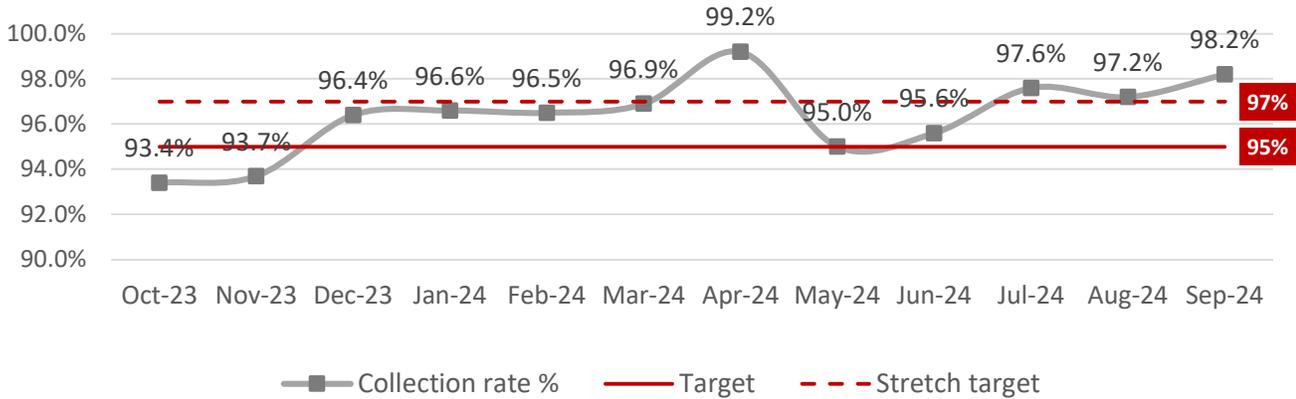


Housing Improvement Board Report

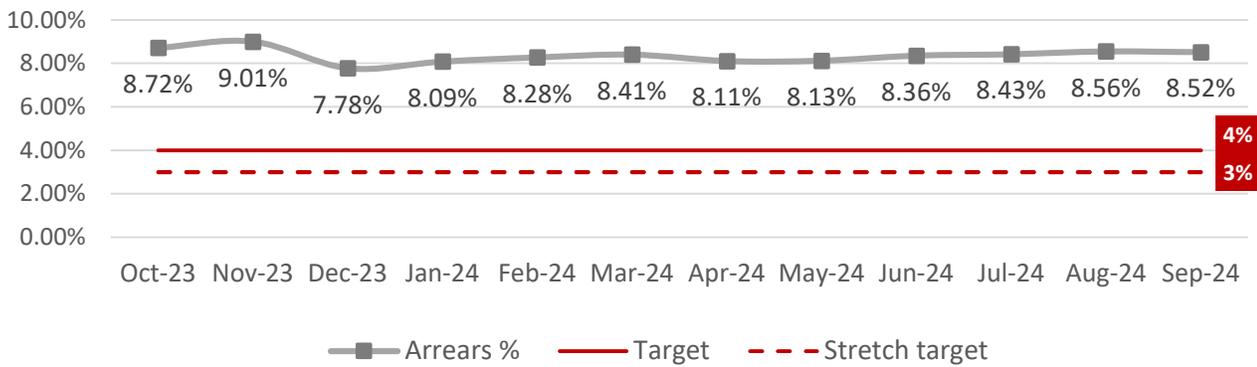
November 2024

Finance

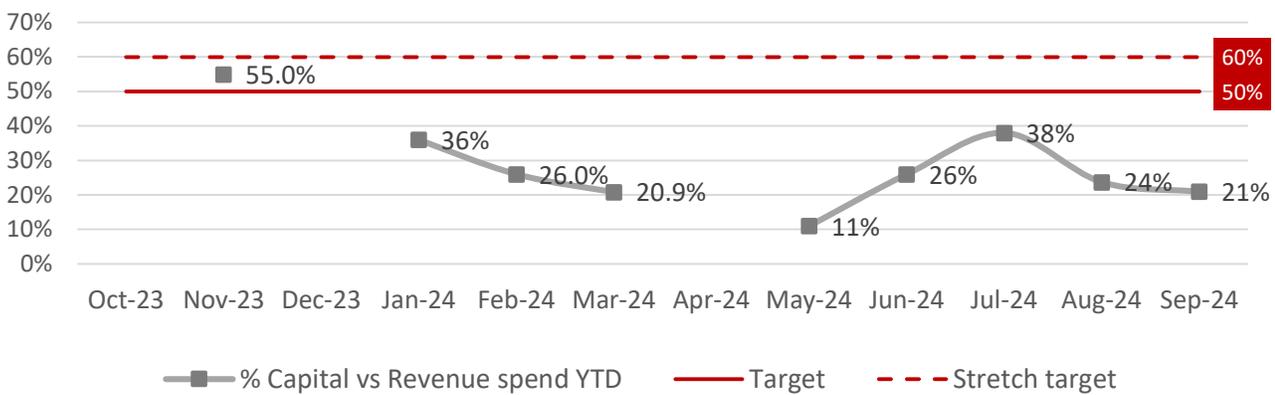
Collection rate - money collected as a percentage of rent charged



Arrears levels as a % of Yearly Rent Roll

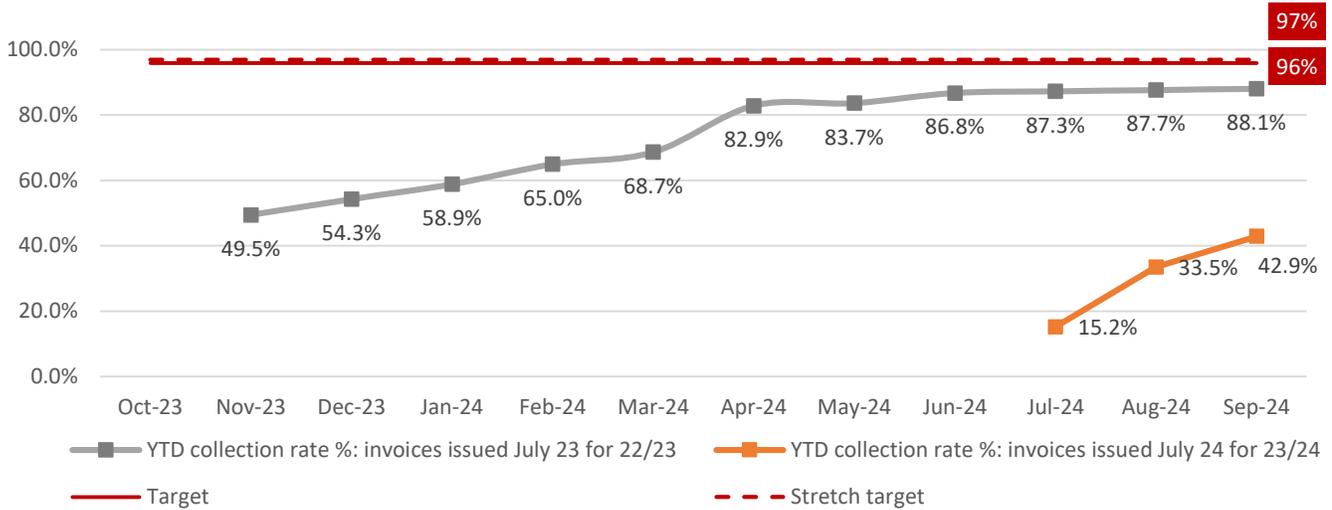


Capital vs Revenue spend (%YTD)



Please note - All capital projects were awarded before 30 Sept, and as a result we expect the percentage of capital against revenue to increase in Qtr 3 and Qtr 4 as invoices are paid.

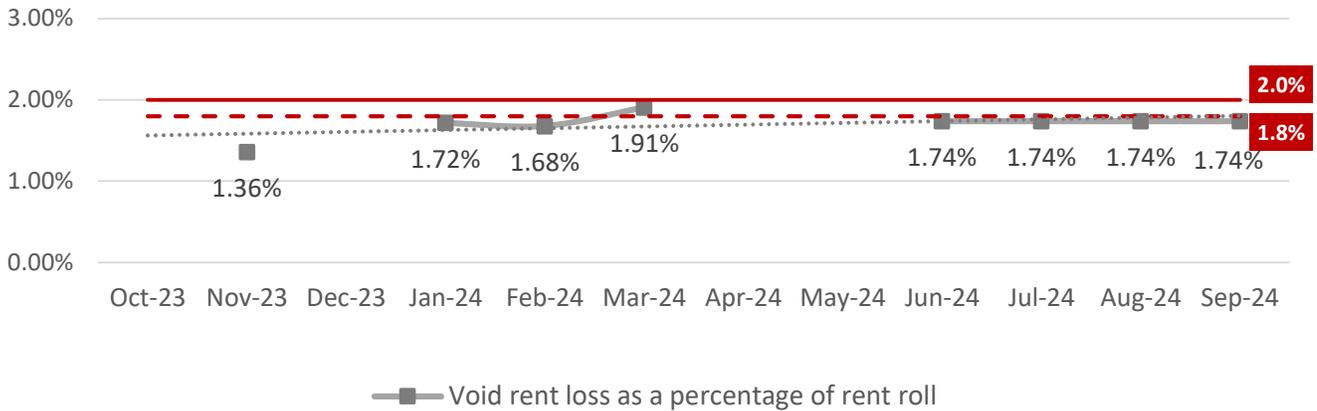
Leasehold and service charge collection rate (% , YTD)



Please note - Final accounts were sent out on 30 July this year

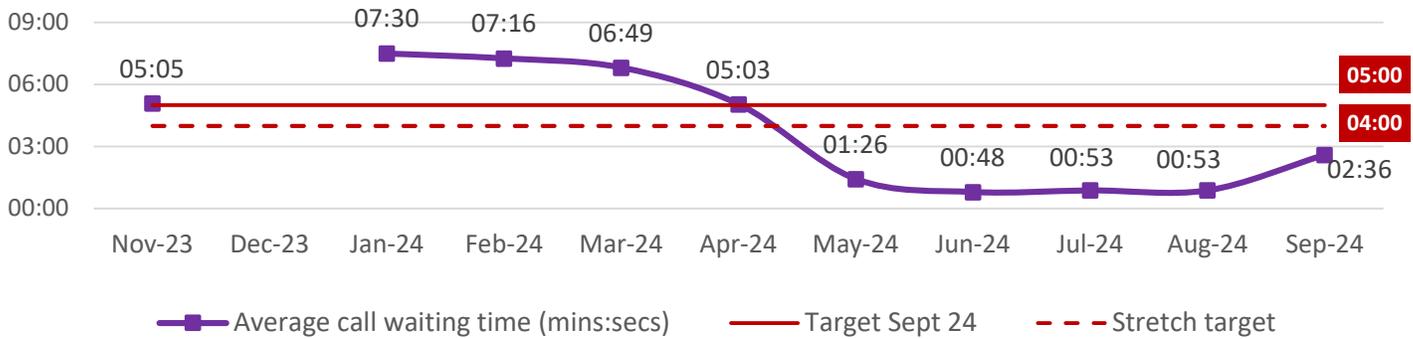
Void rent loss as a percentage of rent roll (exc TA & disposals)

Please note that this is the budget figure, real performance is not available until the NEC phase 2 work on Voids interface is complete



Operations, customer experience & service targets

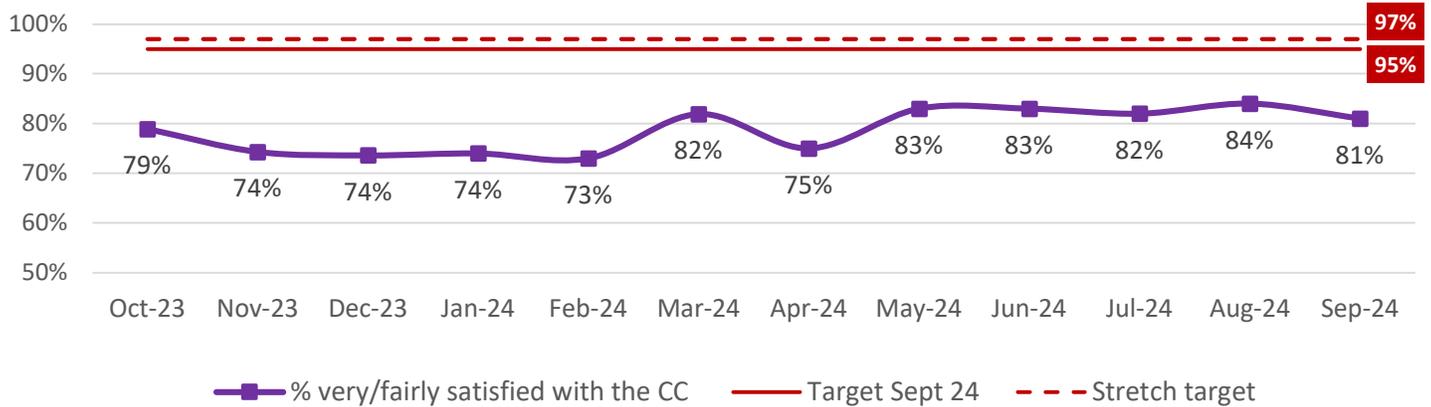
Repairs contact centre - Average call waiting time



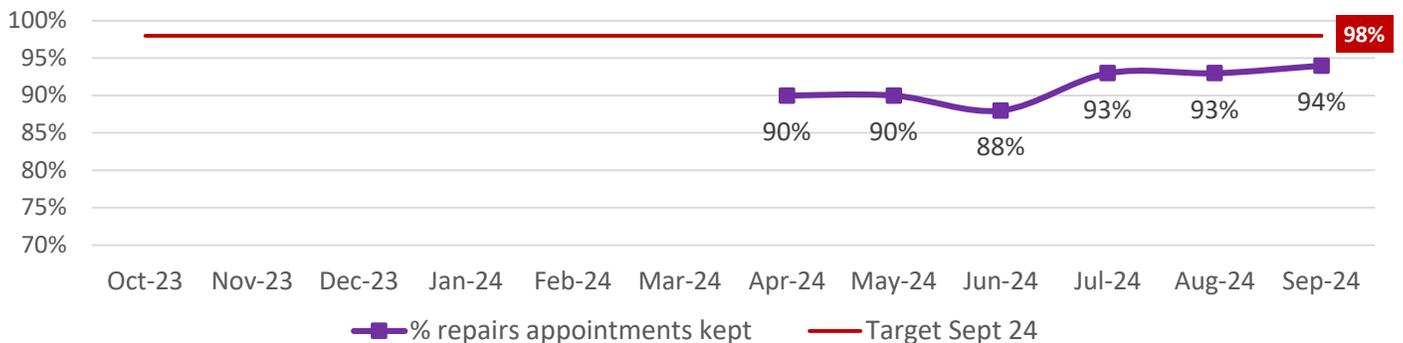
Please note: Call wait time was negatively impacted in September by a fire drill at BWH

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

Jan/Feb/Mar percentages are for Wates/K&T surveys only.

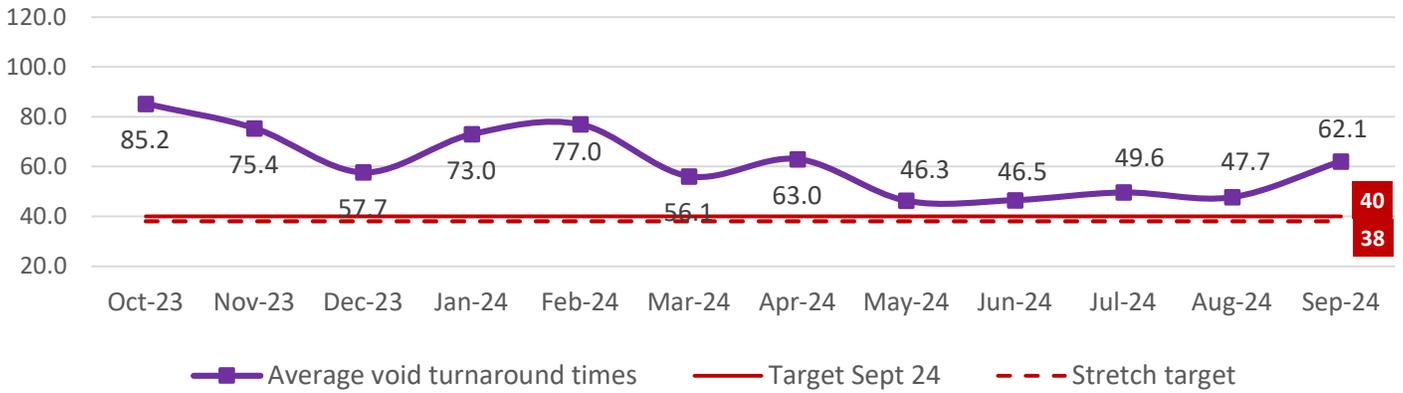


Repairs - appointments kept (non-urgent)



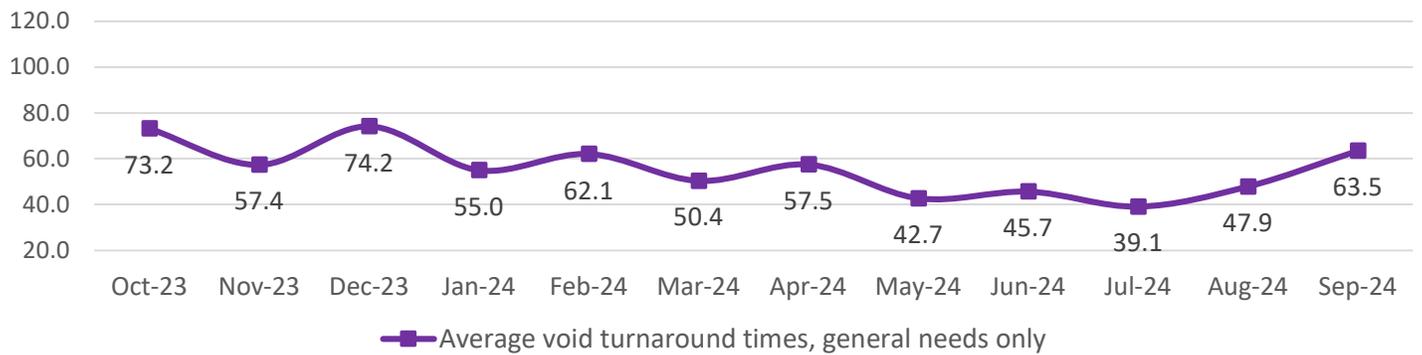
Re-letting properties *September data tbc*

Average Re-let time for all properties (Combined gen needs/sheltered) *(figures revised May 24)*

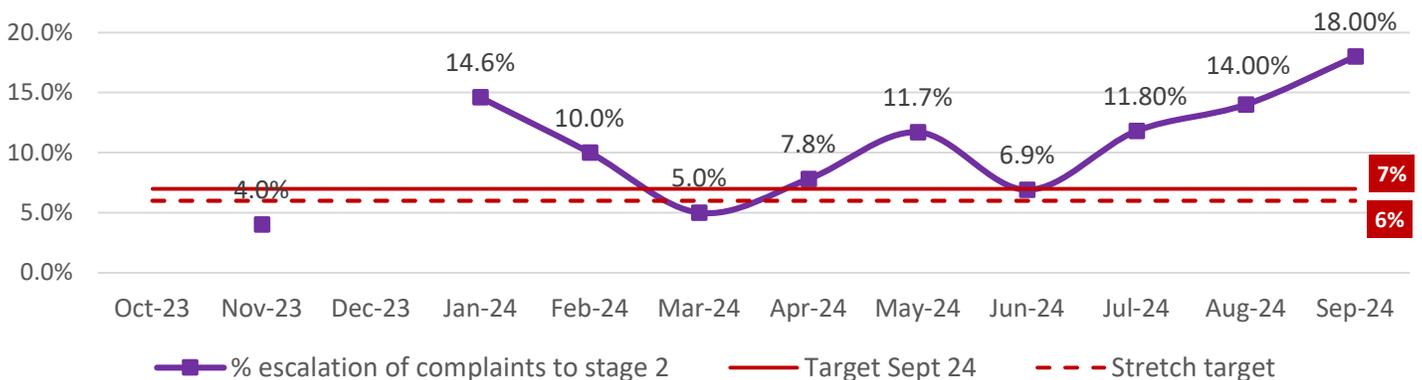


Re-letting properties

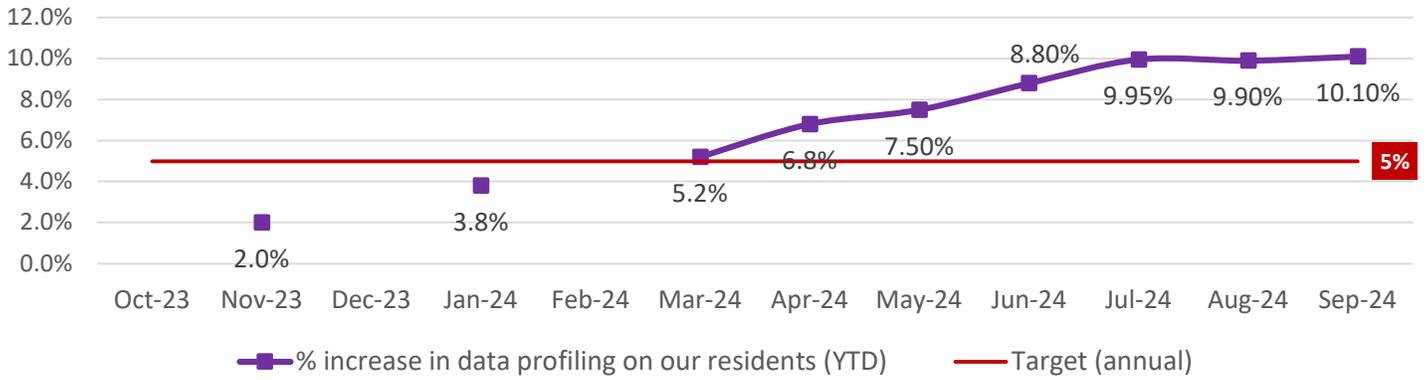
Average Re-let time for all properties (General needs only) *(figures revised May 24)*



Complaints - escalation of complaints to stage 2

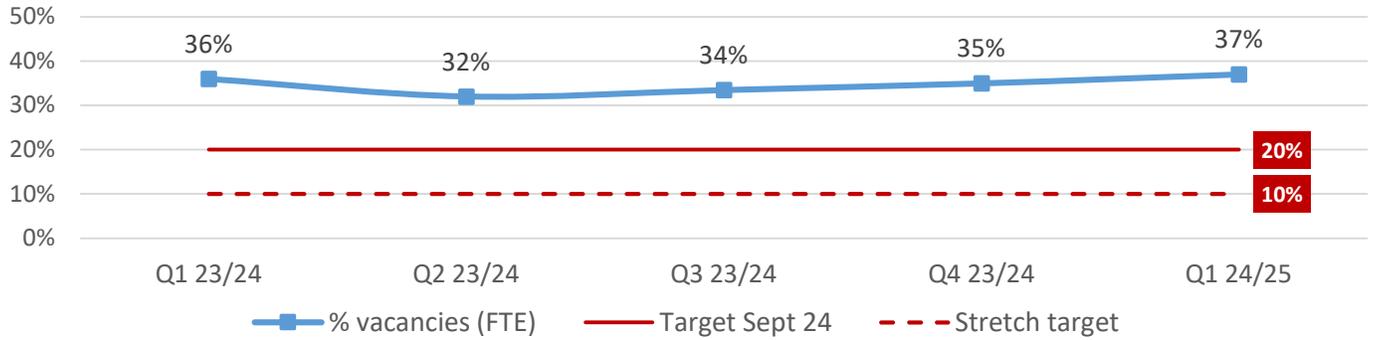


Tenant information - % increase in data profiling on our residents

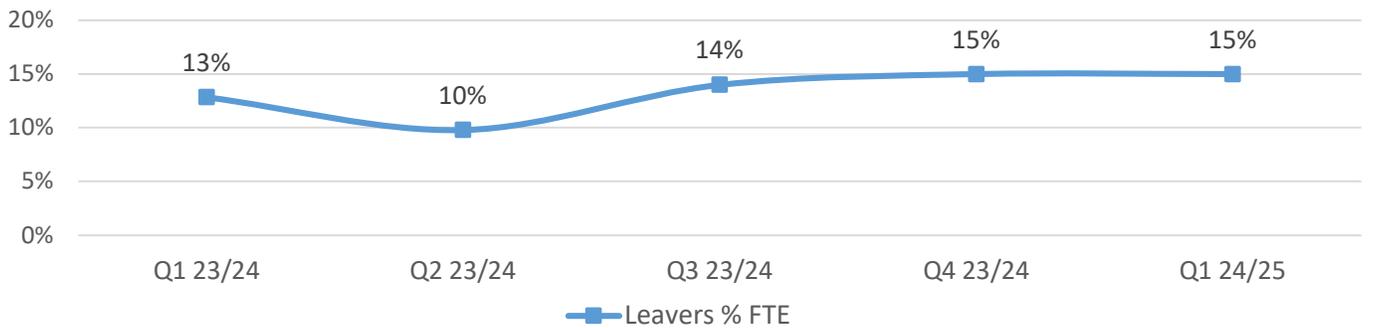


People

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 Jul23 - Jun24)



Average no of sick days per employee (rolling year Jul23 - Jun24)



Tenant Satisfaction Measures (TSM) Summary

Measures set by and provided to the Regulator of Social Housing (RSH) annually from June 24.

Measured by tenant perception survey (LBC data source: quarterly phone survey c250 tenants)

Measured by landlord

* HouseMark Benchmarking - 23/24 year-end median for London councils/ALMOs.

TSM Reference	Description	23/24	Q1 24/25	Q2 24/25	Q3 24/25	Q4 24/25	24/25 YTD	Target Sept 24	Stretch target	London 23/24 benchmark *
TP01	Overall satisfaction	53%	54%	55%			54%	60%	62%	59%
Keeping properties in good repair										
RP01	Homes that do not meet the Decent Homes Standard	0.85%	0.49%	6.24%			6.24%	0%	0%	9.10%
RP02	Repairs completed within target timescale 1- Non-emergency 2- Emergency	1 - 79% 2 - 84%	Q1 1 - 85% 2 - 93%	Q2 1 - 93% 2 - 90%			TBC	98%	98%	1 - 77.5% 2 - 90.6%
TP02	Satisfaction with repairs	64%	53%	61%			57%	70%	72%	63%
TP03	Satisfaction with time taken to complete most recent repair	55%	51%	45%			48%	62%	65%	60%
TP04	Satisfaction that the home is well maintained	55%	56%	53%			55%	58%	62%	61%
Maintaining building safety										
BS01	Gas safety checks	99.1%	99.80%	Sep 99.9%				100%	100%	99.8%
BS02	Fire safety checks	100%	100%	Sep 100%			100%	100%	100%	99.9%
BS03	Asbestos safety checks	100%	100%	Sep 100%				100%	100%	100.0%
BS04	Water safety checks	100%	100%	Sep 100%				100%	100%	99.5%
BS05	Lift safety checks	98%	100%	Sep 100%				100%	100%	98.3%

TP05	Satisfaction that the home is safe	61%	62%	62%			62%	69%	71%	67%
TSM Reference	Description	23/24	Q1 24/25	Q2 24/25	Q3 24/25	Q4 24/25	24/25	Target Sept 24	Stretch target	London 23/24 benchmark
Respectful and helpful engagement										
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	43%	41%	46%			44%	45%	50%	51%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	58%	58%	60%			59%	60%	62%	66%
TP08	Agreement that the landlord treats tenants fairly and with respect	58%	60%	64%			62%	62%	64%	69%
Effective handling of complaints										
CH01	Complaints relative to the size of the landlord (total number of complaints / number per 1000) S1= Stage 1 S2= Stage 2	S1 1001 74.6 S2 99 7.4	S1 308 22.95 S2 25 1.86	S1 285 21.24 S2 49 3.65			TBC	-	-	S1 - 73.48 S2 - 14.65
CH02	Complaints responded to within Complaint Handling Code timescales S1= Stage 1 S2= Stage 2	S1 20.7% S2 9.1%	S1 45.8% S2 16%	S1 44.6% S2 4.1%			TBC	80%	80%	S1 - 73.9% S2 - 67.2%
TP09	Satisfaction with the landlord's approach to handling complaints	26%	24%	26%			25%	27%	30%/60%	26%

TSM Reference	Description	23/24	Q1 24/25	Q2 24/25	Q3 24/25	Q4 24/25	24/25	Target Sept 24	Stretch target	London 23/24 benchmark
Responsible neighbourhood management										
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	T = 129 9.61 H = 6 0.45	T = 53 3.95 H = 6 0.45	Q2 YTD T = 87 6.48 H = 6 0.45			T = 87 6.48 H = 6 0.45			T = 32.1 H = 0.47
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	51%	44%	50%			47%	48%	57%	62%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	49%	50%	47%			49%	50%	52%	62%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	49%	53%	51%			52%	48%	48%	58%