

Housing and Community Services Performance Action Plan - Quarter 1 2016

Appendix C



88.24%

adapted
properties
allocated on a
needs basis

Target 90%

Theme – People

Action – PE1.1 - % of adapted properties allocated on a needs basis.

Target vs performance – Q1 target > 90%. Q1 actual - 88.24%.

Trend (compared to last quarter) - N/A

Background - 78 sign ups during Q1. 17 properties with adaptations, 15 let to tenants with the need of adaptation. Two where no medial requirement for adaptation was present. One of these was a hard to let property which was advertised six times and one where the details of the adaptation were not recorded and were only picked up at the time of viewing. This has now been resolved.

Key actions underway – Systems will be updated on a timely basis to account for all adaptations. Inspectors will also review properties as part of the inspection process and update/amend adaptation information as appropriate. Our allocations team is identifying potential tenants in need of adaptations prior to offer as part of the lettings process, thus enabling us to match with appropriate adapted properties.

Opportunities/risks – Risks include the increased cost in carrying out unnecessary adaptations, not making the best use of our stock and increased void loss due to letting difficulties.

There is ONE action for Housing and Community Services.