

Annual report for residents

2013/14

This report provides a summary of the performance of H&F Council's housing and regeneration department in key areas, such as how we deal with repairs and anti-social behaviour, that we know matter most to residents.

Repairs and maintenance

Since MITIE took over the repairs and maintenance contract in November 2013 they have carried out nearly 22,000 day to day repairs.

The following improvements have also been carried out during 2013-14:

Improvement	Number of homes completed 2013/14	Number of homes planned 2014/15
New kitchens	28	350
New bathrooms	128	350
New boilers	402	1,047
New windows	19	331
New roof covering	90	150

Other notable projects completed during 2013/14 include:

- **Lifts** – 20 lifts modernised.
- **Controlled entry** – 47 systems upgraded.
- **Communal heating** – 6 boilers replaced.
- **Water supply** – 30 communal tanks replaced.
- **Landlords's electrical** – 8 blocks upgraded.
- **CCTV** – provision of new and extension of existing services to 5 estates.
- **External and communal redecorations** – 222 blocks/properties (1200+ homes) improved.

Listening to residents

Before deciding to contract out repairs and maintenance the council listened to numerous tenants about the repairs service that they received and generally the feedback showed a poor diagnosis of the fault, poor communication on what repairs were ordered and missed appointments leading to wasted visits, resident dissatisfaction and extra costs. Residents also said that in some cases numerous follow up calls are needed to get the repair completed.

By teaming up with MITIE these problems have been dramatically reduced. MITIE are financially incentivised to get the job done right first time and deliver a customer focused service which takes account of resident's availability. A new arrangement will see all properties inspected annually. The contract – which began in November 2013 also sees MITIE operate the 24/7 repairs contact centre and be responsible for technical assessment of defects.

Targets and outturns for repairs:

Performance indicator	Target 2012-13	Outturn 2012-13	Target 2013-14	Outturn 2013-14
Appointment keeping	98%	83%	98%	88.60%
Communal repairs completed on time	98%	91%	98%	88.79%
Percentage repairs completed on time	99.75%	92.2%	98%	88.64%
Overall satisfaction with repairs (tenants)	80%	64%	75%	64%
Overall satisfaction with repairs (leaseholders)	–	27%	–	27%



How we performed in 2013-14

Neighbourhood and community

Anti-social behaviour (ASB)

- We have specialist staff dealing with ASB as part of the council's ASBU in addition to housing officers, enabling us to deal with issues such as noise, domestic violence and drug taking.
- We have a professional witness service and covert CCTV to assist residents in resolving ASB.
- We work with other with other agencies to combat ASB, including the police, rough sleepers team, and social services.
- We have a neighbourhood warden service 60% funded by the housing and regeneration department, consisting of 10 wardens and 2 supervisors.
- We carry out estate improvements, with input from TRAs.

Prevention of anti-social behaviour

The council is committed to preventing and deterring ASB. Our range of measures include:

- using the CALM mediation service to resolve disputes before they escalate. This service uses trained mediators and deals with a variety of issues including nuisance and lifestyle differences
- diversionary projects for young people over the summer holidays and play activities throughout the year
- neighbourhood wardens to reduce crime and the fear of crime, tackle ASB and build stronger communities
- professional witness officers to assist with legal action against perpetrators by conducting surveillance and witnessing ASB
- making referrals to support agencies to rehabilitate perpetrators where their problems relate to drug and alcohol abuse, or mental or physical illness.

To assist with prevention of ASB and to develop community cohesion, the council also has a neighbourhood warden service. Neighbourhood wardens patrol estates across the borough to prevent and deter ASB. They are targeted by officers to specific areas of concern.

Targets and outturns for anti-social behaviour:

Performance indicator	Target 2012-13	Outturn 2012-13	Target 2013-14	Outturn 2013-14
Residents satisfied with the way ASB cases were dealt with	67%	63%	67%	66%
Residents satisfied with the outcome of the complaint	65%	57%	65%	64%
Residents who said they would report ASB again	83%	85%	83%	84%

Opportunities

H&F adult learning and skills offers part time day and evening courses for adults at venues across Hammersmith & Fulham. Last year nearly 6,000 adults studied with us to update their skills, gain a qualification or learn solely for personal pleasure.

Apprenticeships

Hammersmith & Fulham's current apprenticeship programme is delivered in partnership with Ealing, Hammersmith and West London College (EHWLC) and is targeted specifically at borough residents. Apprenticeships are an excellent way of gaining qualifications and essential work based skills and experience.

Leasehold performance

Targets and outturns for leasehold services:

Performance indicator	Target 2012-13	Outturn 2012-13	Target 2013-14	Outturn 2013-14
Leasehold correspondence replied to on time	100%	78%	85%	75.75%
Service charge collection	101%	101%	101%	102.19%
Caretaking standards	91%	90%	91%	89.32%
Communal repairs completed on time	99%	87.5%	98%	88.79%
Council properties with valid gas certificates	100%	99.75%	100%	99.22%

Satisfaction compared between tenants and leaseholders:

Indicator	Tenants	Leaseholders
Repairs and maintenance	64%	27%
Value for money for rent/service charge	70%	37%
Satisfaction with neighbourhood	77%	77%
Caretaking	59%	51%
Being kept informed	79%	70%

Customer service

Targets and outturns for customer service:

Performance indicator	Target 2012-13	Outturn 2012-13	Target 2013-14	Outturn 2013-14
General correspondence responded to within 15 working days	100%	71%	80%	68.89%
Stage 1 complaints for tenancy management responded to within 15 working days	97%	80%	80%	78%
Stage 2 complaints for tenancy management responded to within 20 working days	97%	52%	80%	85%
Average time taken to answer inbound telephone calls at the CSC	18 secs	31 secs		TBC