

**Report to Housing Management Sub Committee Meeting to be held  
on 6<sup>th</sup> July 2011**  
**Prepared by Patricia Cahill and Cearda McGregor, Directors of  
Housing**

**1. Subject**

Housing Management Service Standards – Outcome Report for 2010/11

**2. Summary**

The purpose of this report is to show performance against the approved Housing Management Service Standards as contained at appendix 1.

**3. Link to Business Plan**

Having service standards in place and analysing and reporting on the outcomes of these to members and customers supports the following objectives in the Business Plan:

1. To provide, manage and maintain top quality affordable housing across a range of tenures
2. As a fully mutual co-operative to maximise the involvement of members and promote co-operative benefits and principles

**4. Housing Management Service Standards**

**Background**

The Housing Management service standards were approved by the Housing Management Sub Committee in 2008. A performance report for the year end March 2010 was submitted to the Housing Management Sub Committee on the 6<sup>th</sup> of October 2010. Some minor changes were suggested to the service standards and these were approved and implemented. The Service Standards are due for formal review including consultation later this year.

The information contained at appendix 1 notes performance from 1<sup>st</sup> April 2010 to 31<sup>st</sup> March 2011.

**Analysis of performance and areas identified for improvement**

- Very positively, the majority of housing management service standards have either been achieved or were just below target reflecting good all round performance.
- As with last financial year, the key area where we have not met the defined standards relates to Estate Management – the Environment. Regular garden and communal area inspections have been difficult to achieve and we have been unable to visit all new members within one month of them moving in. It is recognised that in terms of priorities voids, rent arrears and anti social behaviour have to take priority and this means that other estate management issues such as those above

often have to wait. However, the standards and targets we believe should remain and we will strive to achieve these.

#### Publicising these outcomes to members and customers

It is recognised that members and customers need to be made aware of performance and outcomes. We would therefore recommend the following:

- That this report is available in its entirety on the company website.
- That the information contained in appendix 1 should be issued to all members along with a summary of action taken. This could be done alongside a newsletter mail out. A tear off slip could be included giving members the opportunity for feedback.

### **5. Financial Implications**

There are no financial implications as a result of this report.

### **6. Risk Assessment**

By having service standards in place the Co-operative supports members and other customers' to be clear about the service they should be receiving and how the Co-operative is performing as a landlord. It also fulfils the strategic and operational aims of the Business Plan to deliver the service to member and customer satisfaction and expectations.

The key operational risk arises if the standards are put in place but not monitored effectively or outcomes are not reported on. This risk is mitigated by the fact that most of the monitoring information required for the standards is already collected via the quarterly CMR and homehunt NES quarterly report.

### **7. Sustainability**

See Risk Assessment above.

### **8. Staffing Issues**

There are no significant staffing issues in relation to this report.

### **9. Equal Opportunities**

Making the service standards and the performance information available to all customers for information and comment will support the Co-operative's Equality and Diversity Policy.

### **10. Recommendations**

The following recommendation is made:

- That sub committee members note this report and the performance against the service standards.

**HOUSING MANAGEMENT SERVICE STANDARDS**

<b>Management of applications for housing</b>	
<b>Service Standard</b>	<b>Performance against standard</b>
We will aim to assess and input all fully completed priority passes within 5 working days of receipt	86% of passes assessed within 5 working days. 99% assessed within 7 working days
<b>Information and Advice service on applications for housing</b>	
<b>Service Standard</b>	<b>Performance against standard</b>
We will provide comprehensive advice and information to applicants on their housing options and survey housing applicants every three years to ask them for their views on this service.	<ul style="list-style-type: none"> <li>• Comprehensive information and advice being provided on an ongoing basis</li> <li>• The 2011 customer satisfaction survey has just been completed and outcome report in progress</li> </ul>
<p>We will provide leaflets on 'How to Apply' in other languages to ensure maximum access to our housing</p> <p>We will monitor the use of the translation services.</p>	<p>This is done on an ongoing basis</p> <p>There were 12 leaflets returned during the year with 9 advising that they did not require translation services. Three applicants did have translation services arranged for them (Polish).</p> <p>Through out the year translation services were arranged for two current members.</p>
<b>Voids</b>	
<b>Service Standard</b>	<b>Performance against standard</b>
We will publish our void standards so that prospective members know what to expect in our properties	These are handed out during the allocations process
We will monitor demand for our empty properties via the number of bids made for every void	Bids are monitored for all properties. A total of 7818 bids received so an average of 80 bids per property advertised
We will monitor the reasons why empty properties are refused	A total of 191 refusals received with the highest reason for refusal (29) was 'changed mind about area'.
We will aim to let 100% of our properties within 11 days	<p>Average void days were 13.5</p> <p>38% of voids were let within 7 days</p> <p>28% of voids were let within 14 days</p>
We will aim to ensure that rent lost on empty properties for the year is less than 0.19% of the total rents the Co-operative received	Rent loss was 0.47%

<b>Allocations</b>	
<b>Service Standard</b>	<b>Performance against standard</b>
We will review our Allocations Policy every year to make sure it is meeting housing need within the terms of the Housing (Scotland) Acts 2001 and 2010	Annual review carried out with a major review including consultation every five years (major next due 2014)
We will monitor the type of housing need demonstrated by applicants	The breakdown of priority passes awarded is recorded on an ongoing basis which shows key areas of need
We will monitor applicants housed by age, gender and ethnicity	This is done on an ongoing basis and reported quarterly to HM Sub Committee
We will survey all members housed for their views on the allocations process	Questionnaire completed at one month settling in visit. These have yet to be analysed

<b>Estate Management – the Environment</b>	
<b>Service Standard</b>	<b>Performance against standard</b>
We will inspect every garden at least once during April to September	The following percentage of gardens were inspected every quarter: April to June – 35% July to Sept – 47% Oct to Dec – 7% Jan to Mar – 0%
We will inspect every communal area every quarter	The following percentage of communal areas were inspected every quarter: April to June – 16% July to Sept – 49% Oct to Dec – 67% Jan to Mar – 59%
We will publish the standards we expect members to maintain in their gardens and communal areas	These are available as a Fact Sheet
We will visit 100% of new members 1 month after moving in to make sure they are clear about their responsibilities as members	68% of the required settling in visits were completed within one month of moving in.
We will monitor the number of properties abandoned by members to establish if there are particular areas or types of properties that this is happening in	6 full abandonments were completed and an initial analysis shows that there is generally high levels of debt involved but no other trends such as household size etc

<b>Management of Anti social behaviour</b>	
<b>Service Standard</b>	<b>Performance against standard</b>
We will respond to all serious anti social behaviour & harassment/neighbour complaints within 1 working day	There were 17 complaints categorised as serious. All 17 were responded to within 1 working day representing 100%
We will respond to all other complaints within 5 working days	There were 66 further complaints of which 63 were responded to within 5 working days representing 96%
We will monitor referrals to other agencies who can help and provide support in dealing with antisocial behaviour & harassment	There were a total of 79 referrals to other agencies (compared to 59 last year)
We will monitor the number of Notice of Proceedings issued for antisocial behaviour or harassment	There were 3 Notice of Proceedings issued in relation to antisocial behaviour and harassment
We will monitor the use of Acceptable Behaviour Contracts	There were no Acceptable Behaviour Contracts
We will monitor the use of Antisocial Behaviour Orders	There were no Antisocial Behaviour Orders
We will monitor evictions carried out and the reasons for these	There were 3 evictions but they were not for anti social behaviour

<b>Maximising Income, Management of Rent Arrears and Providing support to members in financial difficulty</b>	
<b>Service Standard</b>	<b>Performance against standard</b>
We will aim to keep rent arrears below 1.26% of the annual rents that the Co-operative collects	Performance was 1.26%
We will aim to ensure that no more than 12% of members fall into arrears	Performance was 12%
We will aim to ensure that former members arrears stay below 0.52% of annual rents	Performance was 0.62%
We will monitor our referrals to our support projects ASSIST and SMART	15 Referrals to ASSIST 36 Referrals to SMART