

Residents' Panel Meeting

Wednesday 23rd March 2022

6pm – 8pm

Virtual Zoom Meeting

Vice Chair: James Wilson

Agenda

| | | |
|--|----------------|-------|
| 1. Minutes from previous meeting | James Wilson | 10min |
| 2. Update from the THH Board | Ann Lucas | 10min |
| 3. Capital Delivery spotlight session | Matthew Palmer | 30min |
| 4. Residents' Panel annual Report 2022 update | Nojmul Hussain | 10min |
| 5. Performance update | Lesley Owen | 10min |
| 6. Recruitment | Nojmul Hussain | 5min |
| 7. AOB | All | 10min |

Date of next meeting: Tuesday 24th May 2022, 6pm – 8pm

**Residents' Panel Virtual Zoom Meeting
Tuesday 18th January 2022**



Minutes and Actions

Attendees

| Members | Role |
|-------------------------|------------------------------------|
| Chris Weavers (CW) | Chair & Leaseholder |
| Gibran Afzal (GA) | Tenant |
| Yasmin Begum (YB) | Tenant |
| Daniele Lamarche (DL) | Leaseholder |
| Saleha Jafrin (SJ) | Leaseholder |
| Corry Blades (CB) | Leaseholder |
| | |
| THH | |
| Ann Lucas (AL) | Chair of Tower Hamlets Homes Board |
| | |
| Staff | |
| Gulam Hussain (GH) | Head of Regulatory Assurance |
| Lesley Owen (LO) | Business Development Manager |
| Nojmul Hussain (NH) | Senior Resident Scrutiny Officer |
| Nicholas Spenceley (NS) | Head of Environmental Services |
| Simon James (SJ) | Special Initiatives Manager |

| Actions | Action Owner | | Status/ Date |
|---|---------------------|--|-------------------------|
| 1. Discuss findings outcomes from forthcoming review on productivity, including learning from complaints and contract implementation as part of Panel's work plan | NH | | |
| 2. Information sheets on reducing ASB and positive outcomes to be put up on notice boards | NS | | |
| 3. Forward the condensation and mould report | GH | | |
| 4. Investigate THH's approach to the management and maintenance of door entry systems that may be affected by delays in sourcing parts or awaiting renewal as part of the capital programme | GH | | |
| 5. SJ to forward details of security door issue on her block. | SJ | | |
| 6. YB to email her repairs job reference number to the scrutiny team. | YB | | |

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|---|----|--|--|
| 7. Find out how THH will inform and support residents as energy bills are due to increase. | GH | | |
| 8. Investigate if messages on the voicemail function on GA block can be cleared once it is full | GH | | |

| Item No | Description | Action | Status/Date |
|-----------|---|--------|-------------|
| 1. | Introduction and Welcome | | |
| 1.1 | CW welcomed members and staff to the meeting. | | |
| 1.2 | Apologies received from Saida Begum, Amina Rahman and James Wilson. | | |

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| 2. | Minutes from the previous meeting and matters arising | | |
| 2.1 | Members agreed the September 2021 minutes as an accurate record. All actions were noted complete. | | |
| 2.2 | DL felt staff accountability needs further scrutiny; this was in relation to point 2.12 of the minutes. GH explained that there are measures in place to ensure robust staff accountability. This includes THH conducting a review to assess work productivity, ensuring new contracts are more stringent against performance measures and taking a lesson learnt approach from complaints. In addition, the government is setting out national satisfaction measures which will help ensure parity with high performing organisations. ACTION: Panel to look at finding outcomes from THH review on productivity, our learning from complaints and contract implementation as part of its work plan | | |

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| 3. | THH Board update | | |
| 3.1 | <p>AL provided the following updates;</p> <ul style="list-style-type: none"> • HouseMark provided a presentation to Board on expectations and working with the Regulator • The objectives for the new business plan was discussed • There has been progress around implementing the digital strategy and several new contracts are in the pipeline, i.e. domestic gas, communal, mechanical and fire related contracts. | | |

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| 4. | ASB update | | |
| 4.1 | NS provided a background of the Mayor's three year funding initiative for tackling ASB. Following the end of the three years, the Mayoral funding discontinued. Due to the success of the programme, there was a case to continue the programme which is currently funded through a levy charged at leaseholders. | | |
| 4.2 | NS provided a presentation around operational work activities resulting in positive outcomes; these included tackling drug dealers/drugs, seizing weapons and issuing ASB orders across THH estates. | | |
| 4.3 | DL emphasised the need to focus on longer term solutions so that our approach is not merely reactionary. NS explained that THH has a multi - agency approach to deter ASB and re-offending. | | |
| 4.4 | <p>CW recommended that the positive work in tackling ASB is published and that information is put up on notice boards. NS reported that there are information sheets but are mainly block specific.</p> <p>ACTION: NS to publish information sheets on block notice boards</p> | | |
| 4.5 | CW mentioned that at LBTH Safer Neighbourhoods Board meeting, members wanted to see how the levy charge is adding value for money and the information presented by NS would be able to evidence this. NS agreed to present to the Safer Neighbourhoods Board. | | |

| 5. | Traffic Management Order (TMO) update | | |
|-----|---|--|--|
| 5.1 | <p>SJ provided an update on the roll out of TMOs. The roll out includes a two stage consultation process. This has been completed in Spitalfields and a report on its finding will be submitted to LBTH for a decision.</p> <p>Consultation is currently being undertaken on Weaver and Ocean estate, the latter has shown some opposition but generally the majority are in favour of the scheme.</p> | | |
| 5.2 | <p>SJ provided the legal context of contract law which does not permit the DVLA sharing information of the vehicle owner with external bodies. Subsequently, local authorities are unable to remove the vehicle or penalise the offender. Therefore, transitioning to TMOs was put forward in order to resolve this problem. This is particularly important for ensuring emergency access is not obscured by vehicles.</p> <p>This approach is being carried out nationally and across several London boroughs.</p> | | |

| 6 | Complaints update (Q3) | | |
|-----|--|--|--|
| 6.1 | <p>GH presented an update on Q3 complaints report. GH reported that there has been a 30% increase in volume of complaints which mainly relates to repairs. The increase of complaints is reflective of other social landlords due to the impact of Brexit, i.e. labour shortage, difficulty in recruitment and the pandemic.</p> | | |
| 6.2 | <p>Following the Ombudsman's new complaints handling code, the Ombudsman has seen a 113% increase in complaints, which it is being asked to investigate, and 65% increase in investigations. The Ombudsman's determinations are published online.</p> | | |
| 6.3 | <p>GH reported that 97% of complaints were handled within the 20 day threshold in Q3; THH is also continuing to reach its target to respond within 10 days. GH explained that although the Ombudsman requires landlords to respond to complaints within 10 working days, this is not required for local authorities which has its own single corporate complaints handling procedure such as THH. However, THH aims to respond within 10 days as part of its ambitious target.</p> <p>Manging stage 2, alongside LBTH colleagues, has also improved substantially.</p> | | |
| 6.4 | <p>GH outlined a list of common causes for complaints and escalations. These relate to leaks, caretaking, repair, ASB parking enforcement issues etc. GH also provided an outline of current challenges such as staff shortage due contracting covid.</p> | | |

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| 6.5 | <p>GA requested the report on condensation and mould. GH agreed to share this with members. GH advised that the report can be found on the Ombudsman’s website.</p> <p>ACTION: GH to forward the condensation and mould report.</p> | | |
| 6.6 | <p>SJ enquired how faulty security entry doors are managed, especially as it has health and safety implications. GH explained that delays in repair occur due to sourcing parts/materials or awaiting renewal as part of capital works.</p> <p>GH explained that THH works collaboratively with parkguards and police patrol to mitigate ASB activities when security entry doors are not working. GH agreed to investigate what other measures are in place to manage and maintain faulty entry doors during delays.</p> <p>ACTION: GH to investigate THH's approach to the management and maintenance of door entry systems that may be affected by delays in sourcing parts or awaiting renewal as part of the capital programme</p> <p>SJ mentioned her block has accessibility issues. GH requested SJ to forward the specific details on her block.</p> <p>ACTION: SJ to forward details of the problem on her block in relation to the security entry door.</p> | | |
| 6.7 | <p>YB reported contractors did not keep to its appointment and THH staff, via contactus, stated they have been unable to contact Mears. GH explained the process to contact Mears and that he recognises that there has been an issue around Mears not picking up calls. Therefore, THH staff have met with Mears to flag up concerns.</p> <p>GH requested YB to forward her job reference number in order for him to get a status update.</p> <p>ACTION: YB to email her repairs job reference number to the scrutiny team.</p> | | |

7. Performance

7.1

LO provided an update on Q3 performance:

Table 1 below shows for the all the indicators performance compared to target.

Table 1: Status – December 2021

| Trend | Red | Amber | Green | N/a* | All |
|---|----------|----------|----------|----------|------------|
| No. of indicators: December 21 | 3 18% | 7 41% | 5 29% | 2 12% | 17 100% |

**No targets yet formally agreed for call average wait measures*

Table 2 below shows, for the 10 monthly indicators, the direction of travel compared to the previous *month*.

Table 2: Direction of Travel from November 2021 – monthly indicators

| Trend | Weakened | No change | Improved | All |
|---|----------|-----------|----------|------------|
| No. of indicators: December 21 | 4 40% | 0 | 6 60% | 10 100% |

Table 3 below shows for the seven quarterly indicators, the direction of travel compared to the previous *quarter*.

Table 3: Direction of Travel from September 2021 – quarterly indicators

| Trend | Weakened | No change | Improved | N/a * |
|---|----------|-----------|----------|----------|
| No. of indicators: December 21 | 2 33% | 0 | 4 57% | 1 14% |

Table 4 below shows for all the indicators the direction of travel compared to the same month the previous *year*.

Table 4: Direction of Travel from same month in 2021 – all indicators

| Trend | Weakened | No change | Improved | All |
|-------|----------|-----------|----------|-----|
|-------|----------|-----------|----------|-----|

| | | | | | | | |
|-----|---|-----------|---|----------|------------|--|--|
| | No. of indicators: December 21 | 10 41% | 0 | 7 41% | 17 100% | | |
| 7.2 | LO reported that no targets have formally been agreed for the two call-answering average wait time indicators; this was also the case for the whole of 2020-21. Therefore, LO proposed reverting back to the 2019/20 targets for the second half of the year. | | | | | | |
| 7.3 | CB raised that although she appreciates working from home under the current climate, experience has shown that service delivery has been impacted negatively. Thus, proposed whether performance can be monitored. GH re- emphasised that the productivity assessment, as mentioned earlier, will explore whether THH is meeting its targets. | | | | | | |

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| 10 | Any other business | | | | | | |
| 10.1 | GA enquired how the rise in energy prices will impact residents. GH explained that residents who receive communal heating will not be affected until next financial year due to the current tariff arrangement. GH will enquire how THH is planning on communicating to its residents on price increases. ACTION: GH to enquire how THH will inform and support residents as energy bills are due to increase. | | | | | | |
| 10.2 | March 2022 meeting will take place on a Wednesday due to staff availability. | | | | | | |
| 10.3 | An upcoming scrutiny review around supporting vulnerable residents during the pandemic is currently being scoped. This review is scheduled to be undertaken in April 2022. | | | | | | |

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| 11 | Date of next meeting | | | | | | |
| 11.1 | Wednesday 16 th March 2022, 6pm – 8pm | | | | | | |

Report to: Residents' Panel
 From: Lesley Owen
 For: Information/discussion
 Topic: **Performance Report: February 2022**

1. Introduction

1.1 The Residents' Panel has a duty, outlined in its Terms of Reference, to monitor and review performance across Tower Hamlets Homes [THH], and to explore and challenge under-performance as appropriate. To enable this, the Panel selects a set of measures to be reported on regularly.

2. Performance: February 2022

2.1 The indicators from 2020-21 were carried forward into 2021-2022, with the exception of ASB resolution and unique MyTHH hits. There are ten monthly indicators and a further seven quarterly ones.

2.2 THH performance on these indicators to February is shown at summary level in the Table 1 below. Results are shown as 'green' if the target is being met or exceeded, 'amber' if the result is close to target (generally within 5%), or 'red' if the target is not being met. Targets are aligned where applicable with those agreed by the Council and/or Board.

2.3 Performance on the individual indicators from April 2021 – February 2022 is set out in *Appendix 1*.

2.4 Table 1 below shows, for the 10 monthly indicators, performance compared to target.

Table 1: Status – February 2022 – monthly indicators

| Trend | Red | Amber | Green | All |
|---|----------|----------|----------|------------|
| No. of indicators: February 22 | 2 20% | 5 50% | 3 30% | 10 100% |

2.5 Table 2 below shows, for the monthly indicators, the direction of travel compared to the previous *month*.

Table 2: Direction of Travel from January 2022 – monthly indicators

| Trend | Weakened | No change | Improved | All |
|---|----------|-----------|----------|------------|
| No. of indicators: February 22 | 1 10% | 0 | 9 90% | 10 100% |

2.6 Table 3 below shows for the monthly indicators the direction of travel compared to the same month the previous year.

Table 3: Direction of Travel from same month in 2021 – monthly indicators

| Trend | Weakened | No change | Improved | All |
|---|----------|-----------|----------|------------|
| No. of indicators: February 21 | 6 60% | 0 | 4 40% | 10 100% |

2.7 Performance on the quarterly indicators to the end of December 2021 [Quarter 3] was reported to Panel in January.

3. Performance analysis

3.1 Areas of strength in 2021-22 include:

- Call answering
- Repairs Right First Time
- Major works satisfaction
- MyTHH registrations

3.2 Other areas are down on the previous year's performance but not significantly. These include:

- Leaseholder satisfaction
- Repairs satisfaction
- Satisfaction with being kept informed
- Satisfaction with views being taken into account

- 3.3 As previously reported, the service areas most significantly challenged by the pandemic include Repairs and the Housing Service Centre:

Repairs

Three of the four repair-related indicators are at 'amber'. Performance continues to be affected across a range of measures although the number of overdue jobs was reducing, and many of the indicators were showing positive trends. Issues had also developed in relation to supplies especially scaffolding, roofing and 'wet trades'. More recently illness and absences due to the Omicron variant reversed some of the gains made and the number of overdue jobs increased significantly. Some elements of the service are also being impacted by the mobilisation of new contractors as part of the procurement of new repairs contracts currently underway.

Housing Service Centre [HSC]

The two monthly indicators currently 'red' both fall within the HSC's remit. They are average wait times for repair and non-repair calls. The service was adversely impacted last year by high call volumes including significant numbers of chase ups of repair jobs, as well as IT and staffing issues. In August the HSC began accepting non-urgent repair calls again.

Additional recruitment of call advisors took place in advance of the more challenging winter period. The HSC is still experiencing staff shortages due to the Omicron variant but is currently exceeding its 'recovery targets' for call answering.

As agreed at January's meeting, the targets for the latter half of 2021-22 only, are 140 and 73 seconds for repair and non-repair call answering respectively. Although performance on these measures has improved in the second part of the year, wait times are still unacceptably long. The average non-repair call wait was 2 minutes 48 seconds [October – February] and for repairs, impacted by the issues outlined in **Repairs** above, it was 3 minutes 51 seconds.

4. Performance reporting in 2022-23

- 4.1 *Appendix 2* sets out for information the 'Business Critical Indicators' [BCIs] and Board-level measures currently being reported on by THH.
- 4.2 This may assist the Panel in deciding which measures to receive data on in 2022-23.

5. Recommendations

5.1 The Panel is recommended to:

- (i) note THH performance to February 2022;
- (ii) consider whether to explore in more detail any areas of service delivery; &
- (iii) consider indicators for reporting in 2022-23.

Tower Hamlets Homes Performance Indicators - RESIDENT PANEL

Year to date performance:

| | |
|----------|-------------------------------------|
| M | Monthly Indicators: February 2022 |
| Q | Quarterly Indicators: December 2021 |

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| At or above target |
| Below target, above minimum |
| Below target, below minimum |

Performance Indicator

Frequency Year-End Target Minimum Perf Perf in Latest Period Perf YTD

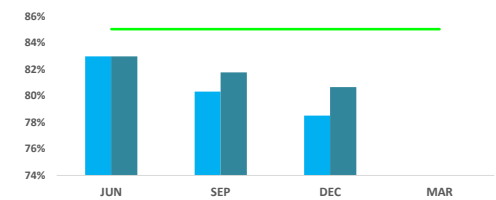
Latest Result YTD Target

| |
|-----------------------------|
| At or above target |
| Below target, above minimum |
| Below target, below minimum |

Trends

| | |
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| Last Period | Year on Year |
|-------------|--------------|

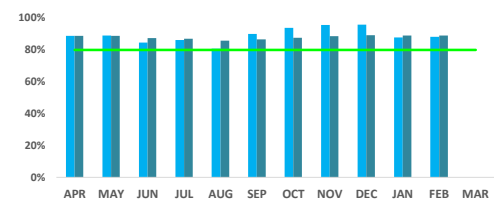
| | | | | | | |
|----------|--|----------|--------------|--------------|--------------|--------------|
| 1 | Overall Satisfaction: tenants | Q | 85.0% | 80.8% | 78.5% | 80.6% |
| | No. of tenants rating THH as excellent, good, or fair | | | | 230 | 696 |
| | Total No. of tenants responding | | | | 293 | 863 |
| 2 | Overall Satisfaction: leaseholders | Q | 75.0% | 71.3% | 70.9% | 71.9% |
| | No. of leaseholders rating THH as excellent, good, or fair | | | | 107 | 332 |
| | Total No. of leaseholders responding | | | | 151 | 462 |
| 3 | % non-repair calls answered | M | 80.0% | 76.0% | 88.1% | 88.9% |
| | Total non-repair calls answered | | | | 3858 | 45800 |
| | Total non-repair calls received | | | | 4378 | 51516 |
| 4 | % repair calls answered | M | 80.0% | 76.0% | 85.1% | 88.2% |
| | Total repair calls answered | | | | 7827 | 83065 |
| | Total repair calls received | | | | 9194 | 94176 |



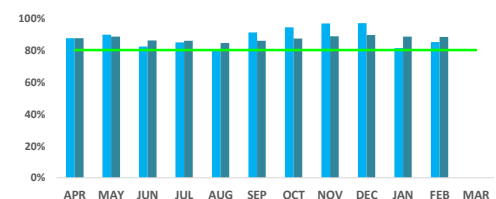
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Tower Hamlets Homes Performance Indicators - RESIDENT PANEL

Year to date performance:

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|----------|-------------------------------------|
| M | Monthly Indicators: February 2022 |
| Q | Quarterly Indicators: December 2021 |

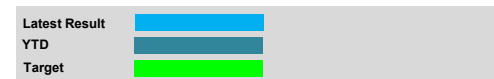
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At or above target

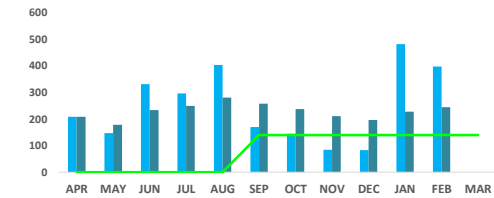
Below target, above minimum

Below target, below minimum

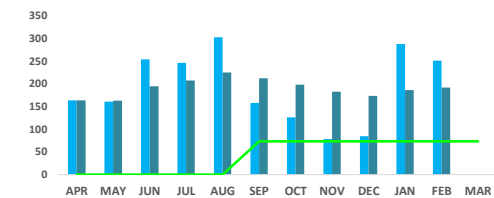
| Performance Indicator | | Frequency | Year-End Target | Minimum Perf | Perf in Latest Period | Perf YTD |
|-----------------------|---|-----------|-----------------|--------------|-----------------------|----------|
| 5 | Repair calls average wait (secs) | M | 140 | 147.00 | 397 | 244 |
| | Total repair calls answered | | | | 7827 | 83065 |
| | Total wait time for repair calls answered | | | | 3107816 | 20253387 |
| 6 | Non-Repair calls average wait (secs) | M | 73 | 76.65 | 250 | 191 |
| | Total non-repair calls answered | | | | 3858 | 46381 |
| | Total wait time for non-repair calls answered | | | | 965835 | 8861902 |
| 7 | Percentage of residents rating the HSC as excellent, good, or fair | Q | 90.0% | 85.5% | 87.6% | 87.6% |
| | No. of residents rating HSC as excellent, good, or fair | | | | 248 | 742 |
| | Total No. responding | | | | 283 | 847 |
| 8 | Percentage of residents agreeing 'THH does what it says it will do' | Q | 75.0% | 71.3% | 59.6% | 63.4% |
| | No. of residents agreeing THH did what it said | | | | 180 | 560 |
| | Total No. of residents responding | | | | 302 | 883 |



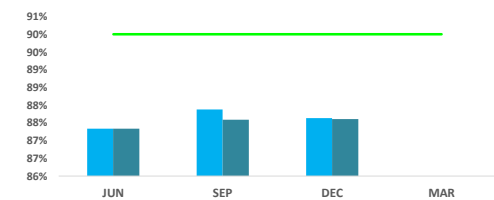
| Trends | |
|-------------|--------------|
| Last Period | Year on Year |



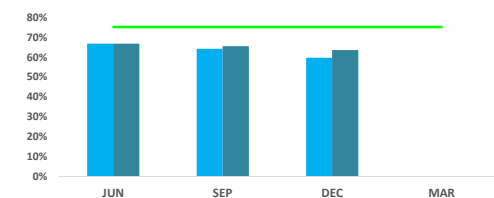
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Tower Hamlets Homes Performance Indicators - RESIDENT PANEL

Year to date performance:

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|----------|-------------------------------------|
| M | Monthly Indicators: February 2022 |
| Q | Quarterly Indicators: December 2021 |

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| At or above target |
| Below target, above minimum |
| Below target, below minimum |

Performance Indicator

Frequency

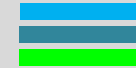
Year-End Target

Minimum Perf

Perf in Latest Period

Perf YTD

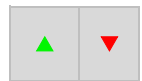
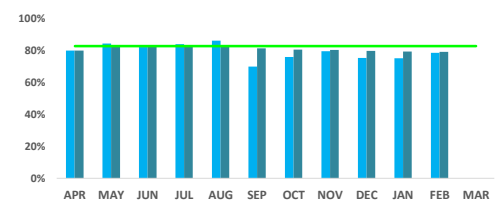
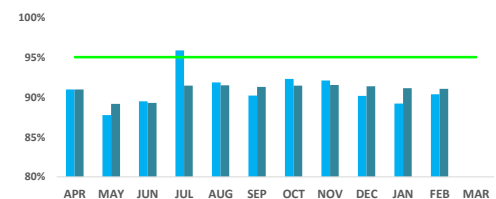
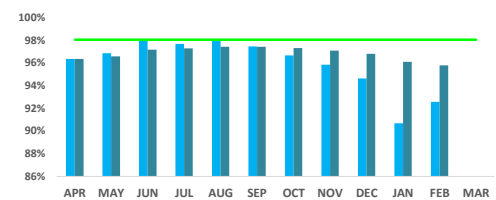
Latest Result
YTD
Target



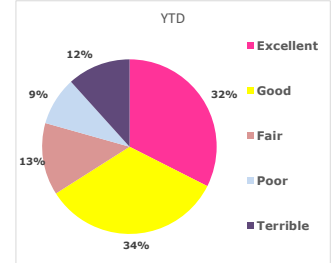
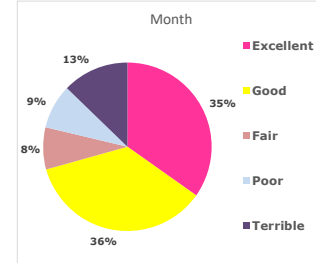
Trends

| | |
|-------------|--------------|
| Last Period | Year on Year |
|-------------|--------------|

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|-----------|--|----------|--------------|--------------|--------------|--------------|
| 9 | % of repairs completed in target | M | 98.0% | 93.1% | 92.6% | 95.7% |
| | No. of repairs completed in target | | | | 5567 | 64057 |
| | Total repairs completed | | | | 6015 | 66908 |
| 10 | % of repair appointments kept | M | 95.0% | 90.3% | 90.4% | 91.0% |
| | No. of appointments kept | | | | 366 | 3448 |
| | No. of appointments made | | | | 405 | 3787 |
| 11 | Percentage of tenants rating the repairs service as excellent, good, or fair | M | 83.0% | 78.9% | 78.7% | 79.3% |
| | No. of residents rating excellent, good, or fair | | | | 333 | 3088 |
| | Total No. of residents responding | | | | 423 | 3892 |



| B R E A K D O W N | Category | MONTH | YTD |
|---|----------|------------|-------------|
| | | Excellent | 147 |
| Good | 152 | 1307 | |
| Fair | 34 | 519 | |
| Poor | 36 | 350 | |
| Terrible | 54 | 454 | |
| TOTAL | | 423 | 3892 |



Tower Hamlets Homes Performance Indicators - RESIDENT PANEL

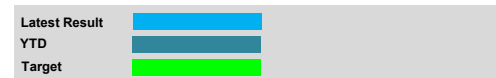
Year to date performance:

| | |
|----------|-------------------------------------|
| M | Monthly Indicators: February 2022 |
| Q | Quarterly Indicators: December 2021 |

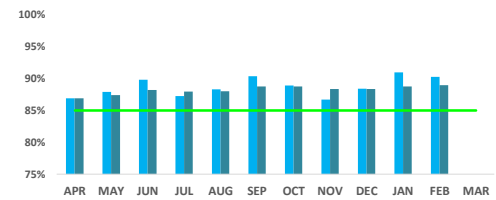
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| At or above target |
| Below target, above minimum |
| Below target, below minimum |

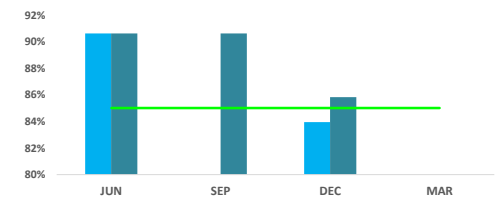
| Performance Indicator | | Frequency | Year-End Target | Minimum Perf | Perf in Latest Period | Perf YTD |
|-----------------------|---|-----------|-----------------|--------------|-----------------------|--------------|
| 12 | % of Repairs completed right first time | M | 85.0% | 80.8% | 90.3% | 89.0% |
| | No. of repairs completed right first time | | | | 6232 | 47277 |
| | Total repairs completed | | | | 6904 | 53137 |
| 13 | Percentage of residents rating capital works as excellent, good, or fair | Q | 85.0% | 80.8% | 84.0% | 85.8% |
| | No. of residents rating capital works as excellent, good, or fair | | | | 68 | 97 |
| | Total No. of residents responding | | | | 81 | 113 |
| 14 | ASB: % of residents satisfied with handling of ASB | Q | 58.0% | 55.1% | 57.6% | 49.6% |
| | No. of residents satisfied | | | | 49 | 132 |
| | Total No. of residents responding | | | | 85 | 266 |
| 15 | % of residents rating THH as excellent, good, or fair at keeping informed | M | 82.0% | 0.0% | 74.2% | 77.7% |
| | No. of residents rating excellent, good, or fair | | | | 115 | 1324 |
| | Total No. of residents responding | | | | 155 | 1705 |



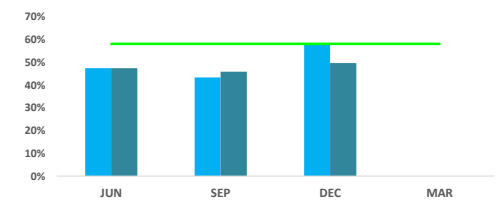
| Trends | |
|-------------|--------------|
| Last Period | Year on Year |



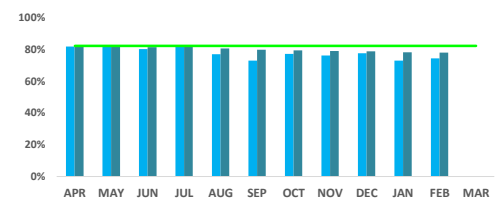
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Tower Hamlets Homes Performance Indicators - RESIDENT PANEL

Year to date performance:

| | |
|----------|-------------------------------------|
| M | Monthly Indicators: February 2022 |
| Q | Quarterly Indicators: December 2021 |

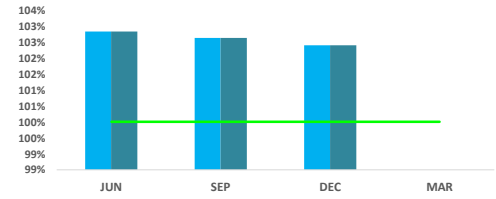
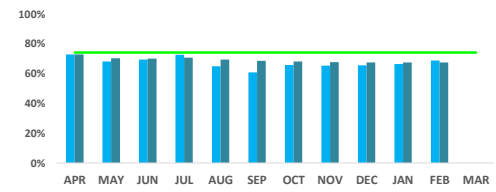
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Y**

| |
|-----------------------------|
| At or above target |
| Below target, above minimum |
| Below target, below minimum |

| Performance Indicator | Frequency | Year-End Target | Minimum Perf | Perf in Latest Period | Perf YTD |
|---|-----------|-----------------|--------------|-----------------------|----------|
| 16 % of residents rating THH as excellent, good, or fair at taking views into account No. of residents rating excellent, good, or fair Total No. of residents responding | M | 74.0% | 0.0% | 68.8% | 67.5% |
| | | | | 99 | 1015 |
| | | | | 144 | 1503 |
| 17 No. of MyTHH Registrations No. of MYTHH Registrations Target | Q | 100.0% | 95.0% | 102.4% | 102.4% |
| | | | | 9876 | 9876 |
| | | | | 9644 | 9644 |
| Nos. Registered in MyTHH | | Q1 9190 | Q2 9562 | Q3 9876 | Q4 |



| Trends | |
|-------------|--------------|
| Last Period | Year on Year |
| ▲ | ▼ |



| | | Indicator | 2022-23 targets | Resident Panel PI in 2021-22 |
|----|-----|---|-----------------|---------------------------------|
| | | Home Standard | | |
| 1 | BCI | % homes non-Decent | tbc | |
| 2 | BCI | % gas safety | 100% | |
| 3 | BCI | % tenants rating repair as excellent, good or fair | 83% | ✓ |
| 4 | BCI | % repairs completed right first time | 85% | ✓ |
| 5 | | Repair appointments kept | 95% | ✓ |
| 6 | | Emergency repairs in target | 98% | Combined: all repairs in target |
| 7 | | Non-emergency repairs in target | 95% | |
| 8 | | % of communal repairs right first time | 85% | |
| 9 | | % of overdue outstanding repairs | 10% | |
| 10 | BCI | % residents rating major works as excellent, good or fair | 86.5% | ✓ |
| 11 | BCI | Major works programme spend against profile | tbc | |
| 12 | BCI | % of blocks with Fire Risk Assessment [FRA] reduced from substantial to moderate risk | 100% | |
| 13 | BCI | % of blocks with FRA in place | 100% | |
| | | | | |
| | | Tenancy Standard | | |
| 14 | BCI | Average short term void re-let (days) | 28 | |
| 15 | BCI | Average long term void re-let (days) | 40 | |
| 16 | | Unauthorised occupancy: homes recovered | 35 | |
| | | | | |
| | | Neighbourhood & Community Standard | | |
| 17 | BCI | % rating caretaking as excellent, good or fair | 86.5% | |
| 18 | BCI | Satisfaction with handling of ASB | 58% | ✓ |
| 19 | | Satisfaction with the neighbourhood | 86% | |
| | | | | |
| | | Involvement & Empowerment | | |
| 20 | BCI | Complaints in 20 days | 95% | |
| 21 | | Complaints answered in 10 days | 90% | |
| 22 | BCI | Complaints escalation | <7% | |
| 23 | | Members Enquiries in target | 90% | |
| 24 | | Satisfaction with being kept informed | 82% | ✓ |
| 25 | | Satisfaction with views being taken into account | 74% | ✓ |
| | | | | |
| | | Rent Standard | | |
| 26 | BCI | Rent collected as % of rent due | 100% | |
| 27 | | Rent arrears as % of rent roll | 5.1% | |
| | | | | |

| | | Organisational | | |
|----|-----|--|------|------------|
| 28 | | Call answering | 92% | 4 measures |
| 29 | BCI | % of residents who say THH does what it says | 70% | ✓ |
| 30 | BCI | % <i>tenants</i> rating overall service from THH as excellent, good or fair | 85% | ✓ |
| 31 | BCI | % <i>leaseholders</i> rating overall service from THH as excellent, good or fair | 75% | ✓ |
| 32 | BCI | % residents rating the HSC as excellent, good or fair | 90% | ✓ |
| 33 | BCI | Service charge collected | tbc | |
| 34 | BCI | Major works charges collected | tbc | |
| 35 | BCI | Void rent loss | 0.8% | |
| | | MyTHH registrations | n/a | ✓ |
| 36 | BCI | Average cost of management p/property | NEW | |
| 37 | BCI | Average cost of repairs p/property | NEW | |