

Housing and City Development Overview and Scrutiny Committee

Our obligations

Landlords need to demonstrate that they have met their statutory, regulatory and landlord obligations as detailed in the tenancy agreement. Landlords should determine their approach to delivering the most effective balance between making homes decent and preventing homes falling below the standard and this is through a customer focused delivery model.

The Social Housing Regulation Act 2023 has brought in a new regulatory regime to support this commitment to driving up standards and holding landlords accountable for providing social housing residents with decent homes. The new tenant satisfaction measures (TSM's) and consumer standards will be used as additional measures to hold landlords to account for the services they provide. The Housing regulator will be inspecting providers where they have identified concerns with services.

The property service performance

The table below provides details of our performance against the property related tenant satisfaction measures (TSM). Some of the data is collected through an independent survey conducted on behalf of Nottingham City Council (NCC) the remainder are from our own performance data.

Keeping the properties in good repair

Measure	2022/23 Target	2022/23 Outturn	2023/24 Target	2023/24 Q1Outturn
Properties meeting the Decent Homes Standard	100.0%	96.57%	100.0%	99.34%
Satisfaction that the home is well maintained (TSM Survey*)	–	–	77.0%	66.0%

**The Tenant Satisfaction Measure survey is being completed on our behalf of NCC by an independent company. They conduct approximately 550 telephone surveys with tenants and ask a number of questions defined by the housing Regulator.*

We are currently achieving 99.34% decency across our properties, the 0.66 % of non-decent properties will be higher at the beginning of the year, as these properties and elements form part of the capital program for 23/24. As the programmes progress the elements that currently fail will be completed and the number of properties not meeting decency will reduce and we expect to achieve 100% at year-end on 31/03/24.

We continue to complete stock condition surveys and Health Housing Safety Rating standard (HHSRS) surveys to support the ongoing maintenance of all stock. This ensures that we can build future investment programmes of key elements that will ensure all NCC stock meets the Government's decency standard. We also continue to complete structural and damp and mould surveys to ensure works are prioritised on a risk basis.

Over the next 4 years, we are set to invest circa £149m in our housing stock to ensure that we improve the overall quality of our homes. This investment will help fund improvements to make our homes warmer, more energy-efficient, alongside installing new kitchens and bathrooms, energy-efficient windows, solar panels and external wall insulation.

Maintaining Building safety

The safety of our homes remains a key priority within our Capital programme. Over the next 4 years we are investing £10.3m in safety measures. In addition to mitigate risks associated with the hazards of excess cold, risks on safety we operate an annual gas servicing programme, 5 years electrical safety tests, regular legionella testing, sampling of asbestos and more recently adopted a comprehensive approach to inspection linked to fire and building safety.

Measure	2022/23 Target	2022/23 Outturn	2023/24 Target	2023/24 Q1Outturn
Compliance - Gas & Solid fuel annual servicing	100.0%	100.0%	100.0%	100.0%
Compliance – Fire Safety	100.0%	100.0%	100.0%	100.0%
Compliance - Asbestos	100.0%	100.0%	100.0%	100.0%
Compliance – Water Safety	100.0%	100.0%	100.0%	100.0%
Compliance – Lift Safety	100.0%	100.0%	100.0%	93.3%
Compliance – Electrical Safety	100.0%	98.7%	100%	98.7%
Satisfaction that the home is safe (TSM Survey)	-	-	77.0%	75.0%

With the spotlight being on building safety post the Grenfell fire we have developed a comprehensive approach to understanding our responsibilities and performance of the stock against building safety. Positive progress is being made with the development of a building and fire safety inspection team.

Gas servicing remains at 100% compliance. Processes are in place to ensure that we sustain this performance. In order to continually achieve 100% performance, we start our access process 60 days prior to the expiry date of the current gas safety certificate.

The team work hard with other departments to investigate any property where access may be difficult and will tailor appointments to suit the needs of the tenant. Our Gas Compliance Officers are very experienced and have a local knowledge of the properties who have historically not given access first time, these can then be proactively managed.

The electrical testing is currently outsourced and we have had a number of teething issues with a new contract which are being worked through with the contractor.

Our other compliance issues around maintaining mechanical and electrical equipment is delivered through 3rd party specialists and managed through a very technically competent team. We have experienced some issues with delays in availability of specialist parts from abroad. We have recently replaced some door entry systems which can be operated remotely by the customer will help reduce the level of reported issues and will help when a customer has accidentally locked themselves out of their home.

We generally have positive performance in these compliance areas and have clear evidenced audit trails of actions taken.

We are exploring opportunities to continue to enhance our approach by exploring use of NCC and other 3rd party compliance software, trialling new technologies that for example help measure heat, Co2 and humidity levels or repressurise boilers remotely.

Keeping properties in good repair

Measure	2022/23 Target	2022/23 Outturn	2023/24 Target	2023/24 Q1Outturn
Repairs completed within target timescale (Emergency)	-	-	100.0%	91.3%
Repairs completed within target timescale (non-Emergency)	-	-	65.0%	74.7%
Tenant Satisfaction with time taken to complete most recent repair	-	-	70.0%	60.0%
Tenant satisfaction with the repairs and maintenance service			76%	66%

On average we raise approximately 150,000 reactive repair work order per annum for works to address issues reported by customers. This equates to an average of 8 repair work orders/property/annum and is higher than the sector benchmarks of around 4 repair work orders/property/annum.

We have defined what issues reported by customers could have the potential to cause serious damage to the building, danger to health, risk to safety or risk of serious loss or damage to the occupier's property. These types of other serious health and safety issues reported by customers generally would be addressed through an emergency repair priority and would need completing within 24 hours. These represent approximately 40% of work orders raised and an average of 1050 emergency work orders completed each week. As an organisation we have higher levels of emergency repairs than the sector norms of around 10%.

We have revisited this definition earlier in the year and positively saw a reduction in the number of emergency work orders raised. We are working with the customer service team to ensure only issues that meet this criteria are raised as this priority as it is impacting on our ability to attend to actual emergencies and other non-emergency works.

We are currently completing quarter 2 TSM surveys and we are seeing that customer perspective of the repairs and maintenance service is showing at similar levels as the previous quarter. The surveys ask approximately 550 tenants about their experience. Based on the number of repair works raised it would represent around 1% of tenants who would have received the service. Responses to separate surveys we do on completion of a repair shows general satisfaction of 81% based on 6321 responses in the same period which represents a response rate of around 18%.

Customers are telling us that they feel that they have to wait too long for issues they report to be addressed. We are looking at the reasons around this and what we can do to ensure the resources we do have are used in the most efficient and effective ways.

This is a key area of focus at present for the service.

Next steps

We have recognised that there is room to improve our approach to delivery of the repair and maintenance service in order to effectively utilise our resources and meet the needs of tenants in a

more effective way. We have already embarked on identifying the key issues and what we can do to improve our approach in both the short, medium and long term and embed sustainable improvement.

Work underway includes:

- Currently doing some work analysing properties where we have multiple contacts by the customer about issues in their homes. This will be to help inform our approach to reduce the number of times we attend properties to identify and address any deficiencies that could deteriorate if left by being more proactive.
- We currently have no proactive maintenance programme linked to emerging trends from reactive repairs or to extend the life of building elements, components or sub components. This is now being developed and we plan to have a draft approach by November.
- Trialling video calls and use of triage of customers issues to ensure we make an informed risk assessment and can put the most appropriate and timely solution in place.
- A project that's looking at how we can gather condition information from every visit to customers' homes and this be used to update decency assessments in an automated way.
- Completing a risk assessment against the 29-health housing and safety rating (HHSRS) hazards to identify what mitigations we currently have in place and to identify any gaps.
- We are planning to work with students from Nottingham University looking at communication with customers about their homes and looking at options for how we can improve that.
- We are changing the skill profile of our workforce by recruiting different trades to help meet emerging repair needs.
- We plan to review our priorities for investment and replacement works based on identified needs based on condition for example on roofing and drainage.

06 September 2023