

Performance Issues for September 2008

Members of the West Area Board may wish to note the following key performance issues for the month of September 2008.

Current Rent Arrears (page 6 & 7)

- Generally performance during the rent free weeks, as in August, is always considerably better than in other months, therefore looking at performance for the North West and South West areas in July and September, performance is in line with seasonal trends and has reduced between July to September by 0.16% in the North West and 0.11% in the South West.

Average Time Taken to Relet Empty Properties (page 9)

- Performance has significantly improved (32.78 days) upon the same period last year (42.8 days). Performance is within target but has slightly deteriorated due to temporary suspension of works.
- Currently, there are over 80 properties in the process of having a Type 3 Asbestos Survey or awaiting results. This is not having a detrimental effect on the key performance indicator for relet times but will have an impact on void rent loss. However, it is expected that performance will improve and the end of year target will be met.

Gas Servicing Outstanding More Than 12 Months (page 19 & 20)

- Performance for this month has deteriorated in the West from 34 outstanding gas services in August to 55 in September. There have been problems with the dates on automated gas servicing letters being printed in American format, however, this issue has now been resolved through a recent upgrade to the TASK system.
- In the North West as at the 15th October there were a total of 20 properties with a gas service due before the end of September.

- 12 were between 13 - 14 months since their last service;
- 8 were between 12 - 13 months since their last service.

All are in the no access process.

- In the South West as at the 15th October there were 11 properties where it has been more than 12 months since their last service.
 - 1 was over 18 months overdue;
 - 10 were between 12 - 16 months since their last service.

All are in the no access process.

Repairs Contact Centre (page 21 & 22)

- The average queue time for the year to date (1 April 2008 – 30 September 2008) is 28 seconds. The underlying trend is back on track (17 seconds for September) after the problems encountered with the telephone exchange in July caused by BT equipment failure. Excluding July, every month this year has been within target.
- Out of a total of 10,987 calls received in September, 268 were abandoned. Out of the 268, 221 of these abandoned within our target average customer wait time of 25 seconds or less, 163 of the 268 who abandoned did so in 10 seconds or less. There were also problems between the 9th and 12th September with callers being cut off intermittently due to faults with the telephone exchange.
- A number of callers who have abandoned their calls have been contacted to find out why they are abandoning so early in the call. There are various reasons given, none of which are due to customers thinking they have been kept waiting too long or who had problems getting through. The analysis exercise has highlighted that some customers who are hard of hearing experienced problems hearing the message, some were ringing to find out other contact numbers or the website address and then hanging up without realising they had got into the queue. The

customer greeting has now been updated to try to reduce the number of abandoned calls.

Decent Homes (page 23)

- There continues to be delays following the suspension of works and re-alignment of work programme. For purpose of constructor performance monitoring, all properties handed over between 22nd July and 29th September 2008 will be excluded from performance assessment for future allocation of works.
- During September, 80.63% of properties were completed within time scale. Twelve properties were delayed due to being rejected by SLHD due to poor quality work. This was specific to Henry Boot's site at Bentley due to mechanical and electrical defects. Henry Boot have subsequently reviewed their hand over checking procedures and their staffing arrangements on site.

Complaints (pages 24 and 25)

- While the number of complaints received in the North West has shown a slight increase in August and September compared with those received in the last period of June and July, they are slightly down on those received for the same period last year. The number of complaints for Property Services in this area has increased, mostly due to the suspension of some Planned Maintenance works.
- The number of complaints received in the South West has shown an increase in August and September compared with those received in the last period of June and July; however, they are slightly down on those received for the same period last year. The number of complaints for Property Services in this area has increased, mostly due to the suspension of some Planned Maintenance works.