

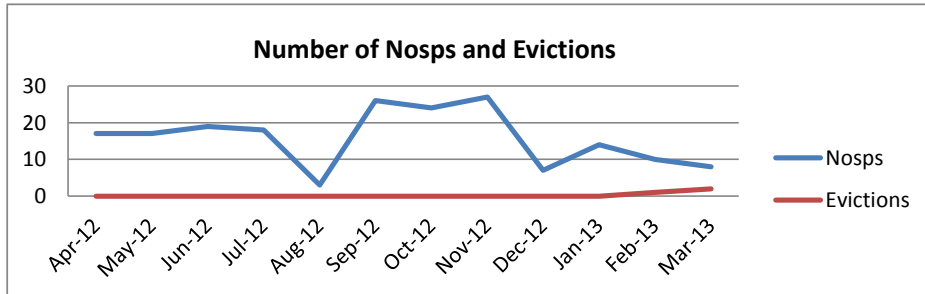
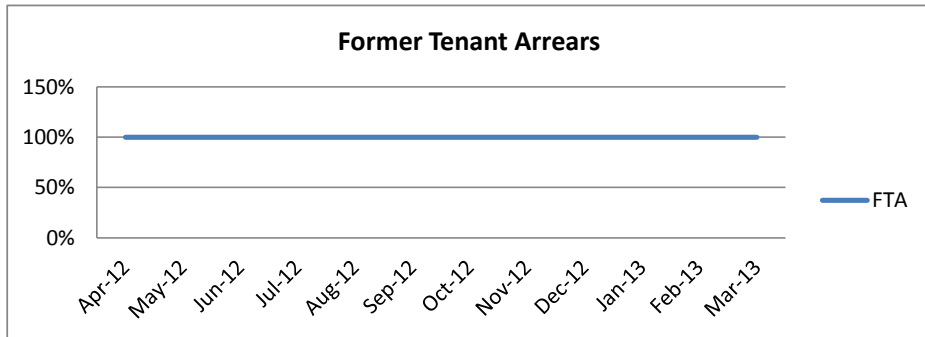
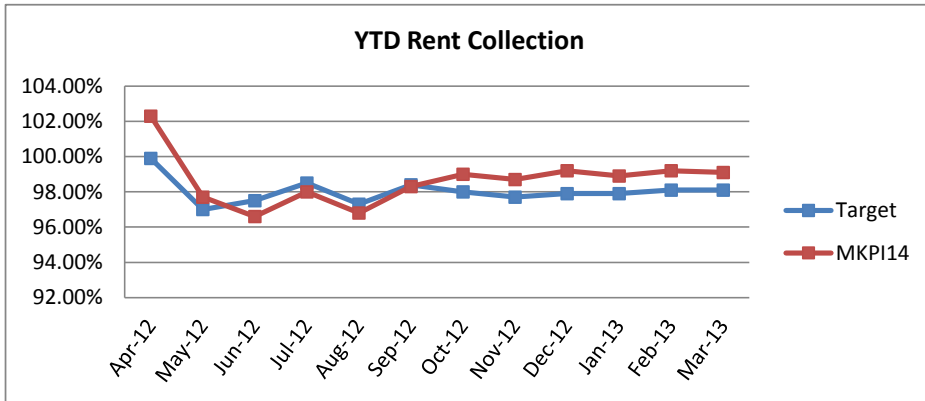
Regenter Brockley

Performance Report

March 2013



Rent Collection and arrears - March		2009-2010	2010-2011	2011-2012	This Month	Current YTD	Target	Direction of travel
KPI	Performance Standard							
MKPI14 Contractual (Monthly)	Rent & Service charges: % (incl. current arrears) collected from Tenants	94.89%	95.99%	97.14%	99.10%	98.65%	0.0-0.49% above	↓
MKPI15 Contractual (Monthly)	Former tenant arrears: % former Tenants R&A cases where authorities procedure followed	100%	100%	100%	100%	100%	95%	



Comments

MKPI14 income collection for the month of March is 99.1% the borough average is £98.1% therefore we are 1.1 % above the borough average . We continue to hold our performance in this area through the allocation of targeted resources and the delivery of the action plan.

The average arrears per tenant is £205.53
Number of tenants in arrears are 601
There were 8 Nosp's served this month

There were 2 evictions they were for abandonment of tenancy. There were no cases referred to court
Number of tenants in more than 7 weeks in arrears is 106
This figure has decreased by 1 since February

At 28th March 2013, we currently have a total of 187 FTA's;
139 rents = £240,335.84
48 Garages = £6,926.40

All of these cases (tenancies & garages) have been actively pursued using Lewisham's FTA procedure.

4 cases were written off in March 13, totalling £11,997.30 106 cases in total have been written off totalling £92,658.50.

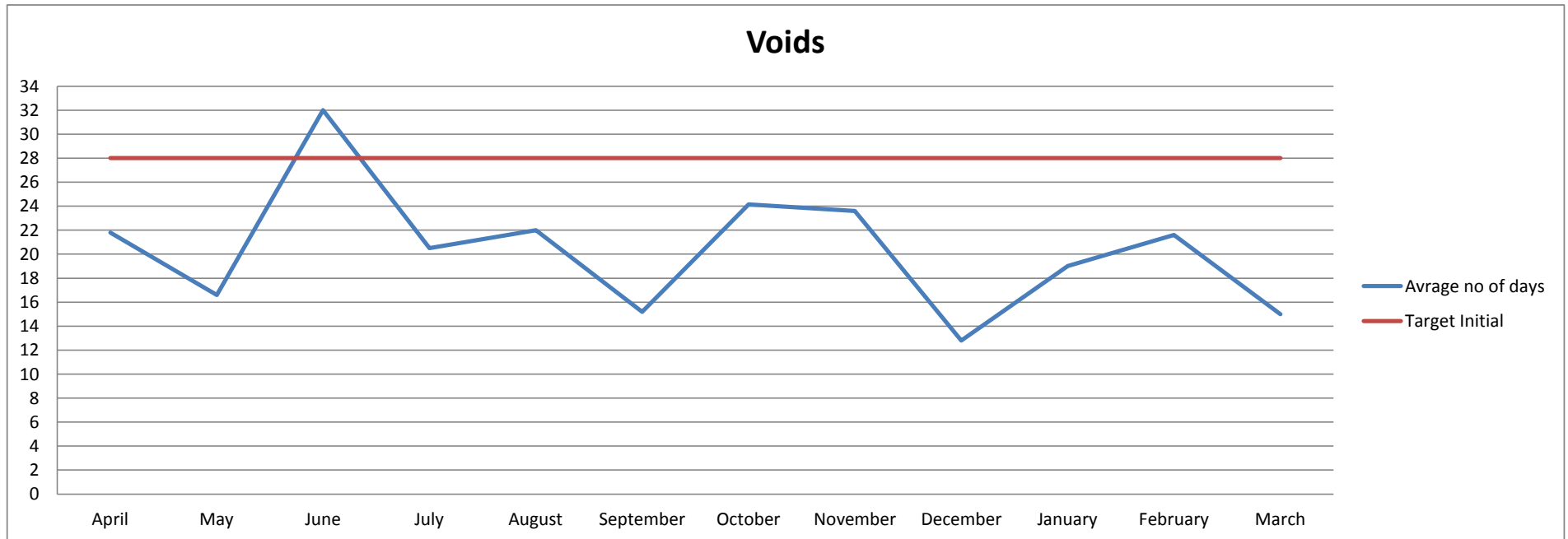
7 New cases (rents) received for the amount of £2,649.08.
Total amount of FTA collected in March 2013 for rents £512.36.
Following on from the previous report, there were 2 garage cases totalling £466.42, still not shown on report. This is being investigated.

Voids - March		2009-2010	2010-2011	2011-2012	This Month	Current YTD	Target	Direction of travel
KPI	Performance Standard							
MKPI19 Contractual (Monthly)	Voids: Average time for letting minor void dwellings not to exceed 28 days	22.12	18.44	18.86	15.00	19.85	28 days or less	↑

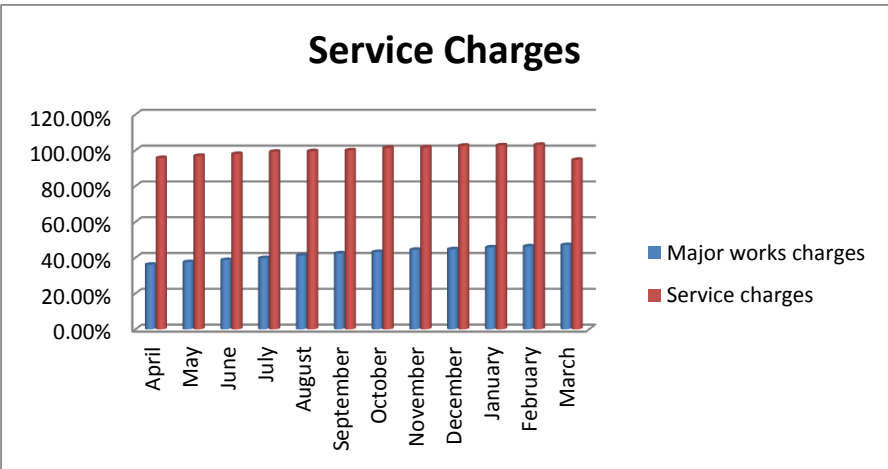
Comments

Initial Voids
The total number of days taken to complete 7 Initial Voids was 105 days.
The average turnaround time for 7 Initial availability properties let within March 13 was 15 days (YTD: 19.85 days).

Full Availability Voids
There was 0 full availability void for March 2013. (YTD: 30 days.) Ave works costs £10,000
During March a total of 7 properties were let. Of these, 7 were completed to the Initial Availability and 0 completed to the full availability.



Lease and Service Charges - March		2009-2010	2010-2011	2011-2012	This Month	Current YTD	Target	Direction of travel
KPI	Performance Standard							
MKPI7	Contractual (Monthly) Lease: number of occasions of failure to deal with breach of lease	-	-	-	-	-		
Information (Monthly)	Service charges	89.64%	110.04%	94.10%	103.10%	99.63%	90%	↓
Information (Monthly)	Major works	32.83%	34.57%	27.69%	46.33%	42.27%		↑



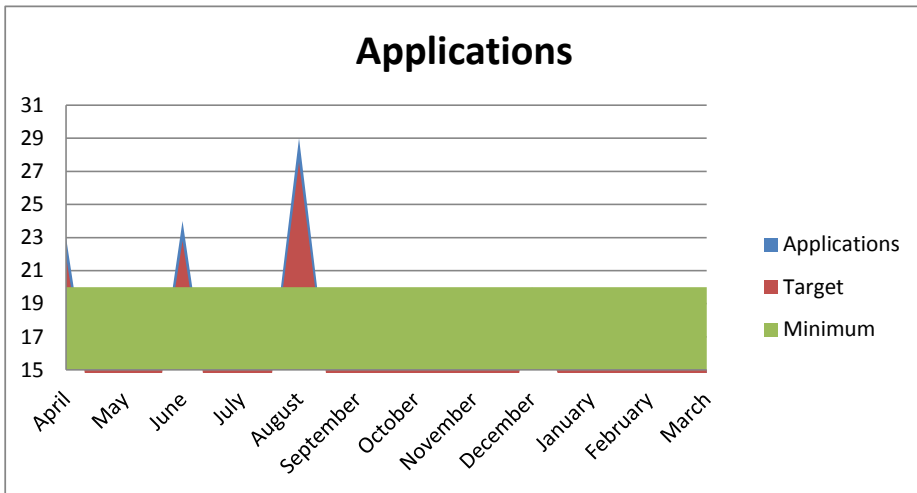
Comments

Service charges Compared to last month performance in this area has decreased by 0.72%. This was due to the upload of the new service charge figures on the academy system on the 29th March 2013, rather than in April. For this month we have achieved 94.68% (YTD 99.63%) collection rate.

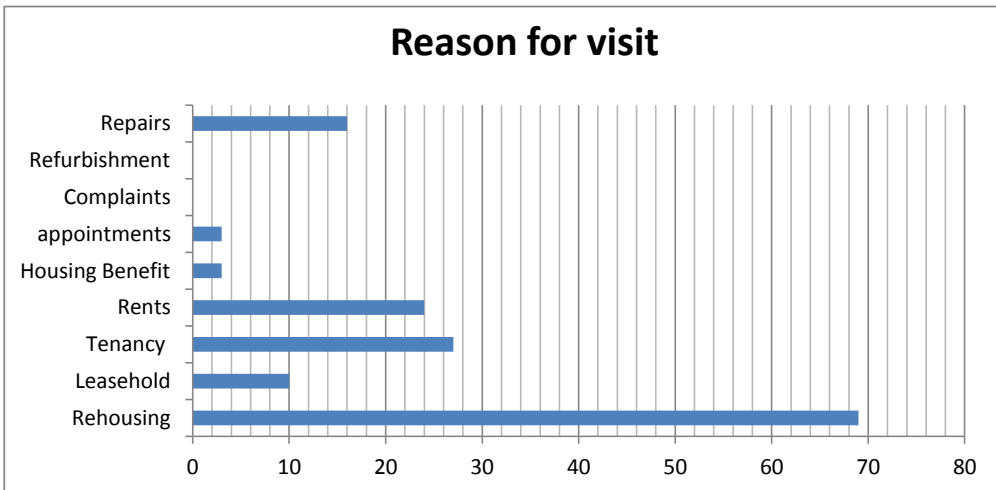
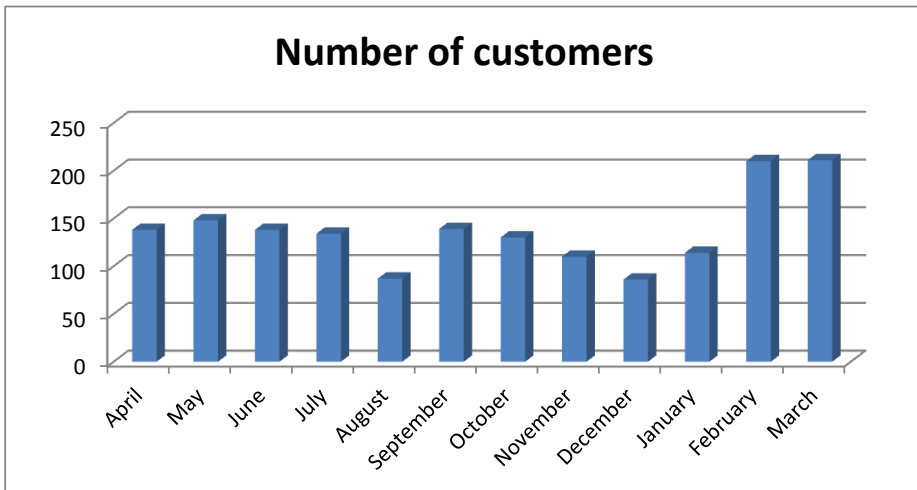
Major works There continues to be an increase in this area from 0.57% to 0.72% compared to last month. Arrangements and Direct payments are in place to ensure lump sum payments are being received.

Breach of lease The current breaches are being addressed, work to make good the breaches have not yet been completed as per post inspection. However, leak has been stopped. One case is with our solicitors for legal action.

Customer Service - March		2009-2010	2010-2011	2011-2012	This Month	Current YTD	Target	Direction of travel
KPI	Performance Standard							
MKPI1 (Monthly)	Number of applications registered within 10 working days	294	349	314	11	127	95%	↑
MKPI3 Contractual (Monthly)	Reception: Wait time not to exceed 15 minutes				100%		100%	

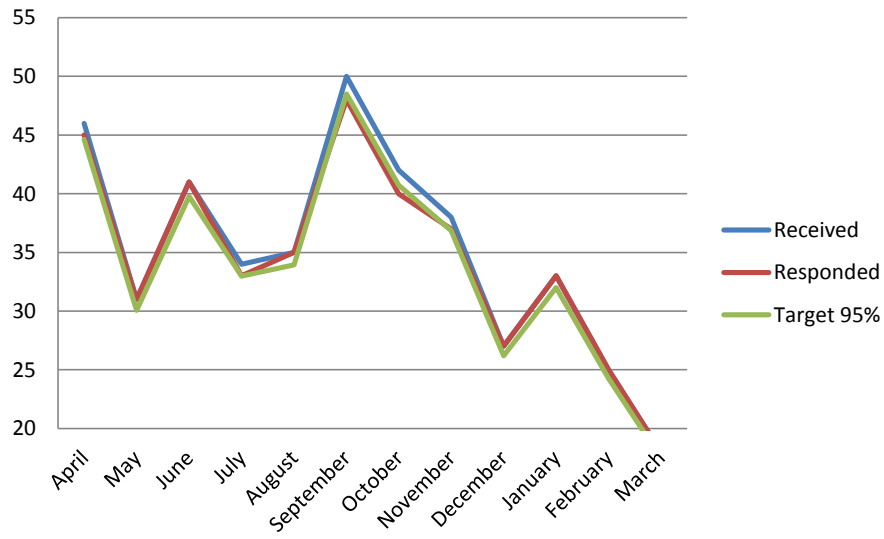


Comments

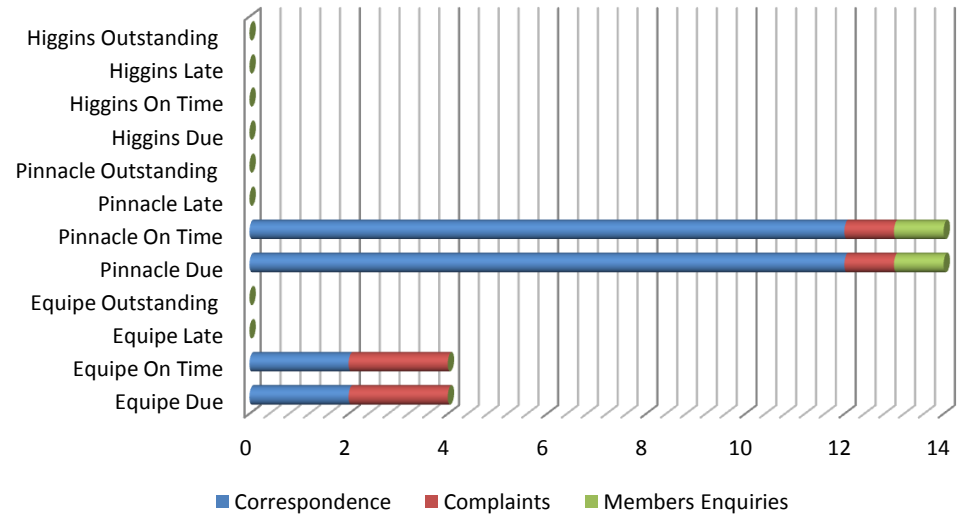


Customer Service - March		2009-2010	2010-2011	2011-2012	This Month	Current YTD	Target	Direction of travel
KPI	Performance Standard							
MKPI4	Contractual (Monthly) Office opening hours: 9.00am to 5.00pm	1680	1680	1880	160	2028.5	100%	
MKPI6	Contractual (Monthly) Correspondence: % responded to within 10 working days	99.10%	99.60%	98.84%	100%	98.62%	97%	↓

Correspondence



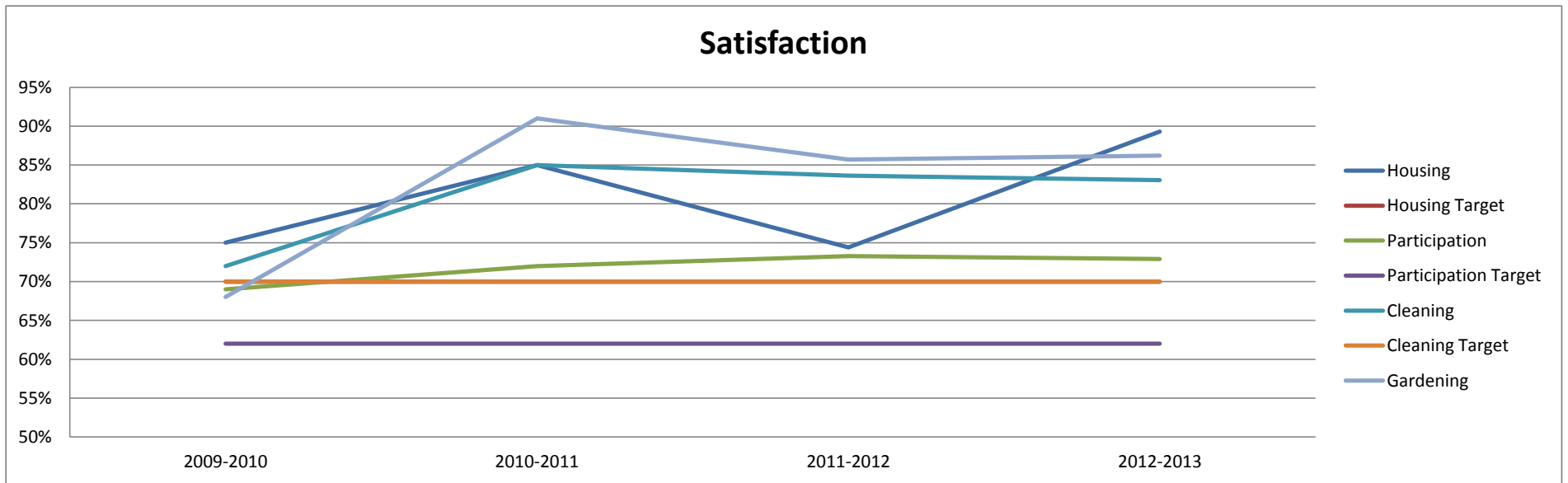
Correspondence



Comments

The overall performance by Regenter B3 on correspondence was 100%. The breakdown by partners is as follows: Equipe - 100% Higgins 100%, Pinnacle 100%. No deductions will be applied. The two complaints allocated to Pinnacle was about members of staff and Succession rights

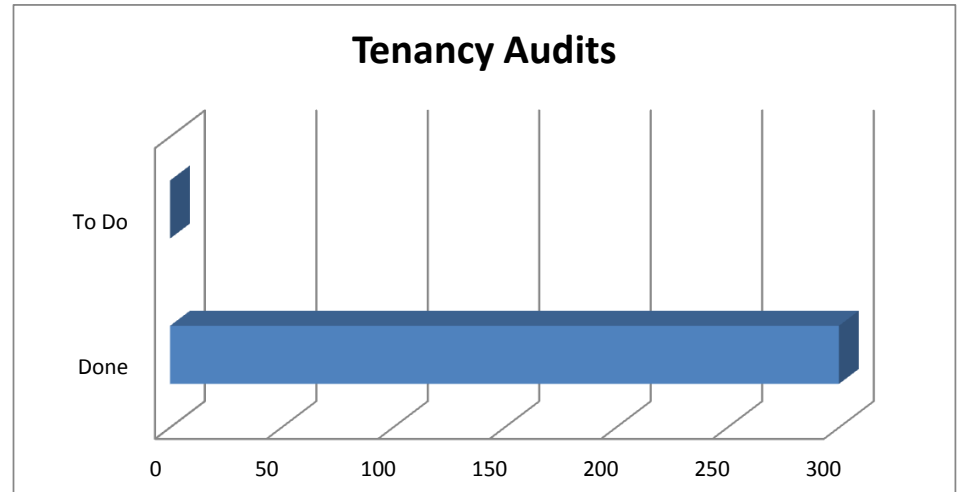
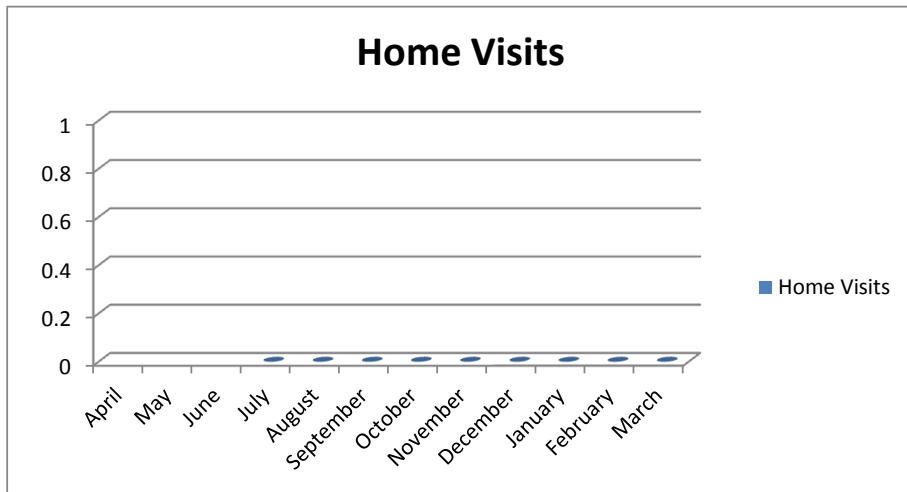
Satisfaction - March		2008-2009	2009-2010	2010-2011	2011-2012	2012-2013	Target	Direction of travel
KPI	Performance Standard							
AKPI1	Contractual (Annual) Satisfaction (Participation):	x	69.00%	72.00%	73.26%	72.91%	62%	↓
AKPI3	Contractual (Annual) Satisfaction (HM Service): Tenants and Leaseholders overall satisfied with housing management provided	x	75.00%	85.00%	74.39%	89.31%	70%	↑
AKPI5	Contractual (Annual) Satisfaction (FM Service):	x	72.00%	85.00%	83.63%	83.07%	70%	↓
	(Annual) Satisfaction (GM Service):	x	68.00%	91.00%	85.69%	86.22%	x	↑



Comments

The survey of 500 residents has been completed. The outturn results has seen a significant increase in satisfaction levels with housing management.

Housing - March		2009-2010	2010-2011	2011-2012	This Month	Current YTD	Target	Direction of travel
KPI	Performance Standard							
MKPI2	Contractual (Monthly) Home visits: Proportion undertaken within 5 work days of request	100%	100%	100%	0	0	95%	→
AKPI2	Contractual (Annual) Tenancy audits: Compliance with requirements on tenancy audit	300	300	300	0	300	300	→
AKPI4	Contractual (Annual) ASB: Crime and anti-social behaviour instances reported where	-	-	27	1	11	-	↑
MKPI16	Contractual Information: Response to requests for information from HB within 7 days	-	-	-	0	-	-	→

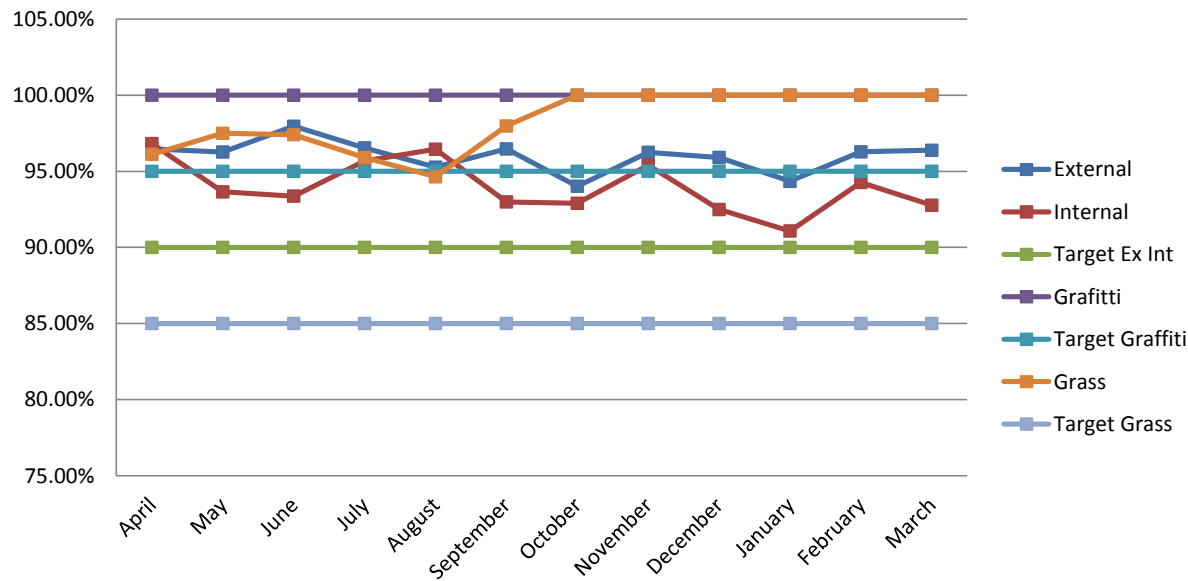


Comments

Home visits: during the measurement period no home visits . We have completed all Occupancy Checks for this financial year. A report setting out our findings has been prepared for the client.

Estate Services - March		2009-2010	2010-2011	2011-2012	This Month	Current YTD	Target	Direction of travel
KPI	Performance Standard							
MKPI9	Contractual (Monthly) External communal area inspected at EPA standard A	96.80%	95.98%	94.74%	96.38%	96.01%	90%	↑
MKPI10	Contractual (Monthly) Internal communal area inspected at EPA standard A	94.46%	94.18%	93.66%	92.77%	93.99%	90%	↓
MKPI11	Contractual (Monthly) Grass areas inspected and between 25 -60mm	99.83%	99.25%	99.67%	100.00%	98.30%	85%	→
MKPI13	Contractual (Monthly) Graffiti removed within 4 Days	100%	100%	100%	100.00%	100.00%	95%	→
	Contractual (Monthly) Percentage of estate inspection performed in the month	100%	100%	100%	100.00%	100.00%	98%	→
MKPI8	Contractual (Monthly) Items noticed on walkabouts completed within timescale	100%	100%	100%	100.00%	100.00%	98%	→

Estate Services KPIs

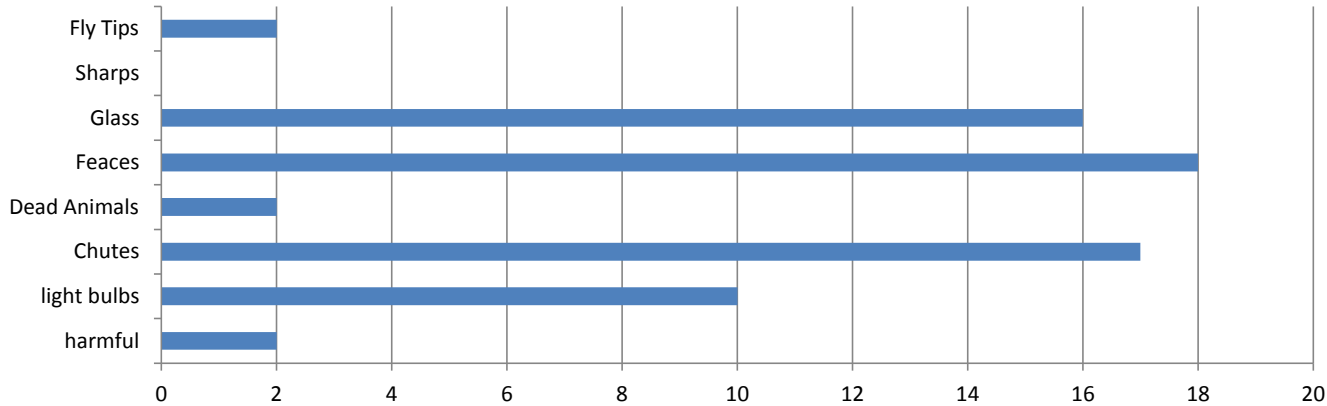


Comments

The cleaning standards for the month are recorded as 96.38% external and 92.77% internal achieving EPA standard A.
 Deep cleaning program of internal staircases is on its way and will continue for few months.

Estate Services - March

March

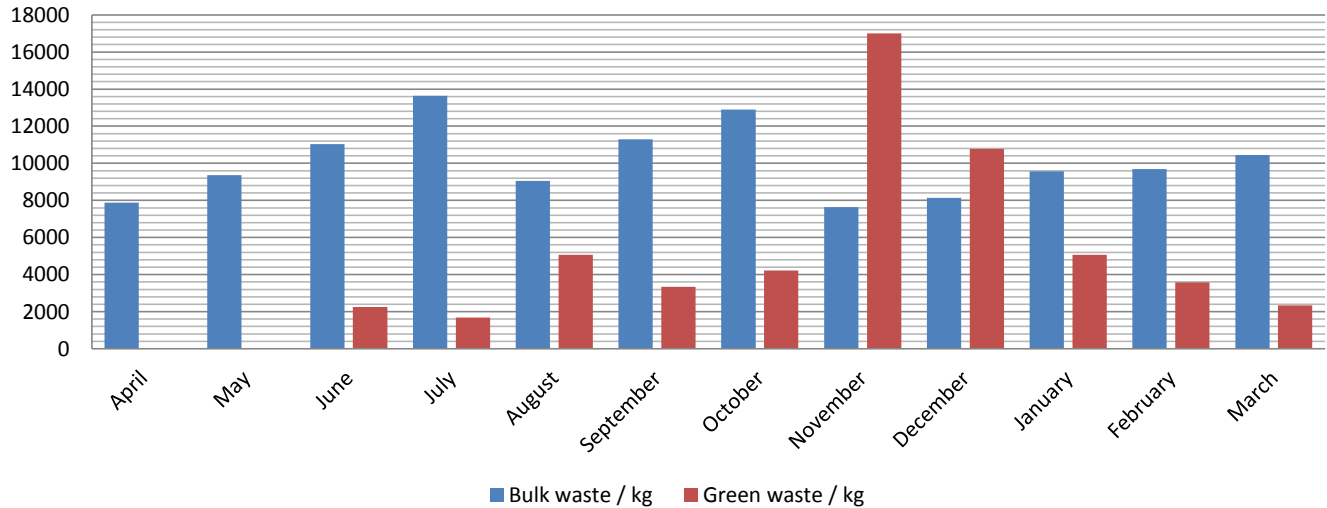


Other Information	March
Bulk waste / kg	9560
Green waste / kg	5060
harmful	0
light bulbs	15
Chutes	28
Dead Animals	8
Feaces	13
Glass	12
Sharps	1
Fly Tips	7

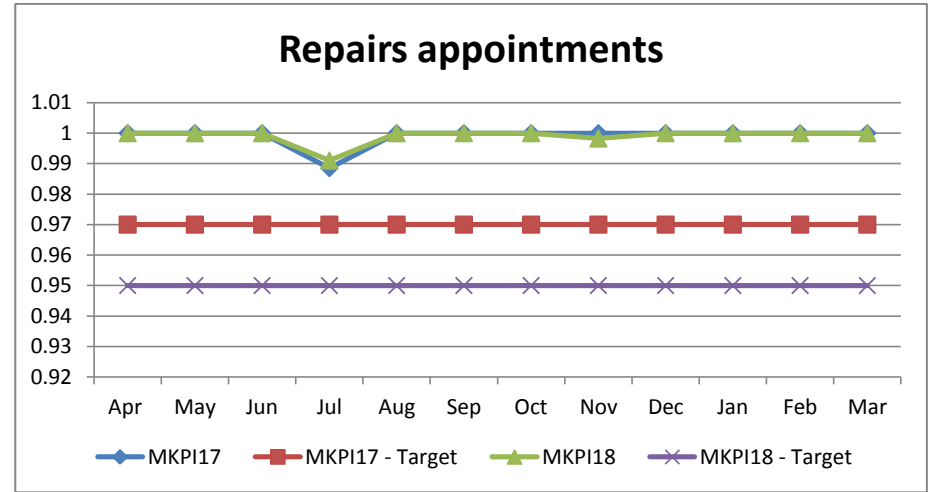
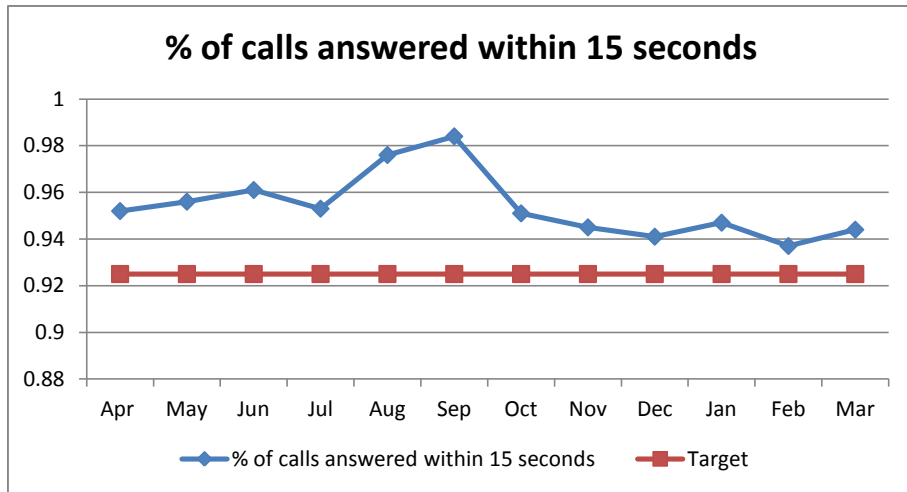
Comments

We have planted another lot of plants and started scheduled grass cuts for the year

Bulk and green waste



Repairs Services - March			Jan	Feb	Mar	Current YTD	Target	Direction of travel
KPI	Performance Standard							
MKPI 5	Contractual (Monthly)	% of calls answered within 15 seconds	94.70%	93.70%	94.40%	95.39%	92.50%	↑
MKPI17	Contractual (Monthly)	% of responsive (non emergency) repairs requested where an appointment was made and kept	100%	100%	100%	99.90%	97.00%	→
MKPI18	Contractual (Monthly)	% of responsive repairs requested that were completed within timescale	100%	100%	100%	99.91%	95.00%	→



Comments

We have maintained good performance throughout the year in answering calls and attending repairs appointments within target times.