



## Working for a more valued future for all.

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# Performance Report Providing Quality Housing – April 2010 to September 2010

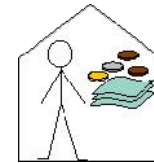


## Providing Quality Housing

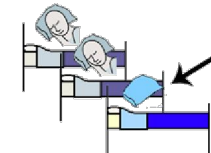


### Summary

At the end of September 2010, the number of tenants the Consortium supported remained the same as the previous two quarters at 230 people.



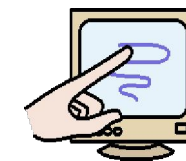
The number of empty tenancies has increased from 6 in quarter one to 7 by the end of quarter two.



We have successfully enabled three people to buy their own home through the Assisted Homebuy scheme.



We are continuing the process of installing assistive technology burglar alarms in the homes of more independent tenants and video door entry systems where tenants need them.



## Providing Quality Housing

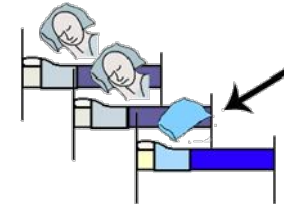


**The overall number of tenants supported by the Consortium at the end of September 2010 was 230.**



### Voids

The total number of vacant tenancies was 6 in Quarter 1 but it increased to 7 by the end of September 2010. We will report on the cumulative % void level from April to September 2010 in the next performance report when we will have all the information. The number of empty tenancies is 6 in Swansea and has increased from 0 to 1 in Neath Port Talbot.



We will also report the loss of income in the next performance report when we will have all of the information.

### Tenancy Enforcement Action

There have been no instances where tenancy enforcement action was required.



## Providing Quality Housing



### Looking after tenant's homes

Between April 2010 and September 2010, Landlords were meeting within their policy time-scales; 70% of Routine Repairs were completed, 89% of Urgent Repairs were completed, and 100% of Emergency repairs were completed.

100% of Boilers in intensively staffed services have been reported as tested in the previous 12 months, and 100% of hoists were tested where applicable.

The Consortium's internal maintenance & decorations team responded promptly to 83% of routine repairs promptly and 1 out of 1 Urgent repairs.

Portable Appliance Testing has been reported as conducted across 100% of schemes over the last 12 months.



### Role of Housing Support Coordinators

The Housing Support Co-ordinators have been in post for 6 years, they will conduct an exercise to see what impact their role has had on the housing management performance of the agency over this time.

They will use our Providing Quality Housing Performance dataset to do this.



## Providing Quality Housing



### Assisted Homebuy

We successfully worked together with Neath Port Talbot, Coastal Housing Association, First Choice Housing Association and Housing Options to develop an Assisted Homebuy Scheme in Wales

Coastal Housing Association had responsibility to project manage this and it was concluded when three people moved into their own home. This is a great achievement for all involved and the individuals continue to enjoy living in their new home.



## Providing Quality Housing



### Assisted Technology

We have installed Intruder Management systems in the majority of tenant's homes; these use the Tunstall 4000 Lifeline as the central platform, and will enable packages of Telecare to be used with them. We are in the process of extending this to semi-independent tenants living in their own homes.

We will continue to install video door entry systems where people need them over the coming year.

We have implemented a full scale installation of Assisted Technology across four networks as part of the **Targeted Support** process.

More information about Targeted Support can be found on our Website at:

[http://www.communitylives.co.uk/consortium/making\\_the\\_consortium\\_better/Targeted\\_Support\\_cmp.shtml](http://www.communitylives.co.uk/consortium/making_the_consortium_better/Targeted_Support_cmp.shtml)



### Consortium Website

Our website is available to tenants at [www.communitylives.co.uk](http://www.communitylives.co.uk), this website has a section called Providing Quality Housing.

In this area is information about our Housing Management Services, links to the tenant areas of our Landlords websites.

There is also a message board where tenants can say what they think of their house and service.



## Providing Quality Housing Report 2010 / 2011

1 Tenant Information	CCS				NPT				Whole of the CLC			
	1011 Q1	1011 Q2	1011 Q3	1011 Q4	1011 Q1	1011 Q2	1011 Q3	1011 Q4	1011 Q1	1011 Q2	1011 Q3	1011 Q4
Number of Tenants supported at home with 24 hour support	131	130			41	41			172	171		
Number of Tenants supported at home with drop in support	46	46			13	13			59	59		
% of Tenants with a Housing Support Plan reviewed in the previous 12 months	73	66			58	53			66	63		

2 Voids	CCS					NPT					Whole of the CLC			
	1011 Q1	1011 Q2	1011 Q3	1011 Q4	0	1011 Q1	1011 Q2	1011 Q3	1011 Q4	0	1011 Q1	1011 Q2	1011 Q3	1011 Q4
Number of vacant tenancies this quarter	5	6				1	1				6	7		
% of voids as a percentage of stock - this quarter														
% of voids as a percentage of stock - cumulative figure for the year														
Estimated loss of rental / service charge income from Voids this quarter														
Estimated loss of SP income caused by Voids this quarter														

3 Tenancy Enforcement Action	CCS					NPT					Whole of the CLC			
	1011 Q1	1011 Q2	1011 Q3	1011 Q4	0	1011 Q1	1011 Q2	1011 Q3	1011 Q4	0	1011 Q1	1011 Q2	1011 Q3	1011 Q4
Number of concerns about behaviour identified in quarter that could lead to a Notice Seeking Possession being issued by the Landlord.	0	0				0	0				0	0		
Number of concerns about behaviour, that could lead to a Notice Seeking Possession being issued by the Landlord, resolved in quarter.	0	0				0	0				0	0		
Number of Notices Seeking Possession being issued by the Landlord, issued in quarter	0	0				0	0				0	0		
Number of Tenants where Court Action is being undertaken by a Landlord	0	0				0	0				0	0		
Number of evictions by a Landlord.	0	0				0	0				0	0		

## Providing Quality Housing – Performance Information 2010 / 2011

**Providing Quality Housing – Performance Information 2010 / 2011**



4 Repairs, Renewals, and Servicing	CCS					NPT					Whole of the CLC			
	10 11 Q1	10 11 Q2	10 11 Q3	10 11 Q4	0	10 11 Q1	10 11 Q2	10 11 Q3	10 11 Q4	0	10 11 Q1	10 11 Q2	10 11 Q3	10 11 Q4
<b>Landlords - 'Policy time-scale' as laid out in the Landlords Policy</b>														
Routine repairs completed in the Policy time-scale	10 of 15	21 of 30				2 of 3	5 of 6				12 of 18	26 of 36		
Urgent repairs completed in the Policy time-scale	22 of 24	42 of 47				7 of 10	11 of 11				29 of 34	53 of 58		
Emergency repairs completed in the Policy time-scale	0	4 of 4				0	1 of 1				0	5 of 5		
% of Boilers that have been serviced over the last 12 months	100	100				100	100				100	100		
% of Hoists that have been serviced over the last 12 months.	100	100				100	100				100	100		
<b>Consortium as Managing Partner</b>														
<b>Policy time-scale' as laid out in the Consortium Maintenance prospectus.</b>														
Routine repairs completed in the Policy time-scale	6 of 7	3 of 4				0 of 0	1 of 1				6 of 7	4 of 5		
Urgent repairs completed in the Policy time-scale	0 of 0	1 of 1				0 of 0	0 of 0				0 of 0	1 of 1		
Emergency repairs completed in the Policy time-scale	0 of 0	0 of 0				0 of 0	0 of 0				0 of 0	0 of 0		
% of Portable Appliance testing completed over the last 12 months.	100	100				100	100				100	100		
<b>5 Housing Management Issues</b>	CCS					NPT					Whole of the CLC			
	10 11 Q1	10 11 Q2	10 11 Q3	10 11 Q4	0	10 11 Q1	10 11 Q2	10 11 Q3	10 11 Q4	0	10 11 Q1	10 11 Q2	10 11 Q3	10 11 Q4
<b>Numbers of issues</b>														
<b>Harassment</b>														
Number of tenants w ho have experienced harrassment by a co-tenant in the last quarter.	0	0				0	0				0	0		
Number of tenants w ho have experienced harrassment by a neighbour or member of the public in the last quarter.	0	0				0	0				0	0		
<b>Move on</b> - Number of tenants w ho have requested, been identified for Move on this quarter.	0	0				0	0				0	0		
<b>6 Landlords</b>	CCS					NPT					Whole of the CLC			
	10 11 Q1	10 11 Q2	10 11 Q3	10 11 Q4	0	10 11 Q1	10 11 Q2	10 11 Q3	10 11 Q4	0	10 11 Q1	10 11 Q2	10 11 Q3	10 11 Q4
No of tenancies provided by Landlord at end of quarter.														
Coastal Housing Association	71	71				25	25				96	96		
First Choice Housing Association	44	43				4	4				48	47		
Gw alia Housing Association	19	19				6	6				25	25		
Family Housing Association	23	23				0	0				23	23		
Glamorgan Housing Association	8	8				0	0				8	8		
United Welsh Housing Association	0	0				7	7				7	7		
City & County of Sw ansea	12	12				0	0				12	12		
Neath Port Talbot County Borough Council	0	0				6	6				6	6		
Ow n home	7	7				0	0				7	7		
<b>Total</b>	<b>184</b>	<b>183</b>				<b>48</b>	<b>48</b>				<b>232</b>	<b>231</b>		

## Providing Quality Housing – Business Planning for 2010 / 2011



### Housing Management - Action Planning Objectives 1011

Business Planning  
Time-scale

Team Responsible

#### More Housing Options

We will find new ways to help people get the housing that meets their needs.

- |  |           |                     |
|--|-----------|---------------------|
| 1. Support Coastal HA in the project management of the SHMG programme for the development of no grant Assisted Homebuy .                                     | Completed | Chief Executive     |
| 2. Consult on proposals to develop a accommodation finding service that will help people find accommodation that meets their needs in a person centered way. | Completed | Service Development |

#### Assistive Technology

We want to help tenants to use technology that will help them to be safer and more in control in their home.

- |  |           |                     |
|--|-----------|---------------------|
| 1. The Community Services Team will arrange to pilot the installation of Door Entry systems in networks. | Ongoing   | Community Solutions |
| 2. Roll out Intruder Management packages to semi-independent tenants.                                    | Completed | Service Development |

We hope that you have found this report useful, please let us know what you think by contacting Debbie Chegwen at the Consortium offices

24 Walter Road, Swansea, 01792 646640, [debbie.chegwen@communitylives.co.uk](mailto:debbie.chegwen@communitylives.co.uk)

