

1. Since April, what have the measures in the Portfolio Holder Statement been telling you about how things are going in service?

The average number of days from routine repairs order to finish on site has continued to remain below 7 days for the first half of the year, which is a significant improvement from last year's average of 9.98 days.

The percentage of properties with an electrical test continues to show a steady increase.

Dwelling rent arrears have increased as a result of the ongoing economic situation and the system intervention.

Rent loss from vacant dwellings has slightly increased as a result of the implementation of new procedures (hence an increase in the average number of days to relet a property) however this level of performance still remains well below the budgeted level in the Business Plan and has resulted in additional income to date of c£42,000.

2. Which measures have been of particular interest or concern during the period since April and what have you learnt about your systems from these measures?

The percentage of properties with an asbestos management survey has reduced from 98% to 82%. This is as a result of review of the database to ensure that surveys meet the most recent Health and Safety Executive (HSE) Guidance and are therefore compliant.

The percentage of properties with a gas service inspection reduced between May and July. At the time of writing 99.94% of properties had a valid gas service in place.

The Rents and Finance Team commenced a system review on 7th February 2012 and this has been a major contributory factor to performance on rent collection and has led to an increase in rent arrears. Staff resources have been focused on the review and it was accepted by the Head of r Housing & Property Services that there would be a temporary dip in performance whilst the review is underway. The team has also experienced staffing issues as the Senior Income Recovery Officer has been off sick for the past 8 months, and there have also been under-performance issues amongst staff.

3. What have you done to date as a result of learning from these measures?

The reduction in the percentage of properties with an Asbestos Survey has been as a result of a review of the database which meant that some surveys we held on file did not meet the standards that we would expect. As a result we have removed these surveys and have included them in the future programme for surveying.

As soon as we became aware of the reduction in percentage of properties with a gas safety certificate we immediately instructed our contractors to allocate additional resources in order to minimise the risk of overdue service certificates.

In relation to rent collection, we have now appointed staff to cover vacant positions and are exploring opportunities to provide temporary additional staff to focus on rent collection whilst the systems thinking intervention is being completed

4. What has been the impact of what you have done to date?

The percentage of properties with an asbestos certificate is beginning to show a gradual increase. At the time of writing there were XX% properties with a survey in place.

The percentage of properties with a gas safety inspection has now returned back to expected levels of performance.

5. What else do you plan to do as a result of learning from these measures?

An asbestos survey programme is in place to ensure that 100% of properties have a valid asbestos survey.

We are rescheduling the gas safety certificate programme for next year so that the surveys can be spread out over a longer period. This will smooth demand and reduce instances where too many properties require a re-inspection within a short period.

6. Of your key projects (as identified in your portfolio holder statement) how many are on track and how many are not? Of those that are not on track please indicate which milestones have been changed and what the revised dates are.

Project	Progress	Original Milestones	Revised Milestones
Property Services Lean System Intervention	Project brief and timetable rescheduled.	Project to start in April 12 and complete March 13.	Project start December 12 and complete December 13. The development of a new approach to the procurement of our repairs and maintenance contracts (another FFF priority) has diverted attention away from this project.
Corporate Property Stock Condition Survey	On Target	TBC	Project start September 12 and complete December 12.
Income Recovery Lean System Intervention	On Target	Project to start in September 12.	Project start April 12 and complete March 13. Project started early.
Housing Strategy Lean Systems Intervention	Project brief and timetable rescheduled.	Project to start April 12 and complete March 13.	Project start December 12 and complete December 13. The development of a new approach to the Fetherston Court project has diverted attention away from this project.
Special Purpose Vehicle	Revised project	Report October	Project Start

Appendix F

for Affordable Housing	brief.	12, project start March 13.	October 12. Expanded the scope of the project. Report will be presented in June 13.
Energy: Conversion of corporate properties and dwellings to biomass heating systems	Executive approval and project implementation underway.	Report May 12, project start June 12 and completion March 13.	Project start December 11 and complete March 13.
Procurement of Housing & Property contracts	On Target	Project start April 12 and completion March 13.	N/A
Business Growth Projects	Project suspended due to funding limitations.	Project start May 12, completion March 13	Currently on hold.

7. Does your Service Area Plan/Portfolio Holder Statement need to be amended? If so, please describe the changes.

The SAP and our risk register has been updated with the revised project milestones as detailed above.