

DERBY HOMES

Performance Information

1 January – 31 March 2002

Anti-Social Behaviour

Rent Collection

Empty Properties

Repairs

Anti-Social Behaviour

Purpose

- To respond to tenants' complaints about anti-social behaviour and to ensure that the quality of life on Council housing estates is maintained to a high level by dealing appropriately with tenant issues such as noise complaints, neighbourhood disputes and racial harassment.
- To develop initiatives to deter anti-social behaviour

Commentary

- The average monthly workload during this quarter was 235 ongoing cases with a monthly average of 55 new complaints.
- The number of notices seeking possession has increased during the fourth quarter of 2001/2002, as have the number of cases referred for court action. There have been two evictions carried out during this quarter. Staff continue to give a high priority to addressing anti-social behaviour.

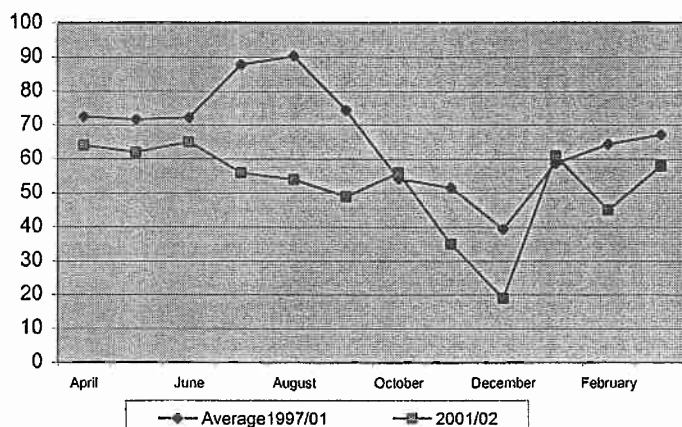
Legal proceedings each quarter - city wide						
Quarter	NSPs served	Cases passed for court action	Eviction applied for	Eviction carried out	Referred to mediation service by D.C.C.	Self-Referred to mediation service
1 Qt 1999/00	31	4	1	1	9	0
2 Qt 1999/00	42	5	0	0	14	2
3 Qt 1999/00	22	2	0	0	6	1
4 Qt 1999/00	32	4	1	1	6	2
1 Qt 2000/01	30	3	0	0	13	1
2 Qt 2000/01	32	6	0	0	4	1
3 Qt 2000/01	18	3	1	1	9	1
4 Qt 2000/01	13	1	1	1	9	0
1 Qt 2001/02	34	7	2	2	12	1
2 Qt 2001/02	38	1	0	0	12	0
3 Qt 2001/02	20	3	0	0	10	0
4 Qt 2001/02	29	15	3	2	6	1

Anti-Social Behaviour

Number of new tenant complaints each month

	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02
Damage to property	1	1	2	3	4	2	2	1	1	1	1	1
Verbal abuse	1	4	4	2	1	5	1	2	0	3	3	4
Boundary dispute	0	1	0	2	1	0	1	0	2	0	0	0
Gardens	5	4	4	8	6	4	14	3	1	5	2	1
Dogs	1	2	2	0	4	0	3	0	0	2	2	3
Vehicle repairs	1	0	0	0	0	0	2	0	0	0	0	0
Business use	0	1	0	1	1	0	0	0	0	0	0	0
Criminal behaviour	8	5	1	3	4	3	5	2	0	2	2	3
Noise	19	25	28	21	13	19	10	14	7	21	17	22
Drug abuse	0	1	2	2	1	2	0	0	1	1	1	2
Physical intimidation	0	1	0	2	1	1	2	0	0	0	1	0
Harassment	12	8	10	3	5	5	5	2	1	8	11	6
Domestic violence	0	0	0	0	0	0	0	0	0	0	0	0
Racial abuse	5	3	4	3	3	3	0	1	1	7	1	2
Nuisance juveniles	11	6	8	6	10	5	11	10	5	11	4	14
Total complaints	64	62	65	56	54	49	56	35	19	61	45	58

Anti-Social Behaviour - New Cases 2001/02 compared to the Average Number of New Cases 1997/01



Current workload - live case each month

	North East	North West	South East	South West	City total
Apr-01	65	36	113	18	232
May-01	61	44	101	16	222
Jun-01	64	48	113	27	252
Jul-01	73	44	118	34	269
Aug-01	62	39	115	38	254
Sep-01	57	38	123	43	261
Oct-01	57	34	103	57	251
Nov-01	65	33	112	49	259
Dec-01	59	24	87	43	213
Jan-02	76	26	80	48	230
Feb-02	70	34	77	49	230
Mar-02	72	39	91	44	246

Rent Collection

Purpose

To maximise the resources available to provide housing services by:

- Collecting rents efficiently.
- Dealing promptly and sensitively with tenants falling into arrears.
- Maximising tenant income by ensuring that tenants obtain the benefits they are entitled to.

Commentary

- Efforts will continue to be made to improve performance and effectiveness in reducing rent arrears over the year.
- Both the total amount of current and former tenants' arrears decreased in the final quarter. The numbers of notices seeking possession sent had increased in March 2002 when compared with the number of notices sent in March 2001.

Rent Arrears

(For period 1 January to 31 March 2002)

(Weeks 40 - 52)

Average Weekly Rent: £43.32

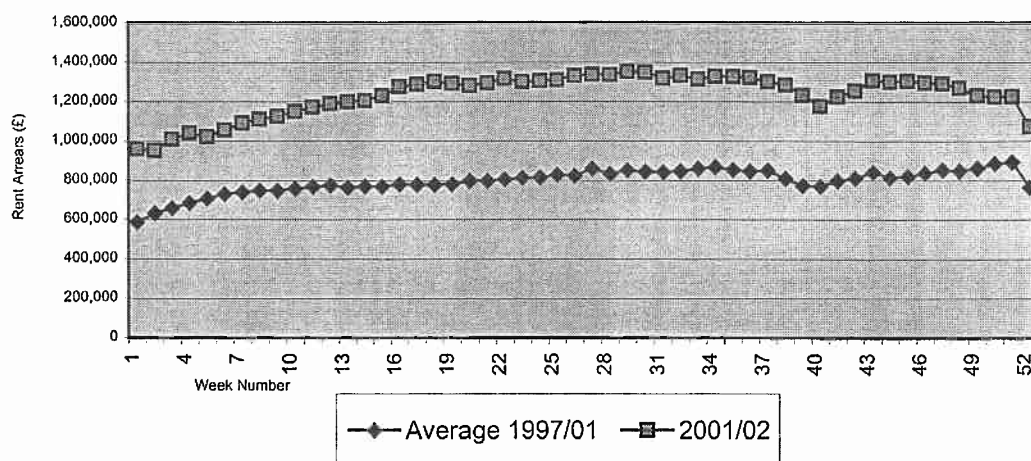
(Based on a 52 week year).

Arrears Position:	Last Quarter		This Quarter		Target
Total Current Arrears	£1,268,165	5305	£1,103,331	4610	996,266
% of Est. Gross Debit	3.7	(%)	3.2	(%)	2.9 (%)
Former Arrears	£1,208,072	3902	£1,098,300	3283	1,000,000
Total All Rent Arrears	£2,476,238	9207	£2,201,631	7893	1,996,266
% of Est. Gross Debit	7.1	(%)	6.3	(%)	5.8 (%)

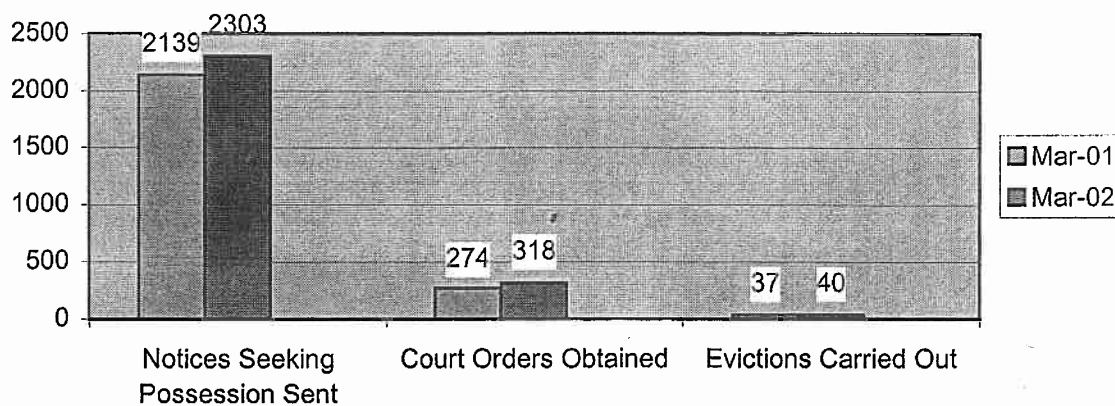
Former tenants arrears exclude £392,935 written off in the last financial year.

The estimated gross Debit Figure for the year 2001/2002 is £34,700,804

Current Rent Arrears 2001/02 and Average for Years 1997 - 2001



Rent Arrears Action year ending March 2002 compared to March 2001



Empty Properties

City Council Stock

Purpose

To maximise the use of Council properties by:

- Preparing dwellings for new tenants as quickly as possible.
- Minimising the delay between vacating and reletting.

Commentary

- The overall number of voids has decreased during the fourth quarter to 316.
- Short term voids decreased during the fourth quarter whereas there was a slight increase in long term voids.
- Void levels for the fourth quarter were higher than the government target of 2%, which is 306 properties based on our current housing stock.

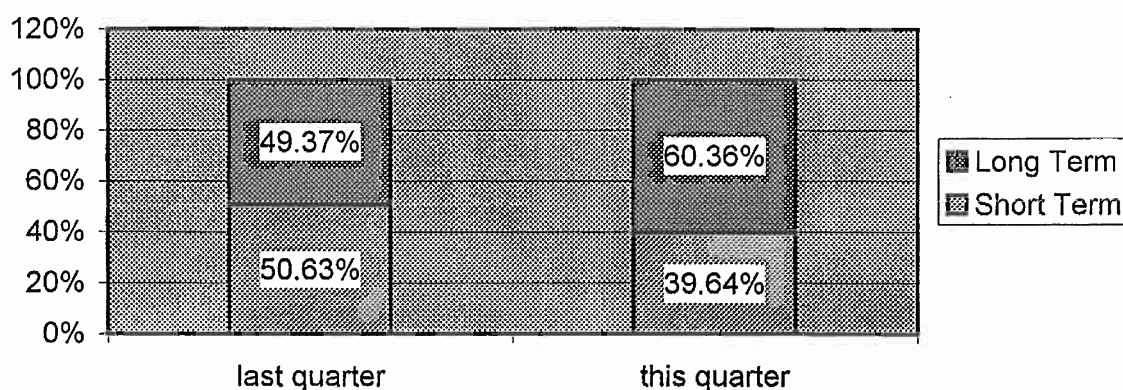
Council Stock - Empty Properties

(For period 1 January to 31 March 2002)

(Weeks 40-52)

	Last quarter	This quarter	Variation
Total Empty Homes	352	316	36.00
% of Housing Stock	2.30%	2.07%	0.24%
Short Term Empty Homes (Active)	225	181	44.00
% of Housing Stock	1.47%	1.18%	0.29%
Long Term Empty Homes (Passive)	127	135	-8.00
% of Housing Stock	0.83%	0.88%	-0.05%
Rent Loss			
Short Term:			
% total loss	50.63%	39.64%	10.99%
loss each quarter	£140,869	£88,418	52451.16
loss each week	£10,836	£6,801	4034.70
Long Term:			
% total loss	49.37%	60.36%	-10.99%
loss each quarter	£137,363	£134,654	2709.29
loss each week	£10,566	£10,358	£208
Total void loss	£278,232	£223,072	£55,160

**Proportion of short term and long term voids:
last quarter & this quarter**



Housing stock at 31 March 2002 = 15,279

Relet Times	
2001/02	37.16 days
2000/01	37.47 days
1999/00	41.67 days

Repairs

Purpose

To maintain the Authority's stock of housing in good repair by:

- Responding to repairs reported by tenants within set time limits.
- To maximise the numbers of responsive repairs completed by appointment made with the tenant and contractor.
- Commissioning a programme of cyclical preventative maintenance.
- Undertaking improvement and major repairs programmes to bring dwellings into a modern condition.

RESPONSIVE REPAIRS CARRIED OUT BY CONTRACTOR SERVICES DEPARTMENT					
CATEGORY	2000/2001		01-Apr-01 31-Mar-02		TARGET
ROUTINE	20,410	44%	21,873	47%	32381 70%
URGENT	13,217	29%	11,548	25%	9252 20%
EMERGENCY	12,252	27%	12,837	28%	4626 10%
VACANT DWELLINGS	7,222	NA	7,296	NA	NA

AVERAGE COST OF DAY TO DAY REPAIRS	66	71
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ANALYSIS OF ALL RESPONSIVE REPAIR ORDERS ISSUED (EXCLUDING VACANT DWELLINGS) 01 APRIL 2001-31 MARCH 2002			
TOTAL NUMBER OF ORDERS			
AREA	ISSUED	COMPLETED	IN PROGRESS
NORTH EAST	12,741	12,180	561
NORTH WEST	11,011	10,451	560
SOUTH EAST	14,400	13,659	741
SOUTH WEST	8,106	7,784	322
TOTAL	46,258	44,074	2,184

PLANNED MAINTENANCE

CYCLICAL MAINTENANCE	2000/01	01-Apr-01 31-Mar-02
JOBS COMPLETED	29,127	34,100
AVERAGE COST	£122	£94

PROGRAMMED IMPROVEMENTS AND MAJOR REPAIRS

JOBS COMPLETED	10,767	10,123
AVERAGE COST	£1,068	£1,066

RATIO OF PLANNED TO RESPONSIVE REPAIR COSTS	2.55 :1	2.66 :1	TARGET 2 :1
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THE AUDIT COMMISSION SUGGEST THAT IF LOCAL AUTHORITIES ARE TO MAKE INROADS INTO MAINTENANCE BACKLOGS AT LEAST 67% OF ALL MAINTENANCE EXPENDITURE SHOULD BE DEVOTED TO PLANNED MAINTENANCE. THEREFORE, THE TARGET RATIO SHOWN ABOVE REPRESENTS THE RELATIONSHIPS BETWEEN THESE PROPORTIONS I.E., 67% (OF TOTAL EXPENDITURE) ON PLANNED MAINTENANCE DIVIDED BY 33% ON RESPONSIVE MAINTENANCE.

CONTRACTOR PERFORMANCE

PERIOD 1 APRIL 2001- 31 March 2002

PRIORITY	ISSUED	IN PROG	COMP	ON TIME	OVER TIME	% ON TIME	% OVER TIME	RESPONSE TIME	TARGET TIMES
CITY									
EMERGENCY	4208	70	4138	4034	104	97.5%	2.5%	0.6 DAYS	1 WORKING DAY
URGENT	8537	269	8268	7141	1127	86.4%	13.6%	5.4 DAYS	5 WORKING DAYS
ROUTINE	20568	1548	19020	16458	2562	86.5%	13.5%	14.6 DAYS	20 WORKING DAYS
R1	5916	96	5820	5702	118	98.0%	2.0%	0.9 DAYS	1 WORKING DAY
R3	2866	54	2812	2671	141	95.0%	5.0%	2.7 DAYS	3 WORKING DAYS
R7	145	4	141	105	36	74.5%	25.5%	9.5 DAYS	7 WORKING DAYS
TOTAL	42240	2041	40199	36111	4088	89.8%	10.2%		
URGENT,ROUTINE,R7	29250	1821	27429	23704	3725	86.4%	13.6%		
R1,R3,R7	8927	154	8773	8478	295	96.6%	3.4%		

TOTAL ORDERS	42240	PERCENTAGE OF REPAIRS WITHIN GOVERNMENT TIME LIMITS	96.6%	AVERAGE TIME TAKEN	10.34
EMERGENCY ORDERS	10124				
TOTAL	32116	PERCENTAGE OF REPAIRS WITHIN LOCAL TARGETS	89.8%		
PERCENTAGE OF APPOINTMENTS AVAILABLE	76.03%				
NUMBER OF APPOINTMENTS MADE	6134				
PERCENTAGE OF APPOINTMENTS MADE	19.10%				
PERCENTAGE OF APPOINTMENTS KEPT	86.42%				
PERCENTAGE OF APPOINTMENTS MADE AND KEPT	16.51%				

