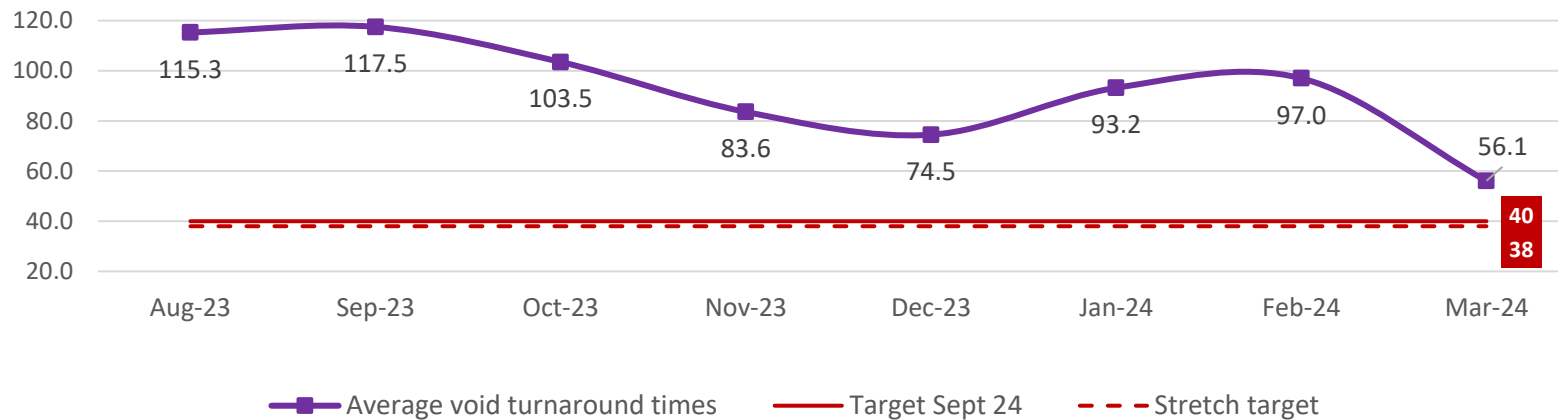
Average Key to Key Void re-let times (YTD)

All days, all HRA relets



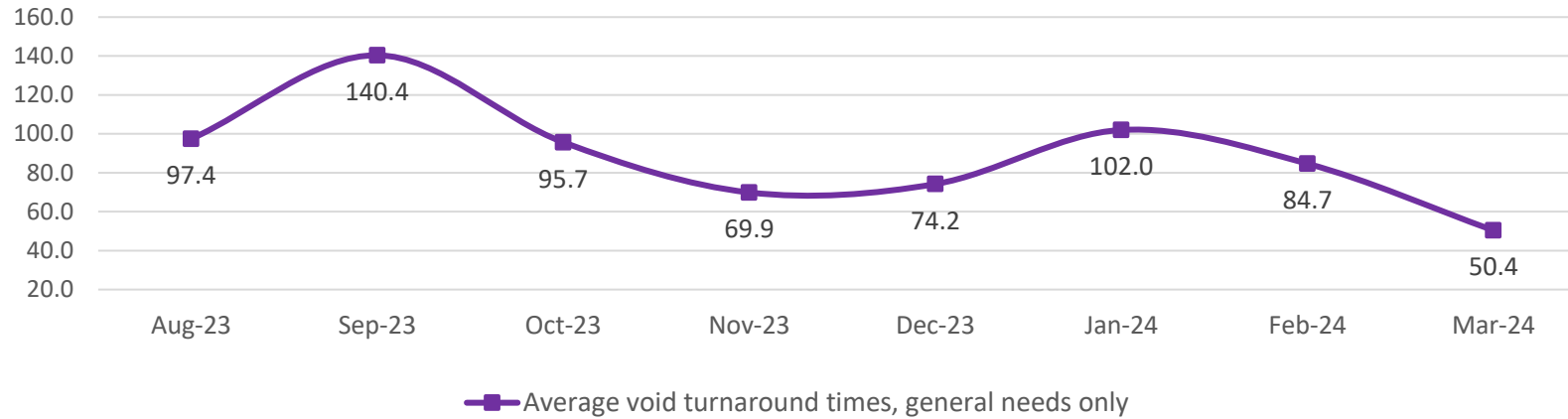
## Re-letting properties

Average Re-let time for all properties (Combined gen needs/sheltered)



## Re-letting properties

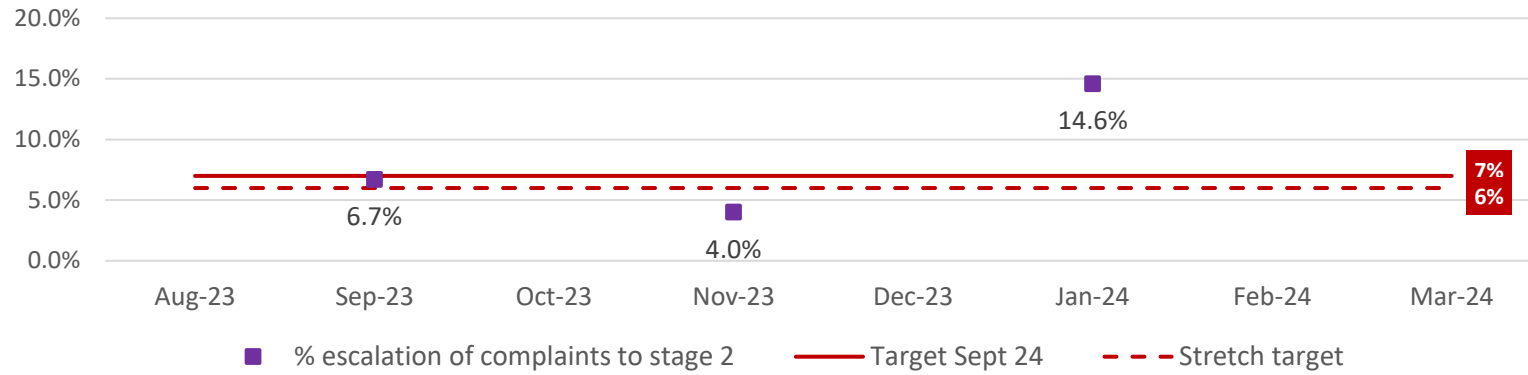
Average Re-let time for all properties (General needs only)



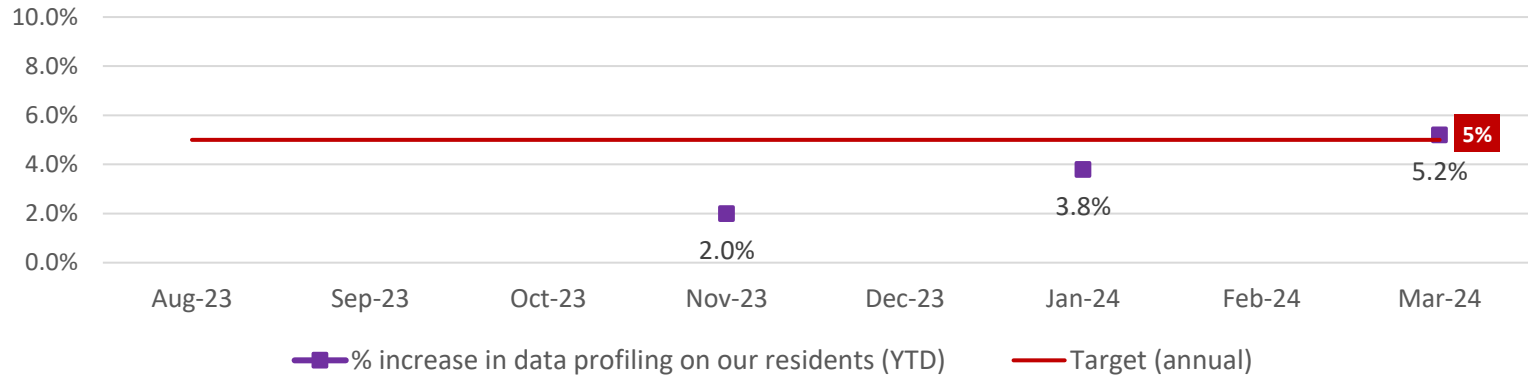
## Re-letting properties

No of Voids completed within target (monthly) – new voids  
(to be included soon)

### Complaints - escalation of complaints to stage 2



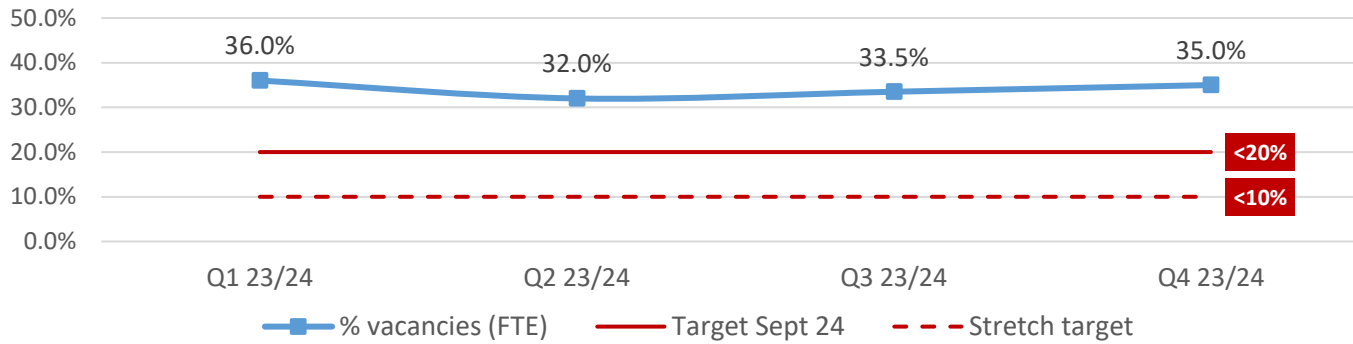
### Tenant information - % increase in data profiling on our residents



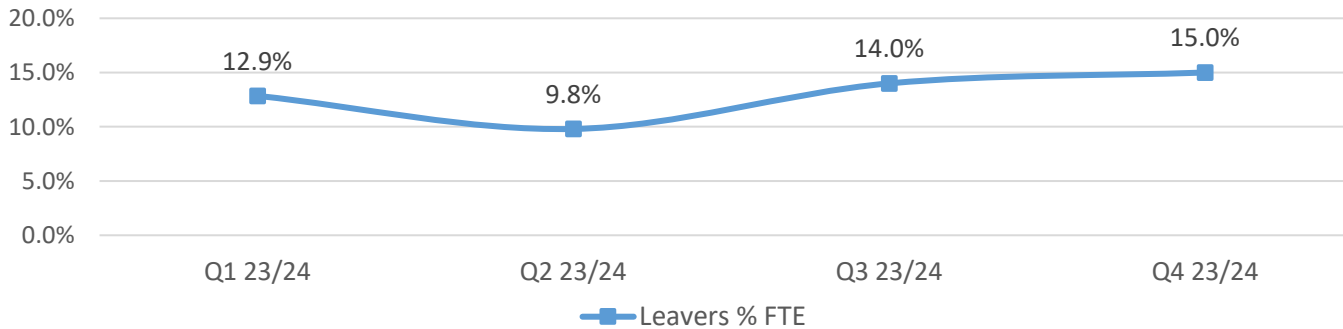


# People

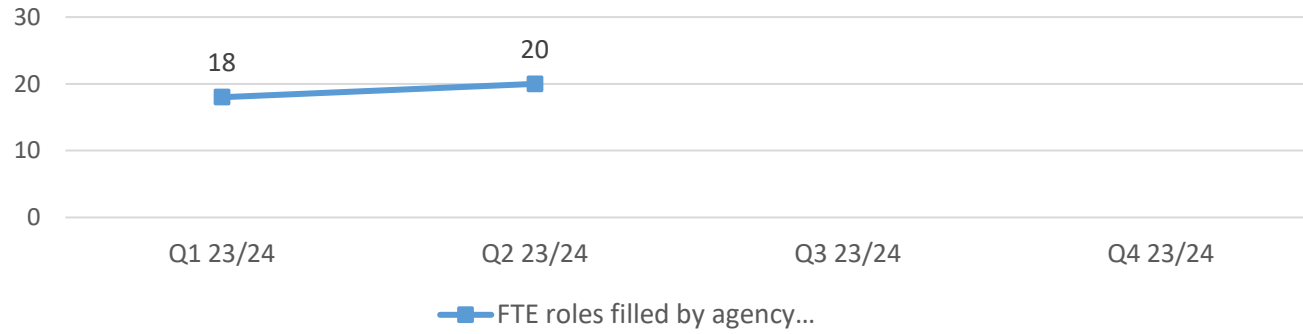
Vacant Full Time Equivalents % (position at end of quarter, some posts may be filled by agency staff)



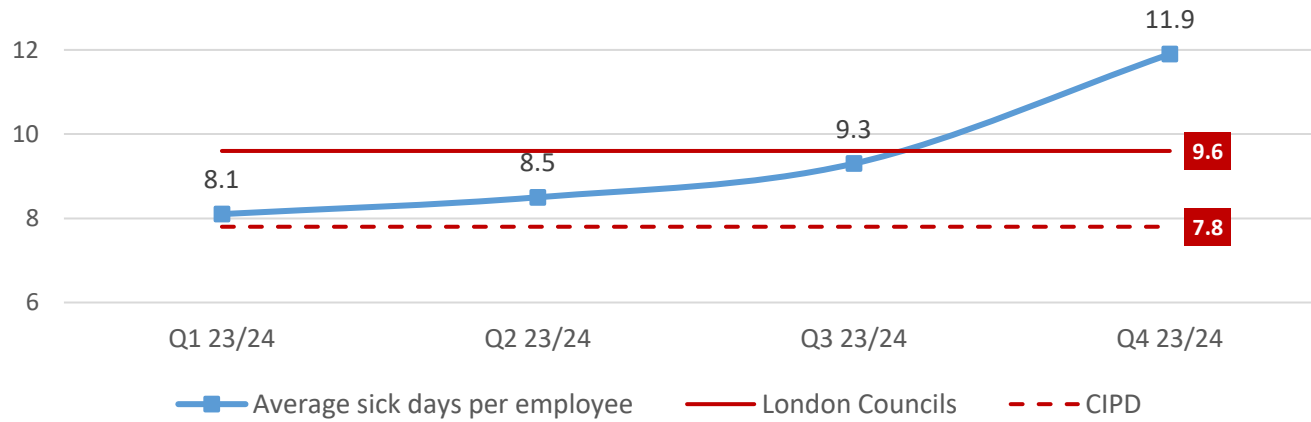
Leavers as a % of Full Time Equivalents (rolling year Apr23 - Mar23)



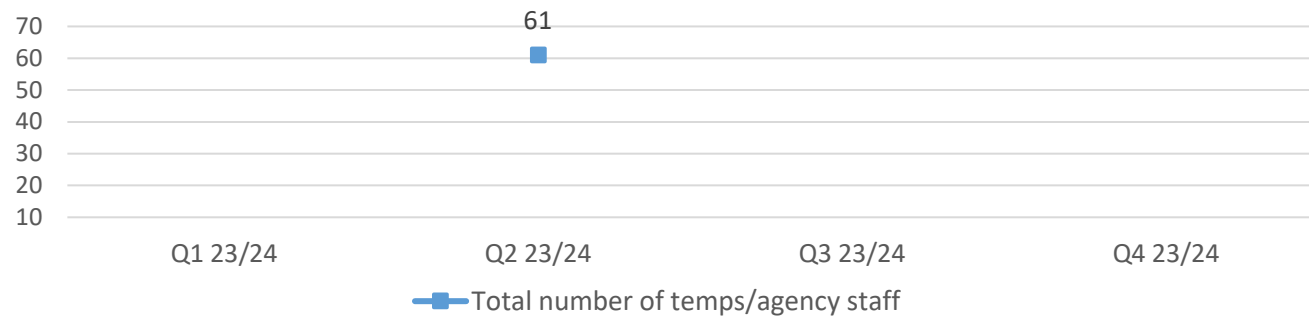
## Full Time Equivalents filled by agency staff



## Average no of sick days per employee (rolling year Apr23 - Mar23)



## Total number of temps/agency staff



## Tenant Satisfaction Measures (TSM) Summary

Measures set by the Regulator of Social Housing (RSH) to be provided from end 23/24 onwards

Measured by tenant perception survey (LBC data source: quarterly phone survey 250 tenants)

Measured by landlord

TSM Reference	Description	22/23	Q1 23/24	Q2 23/24	Q3 23/24	Q4 23/24	23/24	23/24 vs 22/23	Target Sept 24	Stretch target	Mid-year benchmarking *
TP01	Overall satisfaction	50%	53%	56%	52%	50%	53%	↑ 3%	60%	62%	61%
<b>Keeping properties in good repair</b>											
RP01	Homes that do not meet the Decent Homes Standard			YTD Q2 0.4%	YTD Q3 1.08%	YTD Q4 0.84%	0.84%	NA	0%	0%	
RP02	Repairs completed within target timescale 1- Non-emergency 2- Emergency				1 - 71% 2 - 77%	1 - 86% 2 - 96%	1 - 79% 2 - 84%	NA	98%	98%	
TP02	Satisfaction with repairs	59%	65%	76%	56%	61%	64%	↑ 5%	70%	72%	66%
TP03	Satisfaction with time taken to complete most recent repair	56%	53%	62%	51%	53%	55%	↓ -1%	62%	65%	60%
TP04	Satisfaction that the home is well maintained	51%	52%	60%	55%	53%	55%	↑ 4%	58%	62%	62%
<b>Maintaining building safety</b>											
BS01	Gas safety checks			96%	96.7%	99.1%	99.1%	NA	100%	100%	
BS02	Fire safety checks			100%	100%	100%	100%	NA	100%	100%	
BS03	Asbestos safety checks			34%	9%	100%	100%	NA	100%	100%	
BS04	Water safety checks			100%	100%	100%	100%	NA	100%	100%	
BS05	Lift safety checks			98%	100%	98%	98%	NA	100%	100%	
TP05	Satisfaction that the home is safe	62%	65%	65%	59%	55%	61%	↓ -1%	69%	71%	69%

TSM Reference	Description	22/23	Q1 23/24	Q2 23/24	Q3 23/24	Q4 23/24	23/24	23/24 vs 22/23	Target Sept 24	Stretch target	Mid-year benchmarking *
<b>Respectful and helpful engagement</b>											
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	40%	43%	42%	46%	40%	43%	↑ 3%	45%	50%	51%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	53%	58%	65%	58%	50%	58%	↑ 5%	60%	62%	69%
TP08	Agreement that the landlord treats tenants fairly and with respect	59%	57%	58%	56%	61%	58%	↓ -1%	62%	64%	67%
<b>Effective handling of complaints</b>											
CH01	Complaints relative to the size of the landlord (total number of complaints provided for this report) S1= Stage 1 S2= Stage 2			S1 313 S2 25	TBC	TBC	TBC	NA	45%	40%	
CH02	Complaints responded to within Complaint Handling Code timescales S1= Stage 1 S2= Stage 2			S1 15.6% S2 8%	TBC	TBC	TBC	NA	80%	80%	
TP09	Satisfaction with the landlord's approach to handling complain	22%	24%	31%	24%	25%	26%	↑ 4%	27%	30%/60%	24%

TSM Reference	Description	22/23	Q1 23/24	Q2 23/24	Q3 23/24	Q4 23/24	23/24	23/24 vs 22/23	Target Sept 24	Stretch target	Mid-year benchmarking *
<b>Responsible neighbourhood management</b>											
NM01	Anti-social behaviour cases relative to the size of the landlord (T - total number of cases provided for this report) H = cases involving Hate incidents			YTD Q2 T = 56 H = 4	YTD Q3 T = 83 H = 4	YTD Q4 T = 129 H = 6	T = 129 H = 6	NA			
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	50%	46%	48%	58%	53%	51%	↑ 1%	48%	57%	62%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	46%	46%	50%	51%	48%	49%	↑ 3%	50%	52%	62%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	48%	55%	48%	49%	46%	49%	↑ 1%	48%	48%	56%

\* HouseMark Benchmarking - median for London councils/ALMOs who took part in a mid-year exercise Nov 23.