

REPORT PORTFOLIO HOLDER FOR HOUSING

LANDLORD SERVICES ANNUAL PERFORMANCE REPORT 2011/12

EXEMPT INFORMATION

PURPOSE

The Landlord Regulatory Framework was revised under the Localism Act 2011. Despite the abolition of the Tenants Services Authority (TSA), regulatory control remains and is now the responsibility of the Homes and Communities Agency (HCA). Despite the demise of the TSA Landlords continue to have responsibility to comply with the National Standards, set out in earlier Cabinet reports, and demonstrate that performance information is made available to tenants in an accessible way. This includes producing an Annual Report to Tenants. The new regulatory framework places a greater emphasis on local control and a requirement for Tenants to influence, shape and scrutinise services. This report sets out the arrangements in place to meet these requirements.

RECOMMENDATIONS

Cabinet are recommended:-

- To endorse the key achievements of the Council's Landlord Service during 2011/12
- To agree that an Annual Report is produced in accordance with the Landlord Co-regulatory Framework, established under the Localism Act 2011
- To delegate authority to the Portfolio Holder for Housing to agree the final publication following an independent and free assessment by the tenant advisory service

RESOURCE IMPLICATIONS

There are no direct financial implications as costs referred to can be contained within existing budgets.

LEGAL/RISK IMPLICATIONS BACKGROUND

There remain risks around failing to comply with the Regulatory Framework. The new regulatory framework emphasises the importance of effective local arrangements. If the HCA determine there is a "serious failure" then this can still trigger a sanction or intervention based on the level of non-compliance.

SUSTAINABILITY IMPLICATIONS

Increased involvement helps shape services to match tenant requirements which help to improve overall satisfaction and the positive impact of services in neighbourhoods. Tenant involvement activities have a direct impact in supporting sustainable communities by building capacity and confidence.

MATTERS FOR CONSIDERATION

Key achievements of Landlord Services during 2011/12

2011/12 marked a significant change for the Council's Landlord Service with the implementation of Council Housing Finance Reform. Cabinet approved the Housing Revenue Account Business Plan (2012-2042) in March 2012 setting out the challenges and opportunities arising from this change. One of the ambitions set out within the plan is the achievement of ongoing improvements in services for tenants.

Landlord Achievements shown at Appendix B were summarised in the Business Plan and illustrate how the Council's Landlord Services directly contribute to achievement of the Council's strategic priorities. There continue to be a number of key areas for improvement. Overall satisfaction with the Council's Landlord Service remains low when compared to other Housing providers. Significant improvement in this respect has however been achieved with an increase from 65% in 2009/2010 to 75.2% in 2011/12.

The Council's Landlord Services continue to benchmark the services through House-mark, Housing Quality Network and other regional benchmarking clubs to ensure the service develops and remains focused on outcomes. House-mark usually publishes an outturn report for the year in July and this will be used in the development of the Annual Report for 2011/12, so that Tamworth can comply with the requirement to compare itself with others.

Annual Report

If approved by Cabinet, this year's Annual Report will be the 3rd produced since the Regulatory Code was introduced in 2009/10. These publications have been improved over time and in consultation with tenants. In particular are now structured to better demonstrate the impact of Landlord Services achievements and performance in helping to meet the Council's strategic priorities.

Last year (2011) the TSA commissioned tenant led organisations to review annual reports in order to provide guidance to Landlords when producing documents. This report is provided for background at Appendix C. Tamworth already produce customer facing, outcome based assessments of services and link these to the National Standards around

- Tenant Involvement & Empowerment
- Home
- Tenancy
- Neighbourhood & Community

However, in order to improve it is recommended that the Tenant Participation and Advisory Services (TPAS) are asked to carry out an independent review to see how

Tamworth can improve on the publication and presentation of information. Specifically the review will consider how well the publication links performance to the Council's strategic priorities.

TPAS have agreed to provide a free desk top review of this publication, based on our existing membership.

Performance of the Council's Landlord Service – Outturn 2011/12

Changes to the national data set around performance targets have been welcomed. There is no longer a bureaucratic reliance on the routine production of indicators and the emphasis is now on outcomes and impact assessment determined locally.

The Council's Landlord Service is reviewing key performance indicators, with tenants', to ensure they remain customer focused and are meaningful. The live updating of the customer dashboard on line will continue as this means of reporting performance is considered to build credibility and satisfaction. The intention however is to reduce the number of indicators to enable greater focus on the things which matter to tenants. The following indicators have been agreed with tenants. Cabinet are asked to endorse these for inclusion in the annual report.

Landlord Performance Report

	2009/2010	2010/2011	2011/2012	Estimated Top Quartile*
Status Satisfaction Survey				
Overall satisfaction with Landlord Services	65%	75.2%	75.2% Same as done bi-annually	86%
Voids & Allocations Survey				
Average time between lettings	28 days	21 days	16days	22 days
Void Rent Loss	-	£135,000	£51,000	Maximising Income by £84,000
Repairs & Maintenance				
% appointments made and kept	97%	98.46%	99.13%	99%
Gas servicing – CP12	99.9%	99.53%	99.75%	99.2
Urgent repairs completed on time	100%	100%	100%	99.5
Customer satisfaction	86%	86%	87%	93.6
Income Management				
Arrears as a % of gross debit	1.59%	1.5%	2.04%	1.3
Evictions	19	15	8	10
Estate Management				
Walkabouts	4	4	4	-
Satisfaction with cleaning	Not collected	85%	87%	92%
Tenant Involvement				
Number of tenants	242	344	373	-

registered on the database of involvement				
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* Figures based on estimated top quartile range when benchmarked nationally – report from House-mark not yet available. The colours indicate whether Tamworth is top quartile (green), mid (amber) or bottom quartile (red) when compared with others.

Customer Intelligence Report 2011/12

The full report is shown at appendix A. A total of 570 complaints, compliments and service requests were received across Landlord Services during 2011 – 2012. Of the total number received, 36% of these were complaints, 36% compliments and 28% service requests.

Overall complaints are down, although service requests have increased.

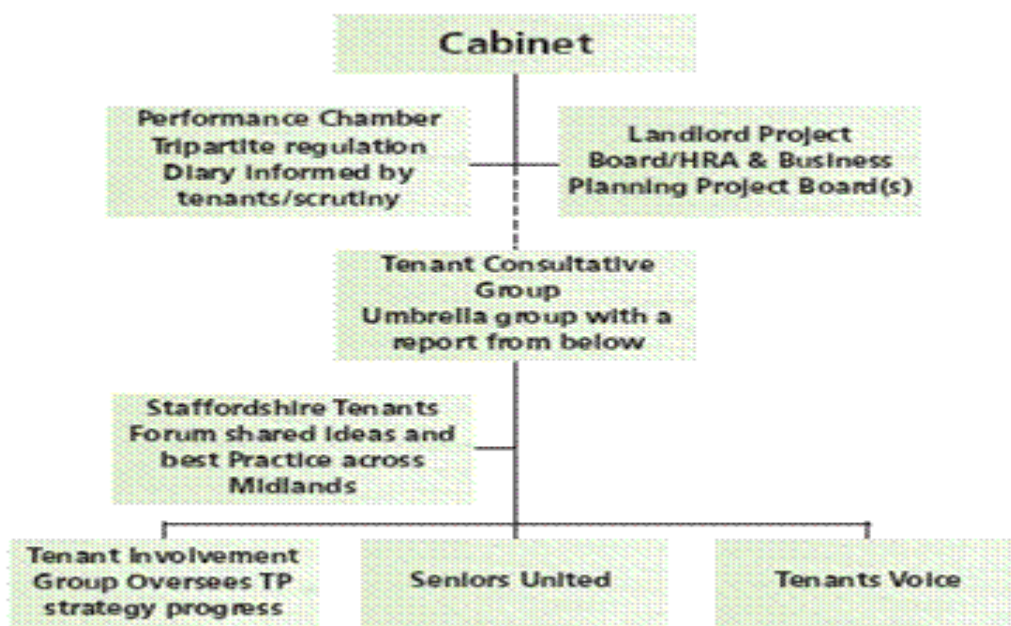
	2010/2011	2011/2012	Trend
Complaints	283	204	28% decrease
Compliments	171	208	21% increase
Service Requests	60	158	163% increase
Total	514	570	11% increase

The number of complaints received (204) represents approximately 3% of the total number of Council properties and garages (4,531 properties and 1,903 garages, 6,434 total).

Along with the Head of Customer Services this approach will continue to be developed in line with the corporate 'Tell Us' policy.

Training and investment arrangements for the Tenant Consultation Group

Under the national standard for Tenant Involvement and Empowerment, Landlords are required to set out how tenants scrutinise services. Cabinet have already endorsed the co-regulatory framework shown below.



As an improvement to current tenant involvement arrangements tenant representatives have helped to develop a competency framework that sets out the core skills required to serve as a member of the Tenant Consultative Group (TCG). This remains voluntary, but the matrix will be populated by dates and evaluations of training as each of the members' of the TCG attend. It is anticipated that each member will receive training every three years on the areas identified on a rolling programme. This programme demonstrates the Council's commitment to ensure that tenant representatives are equipped with the necessary skills and knowledge to fully contribute to involvement activities. The programme is specifically tailored to meeting the localism agenda as this relates to customer engagement and capacity building. The programme will be reviewed annually with the Tenant Regulatory and Improvement Manager.

The key competencies are:

- To have an awareness of equality and diversity
- To understand roles in participating in meetings
- To understand basic financial management
- To effectively scrutinise services by understanding performance information
- To understand the key principles around governance and how this links to the democratic process.

The cost of training will be met from the existing Tenant Involvement budget.

REPORT AUTHOR

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LIST OF BACKGROUND PAPERS

Report of the TSA Into Annual Reports – Appendix C

APPENDICES

Appendix A– Customer Intelligence Report 2011/12

Appendix B– Summary of Achievements 2011/12

Customer Intelligence 2011/2012

End of year report

Introduction

This report sets out an analysis of all customer intelligence received by Tamworth Borough Council Landlord Services and Housing Advice Services between April 2011 and March 2012. It reviews complaints, the main themes emerging from complaints, how the organisation is responding to them and any additional customer intelligence that has been collated during the course of the year

Customer Satisfaction Feedback

Tamworth Borough Council's Housing Service values customers' compliments, comments and complaints as they provide feedback on performance that helps us to improve our services.

Feedback from tenants and other service users is essential in monitoring and evaluating the effectiveness of the Housing Service, allowing us to identify our strengths as well as any areas of weakness which need to be addressed. We are always developing new and improved ways to gather and analyze tenants' views.

It is important to the Landlord Service to record and monitor complaints in terms of how quickly they are responded to and how quickly they are acted upon. We will closely monitor the type of complaints we receive, across which service areas they relate to, timescales in which complaints are responded to and any common emerging themes, to ensure customers receive the highest quality service.

We aim to learn from complaints. Where a service has failed we will

- identify the problem and put it right for the complainant; and
- Address any underlying problems and make sure they don't happen again.

What we know at a Glance!

	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year Total
Tell Us'	268	65	74	61	63	263
Complaints	97	26	29	17	31	103
Compliments	170	39	40	40	28	147
Service requests	0	0	5	4	4	13
MP Enquiries	56	10	9	13	18	50
Complaints	27	8	4	0	2	14
Compliments	0	0	0	0	0	0
Service Requests	29	2	5	13	16	36
Councillor/Other	190	65	68	47	77	257

Complaints	159	42	13	13	19	87
Compliments	0	3	25	14	19	61
Service Requests	31	20	30	20	39	109
Year Total	514	140	151	121	158	570
Response time	7 days	7 days	7 days	7 days	7 days	7 days

How do we compare to last year!

	2010/2011	2011/2012	Trend
Complaints	283	204	28% decrease
Compliments	171	208	21% increase
Service Requests	60	158	163% increase
Total	514	570	11% increase

For a breakdown of all complaints, compliments and service requests across Landlord services please see appendix A

2011/2012

A total of 570 complaints, compliments and service requests were received across Landlord Services during 2011 – 2012. Of the total number received, 36% of these were complaints, 36% compliments and 28% service requests.

The number of complaints received (204) represents approximately 3% of the total number of Council properties and garages (4,531 properties and 1,903 garages, 6,434 total).

Customer feedback/satisfaction across Landlord Services 2011/2012

Status Satisfaction Survey

As a Local Authority we carry out the Standardised Tenant Satisfaction Survey every 2 years. The principal objectives of the survey is to provide robust data which accurately represents the views of local tenants on overall satisfaction with landlord services and provide a comprehensive view of other perception-based measures on a wide range of specific services. The Status Survey was carried out in 2008 and showed an overall satisfaction rate of 65%. We are now pleased to report an increase in overall satisfaction to 75.2%

Although the Status Survey is no longer a statutory requirement and there has been the withdrawal of grant funding, we have continued with Status to ensure the continued measurement of customer satisfaction with services customers receive and how this performance compares to other landlords. In addition to this, the survey identifies areas for service improvement, compares satisfaction with services over time, specifically with the results of previous surveys of tenant satisfaction, and enables performance comparison with other comparable borough Councils.

A slimmed down version of Status was carried out in April 2011, to refresh key performance indicators, keep up-to-date with tenant opinion as well as maximising our understanding of overall tenant satisfaction and expectation.

Tamworth Landlord Services is committed to continued service improvement and development and the Status survey is a key contributing factor to this

During the interim years of STATUS we send out a series of similar surveys to our tenants and leaseholders with amendments based on key priorities.

How satisfied are you?

Overall satisfaction with Landlord Services

General needs satisfaction with the way we deliver services		Sheltered tenants satisfaction with the way we deliver services	
2008	2011	2008	2011
65%	75.2%	Not reported	93%

Tenant Involvement and empowerment Standard

Satisfied that tenants views are taken into account		Satisfaction with keeping tenants informed	
2008	2011	2008	2011
46%	53%	65%	71%

Customer Service & Choice

Satisfaction that staff are able to deal with a problem		Satisfaction with the final outcome of the problem	
2008	2011	2008	2011
68%	71%	56%	63%

Home Standard

Satisfaction with the repairs & maintenance service		Satisfaction with overall quality of the home		Satisfaction with condition of the home	
2008	2011	2008	2011	2008	2011
56%	68%	71%	75%	67%	71%

Neighbourhood & Community Standard

Satisfaction with the Neighbourhood as a place to live		Satisfaction with Anti-Social Behaviour	
2008	2011	2008	2011
70%	81%	56%	68%

Value for Money Standard

Satisfaction that rent represents Value for Money	
2008	2011
65%	75%

So What!

What you have complained/ complimented us about during 2010/2011	What we have achieved
Customers chasing for information and updates on repairs that have been requested and on occasions there have been delays in work being carried out	<p>We launched a fully integrated Repairs Policy in 2011 that ensures a 'right first time approach' and clarifies tenant obligations and repairing responsibilities through a more targeted and simpler process.</p> <p>During 2011/2012 we successfully procured the biggest contract for the council for a combined Repairs and Investment service</p> <p>Following successful consultation across Tamworth boroughs sheltered schemes, the 'Handy Person' Service will commence May 2012</p>
Tenants have continued to complain about damp and condensation	<p>We have improved the provision of advice to customers by introducing a leaflet on making the most of heating and ventilation within the home. This is advertised in Marmion House reception, on the web and is discussed with customers at their post tenancy visit.</p> <p>We also engage with a specialist company called Oaks Preservation to check there are no structural defects to the property that have contributed to damp and condensation</p>
Tenants have requested a whole host of environmental works through estate walkabouts, 'Tell us' etc	£23m is planned for environmental investment over the life of the HRA business plan with £900k to spend in 2012/13 on community based environmental projects across the borough.

<p>Tenants complained that there is poor consistency in the management of Anti Social Behaviour (ASB) cases</p>	<p>We have successfully launched Landlord Services ASB Policy and procedure with clear offers/standards.</p> <p>The Tenant Regulatory and Involvement Team will be responsible for contacting a percentage of all customers that have been through the ASB process to determine satisfaction and identify any areas for service improvement</p>
<p>Tenants complained about and the failure of the contractor to keep appointments for repairs to gas appliances and servicing</p>	<p>2011/2012 saw the procurement of a new gas contractor with a clear focus on service standards</p>

What's Next?

- Equally important to how we measure our performance is how the complainant assesses the handling of their complaint. We welcome feedback on complaints as part of our drive to improve services. The Complaints Review Panel has recommended that at the end of each month a satisfaction survey is carried out in order to monitor customer experience. This commenced in May 2012 and will enable the tenant involvement team to collate valuable feedback from complaints as well as a means for identifying areas for service improvement.
- During 2012/13 we will explore the possibility of developing a 'tuts n grumble' line which will be an automated messaging system used as an additional mechanism to collect customer feedback across landlord services.

Customer Satisfaction Calendar 2011/2012

Since April 2010 the Housing Service has developed a clear and comprehensive programme of mechanisms to consistently compare tenants' satisfaction with housing services. The annual customer satisfaction calendar was put in place to develop more regular/consistent customer satisfaction monitoring to determine satisfaction levels and improve services accordingly. This calendar covers all areas across the housing service from anti-social behaviour, communal cleaning, repairs, housing advice and rent payment and arrears. Customer feedback has been looked at through a variety of methods to assess satisfaction about the way we manage both our tenancies and our estates. We have asked tenants for their views via customer focus groups, telephone & postal surveys, office surveys and comprehensive satisfaction surveys. During 2011/2012 the Tenant Involvement Team carried out 2 communal cleaning postal surveys. Limited additional customer feedback was

collated during the course of this year as the STATUS survey gained customer opinion across the whole of landlord service.

During 2012/2013 we will continue to review and measure customer service levels in many different ways as the most productive method for measuring customer service levels across one area may be different for other areas.

During 2012/2013 the Tenant Regulatory and Involvement Team will be responsible for collating, monitoring and reporting on the following:

Customer intelligence 2012/2013		
Customer feedback/Intelligence	Format	Frequency
Complaints satisfaction	Telephone	Monthly
Repairs satisfaction	Focus Group	Half yearly
New Tenant questionnaire	Paper based/postal	Quarterly
Open House satisfaction	Paper based/postal & face-to-face	Yearly
Supported Housing moving in survey	Paper based	Quarterly
Supported Housing moving out survey	Paper based	Yearly
ASB Resident perception survey	Paper based/postal with rent statements	Yearly
ASB tenant satisfaction	Telephone/Home visit	Quarterly

In addition to the above, the following will also be collected:

- Repairs & Maintenance satisfaction survey
- Gas servicing satisfaction survey
- Finding a Home survey
- Non-Bidders Questionnaire 'Finding a Home'

Tamworth Borough Council Landlord Service is committed to providing the best quality service we can in a responsive and approachable way. We will continue to develop our services to meet the changing needs within the resources available and to demonstrate value for money.

Complaints/compliments/comments

In addition to feedback gathered through the tenant satisfaction calendar, we closely monitor comments, compliments and complaints through our corporate 'Tell us' form. We listen and learn from all customer feedback which is continually monitored and can lead to changes in process, policy, actions, activity, literature and material. Customers are increasingly encouraged to tell us what they think of the services the Council provides through completing a 'Tell us' form. In housing this is closely monitored by the Tenant Involvement Team to identify common themes and trends

across specific service areas. We also record and monitor all MP and Councillor enquiries, service requests and any additional ad-hoc comments or suggestions for future service improvements.

Reporting and monitoring customer feedback

The results of all customer satisfaction surveys and feedback are reported quarterly to the Tenant Consultative and Tenant Involvement Groups. More specifically the Complaints Review Panel, set up at the beginning of 2012, will monitor complaints, emerging trends and the whole customer experience through its process.

These groups provide the opportunity for tenant scrutiny of services and actions/recommendations are put forward to resolve issues. The findings from these reports determine where we are performing well and where we need to improve. For 2012/2013 we will continue to produce a quarterly report for all customer intelligence, complimented by an end of year report to compare all satisfaction, compliments and complaints against the previous years performance.

Impact Assessments

In addition to customer satisfaction surveys and feedback the Landlord Service routinely carries out impact assessments when housing initiatives and activities have taken place. Impact assessments measure not only customer satisfaction but the overall impact of the activity to enable us to learn what has worked well and what we can learn for future involvement/housing initiatives.

Tenant Inspectors

As part of its tenant involvement and co-regulation programme the Council has been running an innovative scheme to empower Council housing tenants to act as Tenant Inspectors. This scheme which has now been running for nearly twelve months, provides tenant volunteers with the opportunity to audit the delivery of estate caretaking and cleaning services. The scheme is currently being extended to include void lettable standard and customer access arrangements. Tenant inspectors monitor the quality of service delivery against defined standards and undertake on-site inspections. They are empowered to call managers to account if services do not meet required standards and their feedback forms part of overall performance monitoring.

Performance Management

The complaints log, managed by the Landlord Improvement & Project Officer will continue to be used to review and progress open complaints with service area managers, to ensure turnaround targets are met. Lessons learnt will be reviewed at both management and performance team meetings.

Learning from Complaints

Learning from complaints will continue to assist us in improving our processes at Tamworth Borough Council and further transparency will be in place during the coming year. We will be more visible of how we are learning from complaints by sharing this information internally and externally. Tenant involvement will continue to play an important role in demonstrating how we are improving our service delivery and handling of complaints through the quarterly Complaints Panel meetings. This will help to ensure a systematic approach to learning.

Conclusion

We are pleased to report that the 2011/12 Complaints Report shows a general decrease in complaints but in addition to this we have seen a 163% increase in service requests.

Further analysis will be undertaken during the year on improving the breadth and depth of analysis undertaken and to feed lessons learned into our continuous improvement process.

Appendix A

Quarterly Customer Intelligence 2011/2012

Tell Us

	Complaints	Compliments	Service Requests
Estate Management	25	6	4
Morrison	43	3	5
Housing Advice	8	10	/
P H Jones	17	1	1
Property Services	3	1	1
Tenant Involvement	/	/	/
Voids & Allocations	2	2	/
Income	3	4	/
Caretaking	/	117	/
Housing Services	1	/	/
Other	/	1	2
Sheltered	/	/	/
Supported	1	2	/
Total	103	147	13

Councillor & Other

	Complaints	Compliments	Service Requests
Estate Management	19	17	33
Morrison	30	5	29
Housing Advice	11	6	17
P H Jones	10	1	3
Property Services	2	/	6
Tenant Involvement	1	8	/
Voids & Allocations	5	2	8
Income	4	5	2

Caretaking	/	9	2
Housing Services	1	1	1
Other	2	4	7
Sheltered	1	/	/
Supported	1	3	1
Total	87	61	109

MP

	Complaints	Compliments	Service Requests
Estate Management	4	/	6
Morrison	1	/	8
Housing Advice	7	/	17
P H Jones	/	/	/
Property Services	/	/	2
Tenant Involvement	/	/	/
Voids & Allocations	/	/	/
Income	1	/	1
Caretaking	/	/	/
Housing Services	/	/	/
Other	/	/	2
Sheltered	/	/	/
Supported	1	/	/
Total	14	0	36

Quarterly Customer Intelligence Quarter 1 (April to June 2011)

Tell Us

	Complaints	Compliments	Service Requests
Estate Management	6	2	/
Morrison	12	/	/
Housing Advice	2	5	/
P H Jones	3	/	/
Property Services	/	1	/
Tenant Involvement	/	/	/
Voids & Allocations	/	2	/
Income	2	3	/
Caretaking	/	24	/
Housing Services	1	/	/
Other	/	1	/
Sheltered	/	/	/
Supported	/	1	/
Total	26	39	0

Councillor & Other

	Complaints	Compliments	Service Requests
Estate Management	7	/	9
Morrison	18	1	2
Housing Advice	6	/	5
P H Jones	6	/	2
Property Services	1	/	/
Tenant Involvement	/	/	/
Voids & Allocations	2	1	/

Income	2	1	/
Caretaking	/	/	1
Housing Services	/	/	/
Other	/	/	1
Sheltered	/	/	/
Supported	/	/	/
Total	42	3	20

MP

	Complaints	Compliments	Service Requests
Estate Management	2	/	/
Morrison	/	/	/
Housing Advice	5	/	/
P H Jones	/	/	/
Property Services	/	/	1
Tenant Involvement	/	/	/
Voids & Allocations	/	/	/
Income	/	/	1
Caretaking	/	/	/
Housing Services	/	/	/
Other	/	/	/
Sheltered	/	/	/
Supported	1	/	/
Total	8	0	2

Quarterly Customer Intelligence Quarter 2 (July to September 2011)

Tell Us

	Complaints	Compliments	Service Requests
Estate Management	6	/	2
Morrison	13	/	1
Housing Advice	5	/	/
P H Jones	4	/	/
Property Services	/	/	/
Tenant Involvement	/	/	/
Voids & Allocations	/	/	/
Income	/	1	/
Caretaking	/	38	/
Housing Services	/	/	/
Other	/	/	2
Sheltered	/	/	/
Supported	1	1	/
Total	29	40	5

Councillor & Other

	Complaints	Compliments	Service Requests
Estate Management	4	13	10
Morrison	4	2	11
Housing Advice	1	/	4
P H Jones	1	/	/
Property Services	/	/	2
Tenant Involvement	/	2	/
Voids & Allocations	1	/	/

Income	/	1	1
Caretaking	/	4	/
Housing Services	/	/	/
Other	2	/	2
Sheltered	/	/	/
Supported	/	3	/
Total	13	25	30

MP

	Complaints	Compliments	Service Requests
Estate Management	2	/	2
Morrison	/	/	/
Housing Advice	2	/	2
P H Jones	/	/	/
Property Services	/	/	1
Tenant Involvement	/	/	/
Voids & Allocations	/	/	/
Income	/	/	/
Caretaking	/	/	/
Housing Services	/	/	/
Other	/	/	/
Sheltered	/	/	/
Supported	/	/	/
Total	4	0	5

Quarterly Customer Intelligence Quarter 3 (October to December 2011)

Tell Us

	Complaints	Compliments	Service Requests
Estate Management	4	4	1
Morrison	9	/	3
Housing Advice	/	2	/
P H Jones	3	/	/
Property Services	1	/	/
Tenant Involvement	/	/	/
Voids & Allocations	/	/	/
Income	/	/	/
Caretaking	/	34	/
Housing Services	/	/	/
Other	/	/	/
Sheltered	/	/	/
Supported	/	/	/
Total	17	40	4

Councillor & Other

	Complaints	Compliments	Service Requests
Estate Management	3	2	3
Morrison	3	/	7
Housing Advice	3	6	6
P H Jones	2	/	/
Property Services	/	/	2
Tenant Involvement	/	1	/

Voids & Allocations	1	/	1
Income	1	2	/
Caretaking	/	3	/
Housing Services	/	/	/
Other	/	/	/
Sheltered	/	/	/
Supported	/	/	1
Total	13	14	20

MP

	Complaints	Compliments	Service Requests
Estate Management	/	/	1
Morrison	/	/	/
Housing Advice	/	/	10
P H Jones	/	/	/
Property Services	/	/	/
Tenant Involvement	/	/	/
Voids & Allocations	/	/	/
Income	/	/	/
Caretaking	/	/	/
Housing Services	/	/	/
Other	/	/	2
Sheltered	/	/	/
Supported	/	/	/
Total	0	0	13

Quarterly Customer Intelligence Quarter 4 (January to March 2012)

Tell Us

	Complaints	Compliments	Service Requests
Estate Management	9	/	1
Morrison	9	3	1
Housing Advice	1	3	/
P H Jones	7	1	1
Property Services	2	/	1
Tenant Involvement	/	/	/
Voids & Allocations	2	/	/
Income	1	/	/
Caretaking	/	21	/
Housing Services	/	/	/
Other	/	/	/
Sheltered	/	/	/
Supported	/	/	/
Total	31	28	4

Councillor & Other

	Complaints	Compliments	Service Requests
Estate Management	5	2	11
Morrison	5	2	9
Housing Advice	1	/	2
P H Jones	1	1	1
Property Services	1	/	2

Tenant Involvement	1	5	/
Voids & Allocations	1	1	7
Income	1	1	1
Caretaking	/	2	1
Housing Services	1	1	1
Other		4	4
Sheltered	1	/	/
Supported	1	/	/
Total	19	19	39

MP

	Complaints	Compliments	Service Requests
Estate Management	/	/	3
Morrison	1	/	8
Housing Advice	/	/	5
P H Jones	/	/	/
Property Services	/	/	/
Tenant Involvement	/	/	/
Voids & Allocations	/	/	/
Income	1	/	/
Caretaking	/	/	/
Housing Services	/	/	/
Other	/	/	/
Sheltered	/	/	/
Supported	/	/	/
Total	2	0	16

Landlord Service Achievements 2011/12

<p>One Tamworth Perfectly Placed <i>Corporate vision</i></p>	<p>Every Tenant Matters <i>Landlord mission statement as voted for by tenants 2010</i></p>
<p>To Aspire & Prosper</p>	<p>Overall Landlord Satisfaction improving every year, up by 10% to 75% in 2011</p> <p>Overall Landlord Satisfaction within Sheltered Housing up to 92% in 2011</p> <p>Unprecedented changes in 2011/12 to Council Housing Finance Reform (CHFR) and the launch of the Housing Revenue Account (HRA) business plan (2012-2042) which sees the establishment of a £30m regeneration fund to invest in area based renewal. Currently the potential for such investment is being assessed for the Tinkers Green and Kerria Estates. The plan further articulates ambitions plans around commercial opportunities to acquire and build council owned stock.</p> <p>The first annual tenants conference was held in January 2011 and the HRA prospectus or offer document was cited as good practice by CIPHA in relation to tenant involvement and partnership working</p> <p>Maximised Income by consistently reducing void turnaround times - from 33 days in 2009/10 to 16 days in 2011/12. Reducing rent loss from c£184k to c£54k saving £130k</p> <p>Successfully procured the biggest contract for the council for a combined Repairs and Investment service in 2011/12, with value of c£60m over the term. Resulting in job opportunities for 30 apprentices as well as investing in small businesses such as TP, Build mark, build base</p> <p>Combined Landlord and Strategic approach to maximising use of garage assets. Resulting in tangible plans for the development of c80 affordable homes on 26/89 sites and positive investment in garage stock retention (53/89 sites) to the value of £500k</p> <p>Continuing to promote Tamworth as a great place to live evidenced by 92% satisfaction with the councils finding a home service with further strategic plans to extend this into the private sector to maximise housing choices and options</p> <p>Financial Inclusion Strategy 2011 saw landlord services' continued investment in the third sector for the credit union and continued preparations on the development of the corporate debt policy</p> <p>Maintained Decent Homes Standard by investing around £7million in response repairs & capital and planned works. In real terms this resulted in 400 more new kitchens, 300 more new bathrooms, over</p>

	150 new heating systems and more than 600 properties with new electric upgrades
To be Healthier & Safer	<p>A buddy system developed between housing staff and Community Development Officers in locality areas resulting in shared action planning to facilitate and improve local outcomes</p> <p>92% satisfaction with WELbeing the councils new community alarm provider in 2011, following transfer in 2010/11 promoting independent and sustainable living in the community</p> <p>£23m planned for environmental investment over the life of the HRA business plan with £900k to spend in 2012/13 on community based environmental projects.</p> <p>£150k invested in improving high rise fire safety responding to latest legislation on the new fire guidance for flatted estates commended by the local fire service</p> <p>Successfully launched the Landlord ASB policy with over 50 stakeholders evidencing co-located support for the community safety hub as well as being on target for external accreditation in 2012 improving the response to tackling ASB and sustaining tenancies</p> <p>Continued Accreditation of the CHSH Sheltered Housing external qualification in 2011 (for a further 3 years) evidencing high levels of customer service and outcomes in line with QAF requirements</p> <p>Launch of a new Tenancy Agreement in 2011 following extensive tenant and scrutiny member input, providing clarity on tenants rights and obligations</p> <p>Launch of a robust Repairs Policy in 2011 that sees a more targeted and simpler repairs process ensuring Decency is maintained in homes and a Tamworth Standard (Decent Homes Plus) is developed for tenants who are vulnerable</p> <p>Launch of a Handy Person Service at Sheltered to carry out all minor repairs</p> <p>Development of an Illegal Subletting Policy in 2011 with partners to ensure that tenancies are not misused and fraud is tackled. The impact assessment reported in 2011 saw less than 5 cases overall within the landlord stock as a result of this approach</p> <p>Comprehensive co-regulatory framework developed with tenants that sees customers involved in the shaping, influencing and scrutinising of services, updated to cabinet in 2011. An independent assessment of TAROE has stated that the approach to tenants skills and knowledge development is good practice</p> <p>£2m investment, is planned over the medium term, in Disabled adaptations. There has been a reduction in 176 on the waiting list to 62 between 2008 – 2011. Waiting times have been cut from 3 years to just over 1 year with further targets being set with</p>

customers

Landlord Services have assigned the contract with Pathways maximising savings to the council of around £25k and improving direct services to customers who will benefit from this organisations charitable status

Development of a Health & Well being Community Plan that builds on the former equalities plan in 2011. So that all activity and customer service is linked back to a health outcome or so what question.

Continued programme of Estate Walkabouts that are held with a range of stakeholders and that results in a ***you said we did*** response on the web.

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