

# Housing Performance Report - December 2013

**Description**

This chart shows the performance of Qualifying Repairs (QR) on Council properties completed within Government timescales by our contractor Interserve. Repairs classified as Urgent and their individual timescales are set out in the "Right to Repair Regulations 1994". Timescales vary from 1 day to 7 days inclusive, dependant upon repair type. (Refer to <http://www.communities.gov.uk/documents/localgovernment/pdf/134903.pdf> for full details of repair types and their respective timescales)

**Good Performance is ...**

Indicated by  HIGH figure

**Data Sources**

All data is sourced via the Monthly Performance Reports from Interserve.

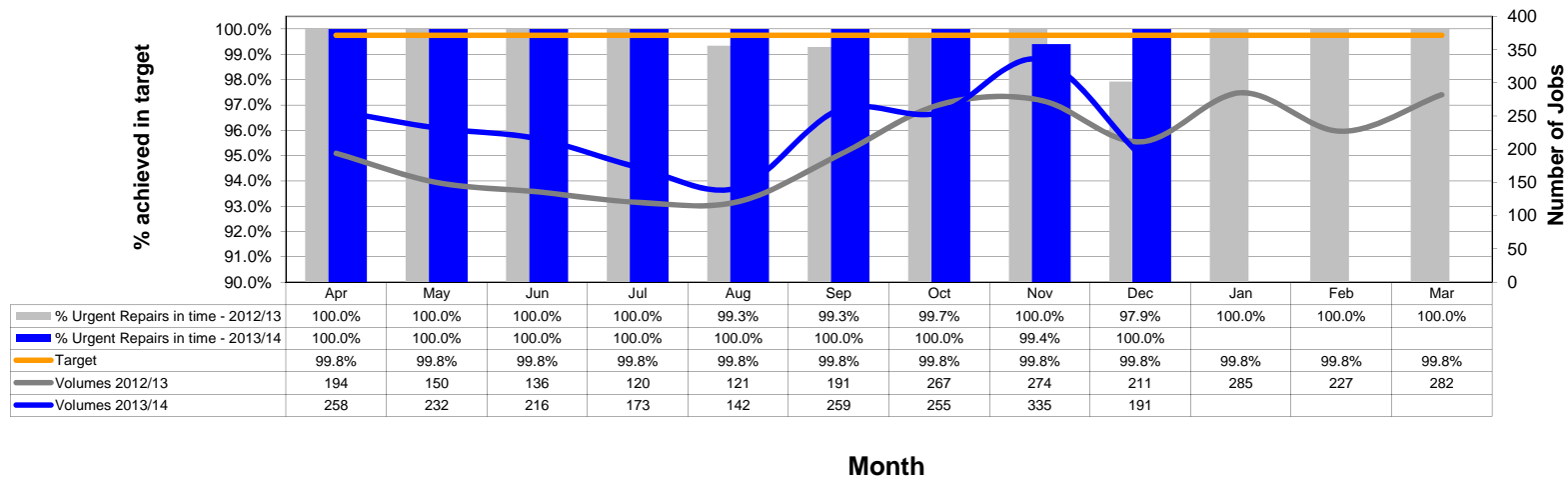
**Reporting Frequency / Timeline**

Frequency: Monthly  
Timeline: around 6 weeks after month end.

**Contacts**

Data: Interserve  
Performance: Interserve

## Qualifying Repairs Performance



**Current Performance**

Monthly Performance Green

The December 2013 report shows 191 urgent repairs conducted with 100% compliance to the 3 days timescale. April to December 2013 has seen a total of 2061 repair jobs. This is in comparison to 1664 conducted in same period one year earlier.

Annual Performance Green

April - December 2012: Average number of jobs per month: 185. % in timescales: 99.9%  
April - December 2013: Average number of jobs per month: 229. % in timescales: 99.9%

## Housing Performance Report - December 2013

**Description**

This chart shows the performance of repairs needed to COMMUNAL areas by our contractor Interserve.

**Good Performance is ...**

Indicated by  HIGH % within target

**Data Sources**

All data is sourced via the Monthly Performance Reports from Interserve.

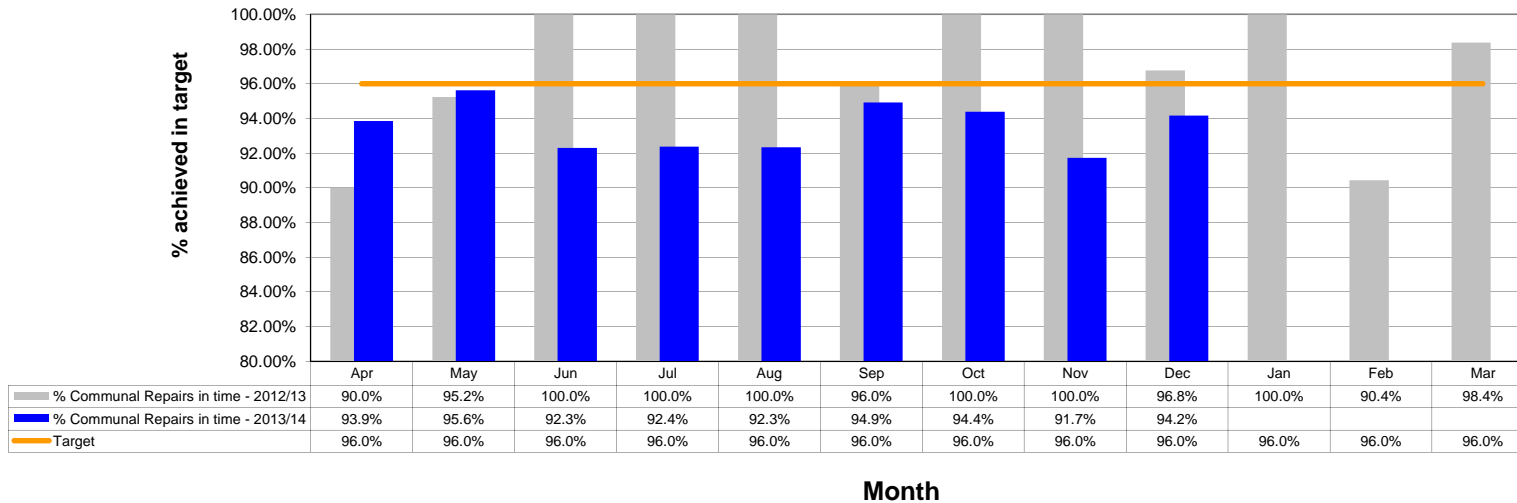
**Reporting Frequency / Timeline**

Frequency: Monthly  
Timeline: around 6 weeks after month end.

**Contacts**

Data: Interserve  
Performance: Interserve

### Communal Repairs Performance



**Current Performance**

Monthly Performance Amber Timescales were met in 94.2 % of cases in December 2013. This was lower than December 2012 (96.8%) and below target.

Annual Performance Amber Average % within Target: April - December 2012 : 97.6%      April - December 2013 : 93.5%

## Housing Performance Report - December 2013

**Description**

This chart shows the performance on the average number of days to complete NON\_URGENT repairs. Non-urgent repairs are those that do not require urgent attention, but if treated as a routine repair it may then affect or cause damage to the property.

**Good Performance is ...**

Indicated by LOW figure

**Data Sources**

All data is sourced via the Monthly Performance Reports from Interserve.

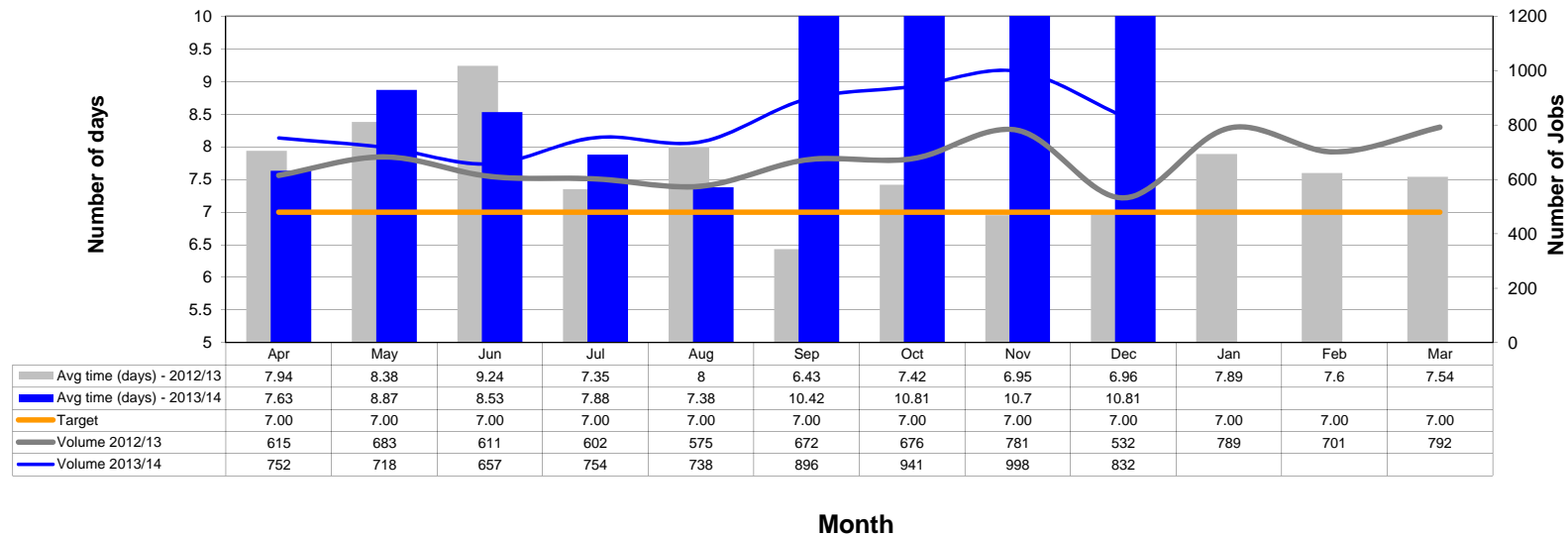
**Reporting Frequency / Timeline**

Frequency: Monthly  
Timeline: around 6 weeks after month end.

**Contacts**

Data: Interserve  
Performance: Interserve

### Average turnaround (days) for non-urgent repairs



**Current Performance**

Monthly Performance Red

December 2013 saw an average turnaround of 10.81 days - not within the target and an increase from November 2013.

Annual Performance Amber

The volume of jobs in April - December 2013 is -26.78% higher than April - December 2012 (7286 jobs vs. 5747).  
 Average Days Per Job: April - December 2012 - 7.63 days      April - December 2013 - 9.23 days  
 Average Volume of jobs: April - December 2012 - 639 per month      April - December 2013 - 810 per month

## Housing Performance Report - December 2013

### Description

This chart shows the performance for the number of (non emergency) appointments that were made and kept. Compliance therefore reflects both Contractor and Tenant commitment.

### Good Performance is ...

Indicated by  
 HIGH figure

### Data Sources

All data is sourced via the Monthly Performance Reports from Interserve.

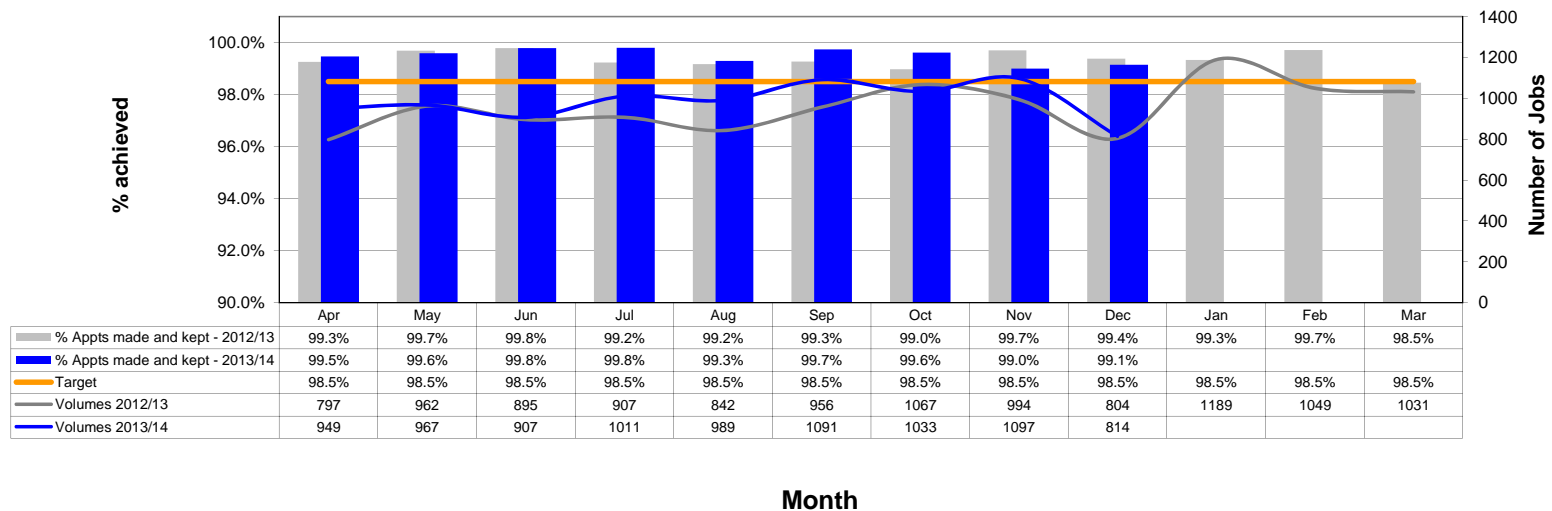
### Reporting Frequency / Timeline

Frequency: Monthly  
 Timeline: around 6 weeks after month end.

### Contacts

Data: Interserve  
 Performance: Interserve

### % Appointments made and kept



### Current Performance

Monthly Performance Green

December 2013 saw -0.24% more appointments than December 2012 (814 vs.804).

Annual Performance Green

At 99.14%, performance on appointments made and kept remained above target tolerance in December 2013.

Average performance between April - December 2013 is at 99.49% with the target being met in each month.

Average volume of jobs per month between April - December 2013 is 984 per month. This is -8% more than April - December 2012 (914).

## Housing Performance Report - December 2013

**Description**

This chart shows the number of Repairs that were completed first time.

**Good Performance is ...**

Indicated by



HIGH figure

**Data Sources**

All data is sourced via the Monthly Performance Reports from Interserve.

**Reporting Frequency / Timeline**

Frequency: Monthly

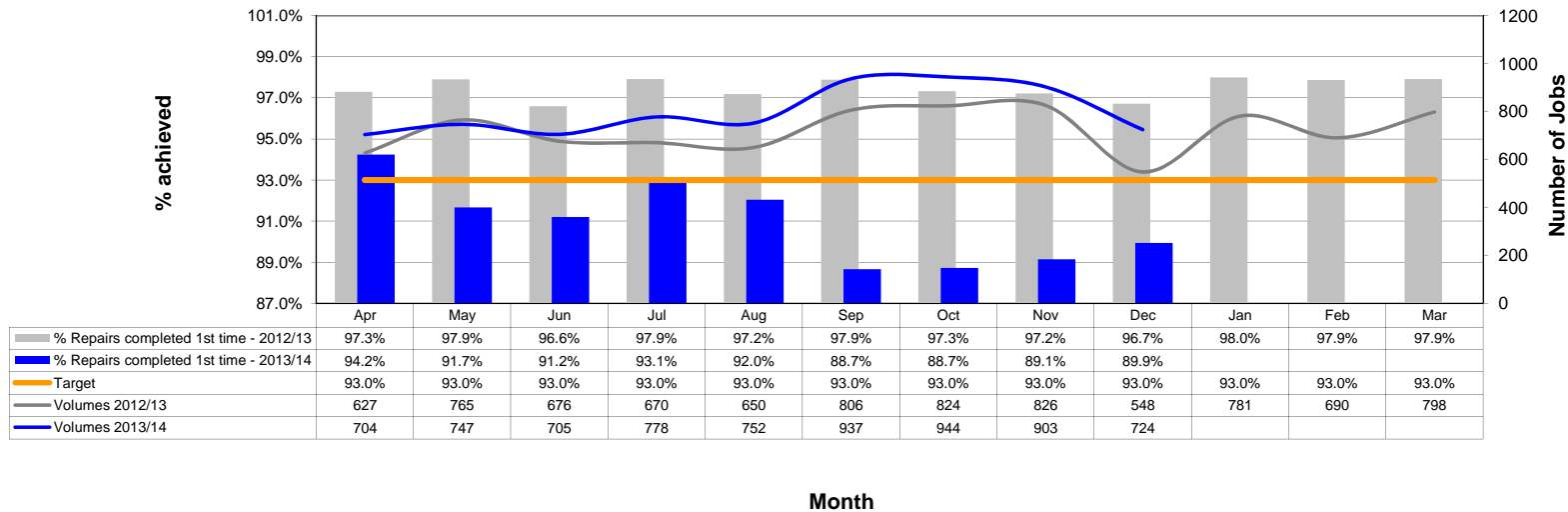
Timeline: around 6 weeks after month end.

**Contacts**

Data: Interserve

Performance: Interserve

### % Repairs completed 1st time



**Current Performance**

Monthly Performance Amber

December 2013 performance was below target. The month does not compare favourably to the same month last year but it is a higher percentage than November 2013. The volume of jobs in December 2013 was 176 higher than that in December 2012.

Annual Performance Red

Average % Repairs completed 1st time between April - December 2012 was 97.34%. April - December 2013 average is 91.81%

## Housing Performance Report - December 2013

**Description**

This chart shows the the percentage of tenants who report they are satisfied with repairs that have been carried out by Interserve. Satisfaction cards are sent out to all customers / tenants who have had repair work completed. Return rates are in the region of 25-30%

**Good Performance is ...**

Indicated by  HIGH figure

**Data Sources**

All data is sourced via the Monthly Performance Reports from Interserve.

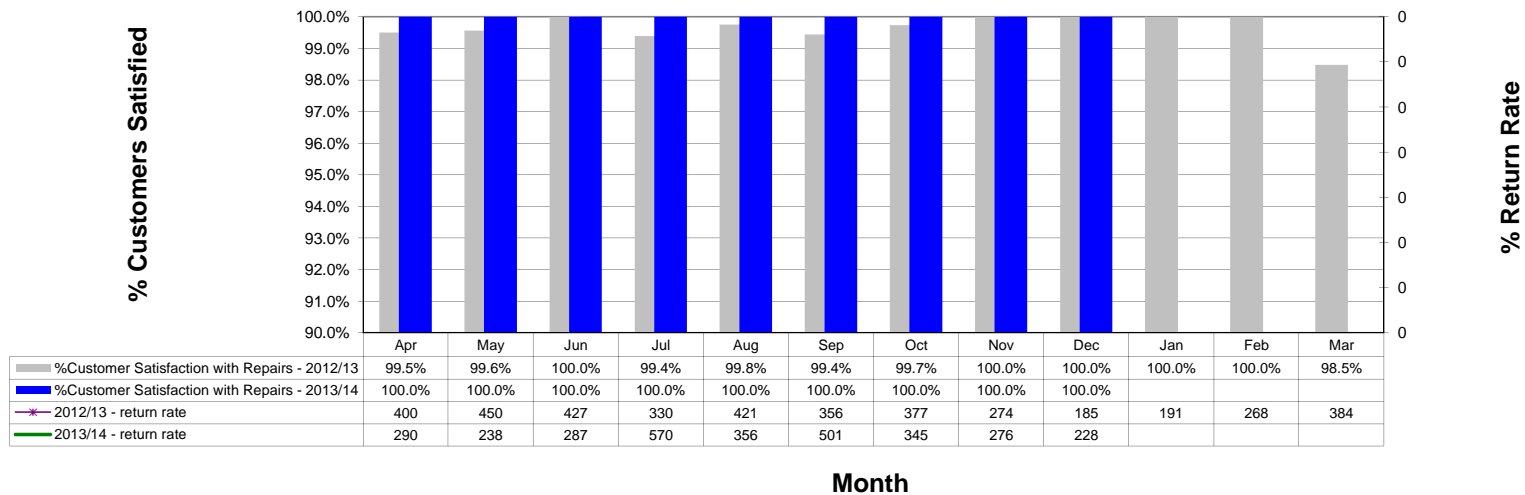
**Reporting Frequency / Timeline**

Frequency: Monthly  
Timeline: around 6 weeks after month end.

**Contacts**

Data: Interserve  
Performance: Interserve

### % Customer Satisfaction with Repairs



**Current Performance**

Monthly Performance Green

In December 2013, 100% of customers returning satisfaction surveys were satisfied with the work carried out. A total of 228 cards were returned in December 2013 which is more than the 185 returned during the same month last year.

Annual Performance Green

Average % of customers satisfied with repairs between April - December 2012 was 99.71%  
April - December 2013, % of satisfied customers stands at 100.00%