

# Housing Services Housing Briefing July 2002



South Derbyshire District  
Council

This briefing provides a summary of local indicators that are being used to monitor performance within Housing Services, with an overview of the current position for July.



### Sheltered Housing Service

100% of tenants in Sheltered Housing were visited at least 5 times every 10-day period during July, where agreed.

97.94% of calls to the CCU were answered within 60 seconds.

A new testing regime has recently been introduced for the Warden call equipment.

The Community Warden team have also introduced programmed visits to all the dispersed alarm (lifelines) customers who are not Council tenants.

### Repairs

In July we issued 217 repair orders, with 89.81% completed in the target time (1-3 days) and 74.70% of non-urgent responsive repairs completed within the target time (9-56 days).

In July 121 responses from customers were returned in relation to satisfaction with the manner of the tradesman who did the repair work. Of these responses 95.61% rated the manner as good. Of a 121 respondents 97.41% of customers reported that there repairs were done satisfactorily. Of a 121 respondents 96.39% of customers reported that the contractor completed the work when requested.

Improvements in communication between the Inspectors and Tradesmen has led to work being specified more accurately and service delivery being enhanced.

Greater control and management of the budget and resources has enabled more repairs to be undertaken and specific on-going problems to be addressed.

Following the appointment of two new tradesmen at the D.S.O. a new 'Voids Team' will be created from September to ensure voids are treated as a priority.

## Adaptations

There are currently 232 properties listed for adaptations. These include 21 referrals for minor adaptations that were received from Social Services in July. The majority of adaptations are for tenants waiting for showers to be installed.

Altogether 16 minor adaptations were carried out in July.

## Planned Maintenance and Improvement Programmes

Contract 9: This is a contract for general external repairs and replacement windows in Hartshorne. Harvey & Clarke are the contractors involved. Work is on going and on target for July.

Contract 10: This is a contract for general external repairs in Woodville and Lower Midway. Negotiations with Trent Force were unsuccessful and so negotiations have started with Harvey & Clarke.

The replacement boilers and heating installation contract for 227 properties in the district is running to programme.

75 properties are having replacement kitchens in the Swadlincote and Midway areas. The contractor is Harvey & Clarke and the work is currently on target.

Work for replacement bathrooms in Willoughby House is currently out to tender.

The Stock Condition Surveys have now been finished and some basic information received which has been put in the Business Plan. The final report will be received in September and a presentation will be arranged for Councillors, Tenant representatives and staff.

## Collecting Rent

Our target is to collect 100% of the rent due to the council.

The table below shows the position at the end of July:

|                        | 2001/2  | June    | July    |
|------------------------|---------|---------|---------|
| Current rent arrears £ | 177,244 | 183,108 | 196,001 |
| Former rent arrears £  | 145,394 | 150,593 | 156,455 |
| Total rent arrears £   | 318,638 | 333,701 | 352,456 |

Anyone who is in arrears with their rent is contacted early on by a Tenancy Liaison Officer to encourage payment and give information on how to contact the CAB for money advice. If this doesn't work we will serve an eviction notice and take the case to court.

## Letting Properties

At the end of July we had 59 empty properties being made ready to let.

## New Housing Applications

83 People applied to go on the housing register in July. The total number of people on the housing register is now 982.

### Homeless Applications

9 homeless applications were received in July with 6 having their homeless decision determined within 33 days.

### Right to Buy Applications

41 applications were received from people who wished to buy their council home in July, a large increase on June. 6 properties were sold.

### Tenant Participation

In July 52 tenants attended training/consultation meetings.

### Councillor Enquiries

The table below shows the performance in dealing with member enquiries and service requests:

|                             | May | June | July   |
|-----------------------------|-----|------|--------|
| Number received             | 31  | 14   | 9      |
| % dealt with in target time | 68% | 36%  | 77.77% |

Managers will be working hard to improve performance in this area.

