

RSC - Reliable Repairs



	November 2023	December 2023	January 2024	Value	Target	Status	Short Trend	Long Trend
% appointments kept (monthly)	95.0	96.4	97.2	97.2	98			
% Repairs Completed in Target YTD (Wates & PH Jones only)	81.3	81.4	80.3	80.3	90			
Ave days to complete a repair (YTD)	10.4	9.5	9.9	9.9	7			

% Repairs Completed in Target YTD (Wates & PH Jones only) – When you look at the current make up of our open jobs you have jobs such as windows and doors that have a lead time of 12 weeks, therefore it is not possible to complete these within 20 working days, the repairs service is carrying larger and more complex jobs that require more time to complete. Wates have added two new planners to their team, we expect that increased office resource will result in higher system completions.

Average days to complete a repair (YTD) - When you factor in the reduced operations over the Christmas period and the increased demand in January a rise in the average days to complete a job is to be expected. We expect the average days it takes to complete a repair to reduce in the next few weeks.

RSC - Easy to Deal With



	November 2023	December 2023	January 2024	Value	Target	Status	Short Trend	Long Trend
% of Stage 1 Complaints Escalated	21	19	21	21	10			
% of Stage 1 Complaints Responded to in Target	98	97	87	87	98			
% of Stage 2 Complaints Responded to in Target	100	100	100	100	100			
Number of households registered for the customer portal	3,258	3,333	3,516	3,516	3,341			
Number of transactions by phone	5,036	3,059	5,283	5,283	-			
Number of transactions by email	5,659	4,659	6,448	6,448	-			
Number of portal sessions	3,539	3,200	5,773	5,773	-			

Stage 1 complaints responded to in target dipped in January due to an error in the due dates input by staff and sickness. We have made changes to the system and to the team set up to mitigate these issues and look to be back on track for February responses.

Portal usage continues to build which is positive. Phone calls and emails are up but this is not unusual at this time of year, and we remain on track to see an overall reduction over the year.

RSC - Improving our Places



	November 2023	December 2023	January 2024	Value	Target	Status	Short Trend	Long Trend
% Communal Repairs Completed In Target - Monthly	74.7	75.1	41	41	90			
Homes benefitting from cyclical works	3	0	2	2	13			
% of ASB cases responded to in target	100	100	100	100	100			
% satisfied handling of ASB	85.7	73.7	83.3	83.3	80			
% of Estates at Good Standard	32	35.8	38.2	38.2	28			

RSC - Stable and Lasting Tenancies



	November 2023	December 2023	January 2024	Value	Target	Status	Short Trend	Long Trend
% rent arrears - Overall (monthly)	3.73	3.79	3.92	3.92	3.54			
Void Performance - All Tenures	65.2	75.4	84.4	84.4	38			
Number of households benefitting from additional support	53	73	53	53	50			

Contractor performance remains the key issue with void turnaround and the Assistant Director of Asset who manage this stream are reviewing the current issues.

Major void category will be introduced based on Newlon’s Void Policy – value of works over £7,500 works to be completed within 3 months. Damp and mould cases over £7,500 will need typically 5 months for rectification. We will also report on standard voids (those that can be turned around within 20 days, so that Committee can see the progress of both categories (and other metrics, if useful) so that performance across all areas is being actively tracked.

Overall rent arrears are at 3.92% half a percent short of our end of year target. Arrears are increasing slightly in all areas over the last few months including shared owners and intermediate rent - traditionally stable and low arrears in this area. Team are hampered by delays within the court system and recognise genuine financial struggles for many residents.

RSC - Quality Homes



	November 2023	December 2023	January 2024	Value	Target	Status	Short Trend	Long Trend
Number of Homes Improved under the Stock Improvement Programme	218	154	214	214	132			
Stock Condition Surveys Carried out	0	0	77	77	92			
% of tenanted homes with an EPC	85.9	86.1	82.4	82.4	96			
% of EPCs Rated C or above	80.7	80.8	80.2	80.2	-			
% of tenanted homes meeting DHS	99.97	99.97	99.97	99.97	100%			

Stock Condition Surveys Carried out – The Asset Management Building Surveyors programmed to deliver the remaining Stock Condition program in the months of February and March to reach the overall target for 2023/24 accounting period. For the next accounting period the Stock Condition program will be spread over the course of the year now the Asset Management Team have been fully resourced. To give the board reassurances in the month of February the total number of surveys carried out will be significantly higher than the 92 target. Plans will be set out to ensure the Stock Condition Survey programme is delivering across the year evenly.

% of tenanted homes with an EPC – In the month of January 2024 the planned EPC project experienced access issues and this impacted the return of new EPCs for the properties which had no or expired EPCs. In the month of February 2024, the contractors working on the project achieved a higher success rate for access and there will be a jump in the number of homes with a valid EPC.

% of tenanted homes meeting DHS – There are two properties which do not meet decent homes standards. One property is to be disposed of and the current resident did not accept the properties which Newlon had offered them to move into. As a result, we seek an injunction through the courts which we were granted and the resident viewed another property and has now agreed to move into this property. Once the permanent move has been completed it will be sold, and the property will be removed from Newlon Stock and reporting. The residents for other property

which does not meet DHS have been relocated to another property on the Barnsbury Estate. The works which are required in their original property are extensive and the viability to carry out the works are to be discussed by the BEST Board due the property being demolished during the regeneration works. The costs of these works are likely to exceed £40,000.

RSC - Landlord Health & Safety



	November 2023	December 2023	January 2024	Value	Target	Status	Short Trend	Long Trend
% of Properties with Valid Gas Safety Certificate	99.8	99.8	99.8	99.8	100	🛑	↑	
% of tenanted homes with a 5 year Electrical Test Certificate	93.5	94.4	93.2	93.2	100	🛑	↓	
% of properties with a valid Fire Risk Assessment	100	100	100	100	100	✅	—	
Fire risk actions overdue (High/Critical)	138	131	110	110	0	🛑	↑	
% of properties with a valid Water Safety Certificate	100	100	100	100	100	✅	—	
Water safety actions overdue (High/Critical)	0	0	0	0	0	✅	—	
% of lifts safe	100	100	100	100	100	✅	—	
Asbestos Resurveys	98	87	46	46	8	✅	↓	

The gas safety non-compliant figures have been below 10 for the last few months. The properties noted as non-complaint are more complex cases associated with vulnerabilities (hoarding, debts on meters and Outward properties all cases are closely being monitored by all NHT teams) These cases sit with our enforcement team.

The current ECIR programme is issued annually and relies on a 60 month rolling programme of tests with very little flexibility which means on average there is a lower level of compliance which gradually increases throughout the year. For 2024/25 we will adjust the rolling programme to 57 months to allow flexibility within the programme to mirror what we do with gas compliance. We are also moving to the True compliance System during March 2024 which will assist with identify properties in jeopardy and non-compliant.

The high-risk actions have overall reduced in the last few months and are being monitored by the Building Safety team monthly. The majority of the tasks classed as high risk are sitting with the S/Projects team and are part of long-standing cladding remedial works on site. There are interim measures in place such as waking watch and Thermal cameras to mitigate the risk however the nature of the defect means the risk rating remains high.

The target was rolled over from last year, during this year we have carried out additional desktop and onsite reviews with UKHSE to remove properties on the current programme which no longer require a visit.

These will typically be properties which had cloned data which gave it a presumed ACM rating on integrator, so would have had a scheduled visit this year. (as we hadn't been into them in the past or couldn't access the area which had presumed ACM to sign it off - typically external roof soffits). Most of these properties fall into a category of on an estate or block built at the same time.

However we agreed a process last summer with UKHSE which will last a year, where if the team have accessed similar properties on that estate/block and confirmed from a survey with samples taken that there is no ACM, that similar property/ies - we would pass to UKHSE to undertake a desktop and or actual survey to remove them from the current programme. Therefore the programme was always going to fall away, we have already reported this process last year.

We should be in a position to summarise the overall position at the end of this month (March) as this is a permanent reduction in our ACM property survey programme.