

**Epping Forest District Council  
Housing Directorate**

**ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2009/10**

Service Standard	Officer Responsible	Performance Measure	2006/7	2008/9	2009/10	Comments
------------------	---------------------	---------------------	--------	--------	---------	----------

# We aim to....

<b>GENERAL</b>						
<b>(G1)</b> Report on our performance against these Service Standards to your Tenants and Leaseholders Federation every year, and review the Standards in the light of performance	Director of Housing	Not measured	N/A	N/A	N/A	Reported to, and reviewed by Housing Scrutiny Panel and the Federation – July 2010
<b>(G2)</b> Generally satisfy at least 80% of our tenants with the overall housing service provided	Director of Housing	Level of tenant satisfaction (Tri-annual STATUS survey)	85%	83.5%	83.5%	Surveys are only undertaken every 2 years – so none was undertaken in 2009. Recent CLG Study for 2008/9 surveys shows EFDC to be in the top 21% of 182 stock-retaining councils, including ALMOs
<b>(G3)</b> Respond to your letters within 10 working days on routine matters, or acknowledge within 5 working days and then provide you with a full response within 28 days on more complex issues	Director of Housing	Not measured.	N/A	N/A	N/A	When the electronic records and document management system is introduced in Housing later in 2010/11, response times will be able to be monitored

**Epping Forest District Council  
Housing Directorate**

**ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2009/10**

<b>Service Standard</b>	<b>Officer Responsible</b>	<b>Performance Measure</b>	<b>2006/7</b>	<b>2008/9</b>	<b>2009/10</b>	<b>Comments</b>
<p><b>(G4)</b> Give you an opportunity to appeal within 3 months to a senior officer about any decision made about your housing that affects you, and then <b>(for certain specified types of appeals)</b> give you a further opportunity within a further 3 months to appeal to the Housing Appeals and Review Panel of district councillors <sup>(a)</sup></p>	Director of Housing	(a) Senior Officer appeals	Not measured	Not measured	Not measured	The proposed change reflects the new approach to housing appeals and reviews, agreed by the full Council towards the end of 2009/10.  This is being collected from April 2010 and will be reported next year
		(b) Panel Appeals / reviews heard	9	6	10	
<p><b>(G5)</b> Give you an opportunity to complain about anything you are unhappy about, fully investigate your complaint, and inform you of the outcome of your complaint within the Council's published timescales.</p>	Director of Housing	(a) No. of Step 2 complaints (to Director of Housing) received	4	20	9	
		(b) No. of Step 3 complaints (to Chief Executive, investigated by Complaints Officer) received	9	14	12	
<p><b>(G6)</b> If you are unhappy about the way your complaint has been dealt with by housing officers, arrange to have your complaint heard by a panel of district councillors</p>	Director of Housing	No. of Step 4 complaints received	1	0	0	

**Epping Forest District Council  
Housing Directorate**

**ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2009/10**

<b>Service Standard</b>	<b>Officer Responsible</b>	<b>Performance Measure</b>	<b>2006/7</b>	<b>2008/9</b>	<b>2009/10</b>	<b>Comments</b>
<b>(G7)</b> Deliver a copy of the Council's "Housing News" to your home (giving useful information about your housing) at least three times each year	PHO (Information/ Strategy)	No. of copies of Housing News produced	3	1	2	
<b>(G8)</b> Consult you on any significant matters relating to your tenancy and take your views into account when making decisions  <i><b>(Proposal – Move Service Standard to new (TP1))</b></i>	PHO (Information/ Strategy)	No of <b>major</b> consultations undertaken, affecting all tenants	1	0	0	There were no major consultations affecting all tenants in 2009/10
<b>HOMELESSNESS</b>						
<b>(H1)</b> Give you an interview with a Homelessness Prevention Officer within 7 days of initial contact, or on the same day if an emergency	Asst. Housing Options Manager (Homelessness)	Not measured.	N/A	N/A	N/A	
<b>(H2)</b> If necessary, provide you with suitable temporary accommodation, whilst we investigate your homelessness application, until we provide you with a written decision	Asst. Housing Options Manager (Homelessness)	Total no. of applicants in temporary accommodation at end of year	91	80	46	This interim assistance is provided to ensure that the Council complies with its statutory duty under section 188 of the Housing Act 1996Pt V11

**Epping Forest District Council  
Housing Directorate**

**ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2009/10**

Service Standard	Officer Responsible	Performance Measure	2006/7	2008/9	2009/10	Comments
<p><b>(H3)</b> If requested by you, review a homelessness decision that you are unhappy with (by either a senior officer or the Housing Appeals and Review Panel of district councillors) within 8 weeks <sup>(b)</sup></p> <p><i>(Statutory right and timescale)</i></p>	Director of Housing	% Within target time (unless with the permission of the applicant to extend period)	100%	100%	100%	All internal reviews were dealt with in the statutory timescale or by extended period if agreed by both parties.
<p><b>(H4)</b> Advise you of your right of appeal to the County Court within 21 days on a point of law if you are unhappy with the homelessness decision after it has been reviewed</p> <p><i>(Statutory right and timescale)</i></p>	Asst. Director of Housing (Operations)	% of applicants notified of their right	100%	100%	100%	
<p><b>(H5)</b> Keep you in temporary accommodation for at least 3 months after providing you with our written decision, before making you an offer of suitable permanent accommodation, unless provided with accommodation through our Fresh Start Scheme, in which case permanent accommodation will be provided after no more than 3 years</p>	Asst. Housing Options Manager (Homelessness)	(a) Average timescales	N/A	N/A	21 Weeks	

**Epping Forest District Council  
Housing Directorate**

**ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2009/10**

Service Standard	Officer Responsible	Performance Measure	2006/7	2008/9	2009/10	Comments
------------------	---------------------	---------------------	--------	--------	---------	----------

**HOUSING REGISTER AND ALLOCATIONS**

<p><b>(HR1)</b> Register your housing application or garage application, and advise you of the level of priority (band) given, within 10 working days of receipt of all the information we need from you and other people.</p>	<p>Asst. Housing Options Manager (Allocations)</p>	<p>(a) Average time</p>	<p>Not measured</p>	<p>Hg - 3 days G's - 4 days</p>	<p>3 - 4 days</p>	
		<p>(b) No. of applications awaiting registration at end of year</p>	<p>0</p>	<p>0</p>	<p>0</p>	
<p><b>(HR2)</b> Notify you in writing of any change in your priority banding, within 7 days of the change being made</p>	<p>Asst. Housing Options Manager (Allocations)</p>	<p>Not measured</p>	<p>N/A</p>	<p>N/A</p>	<p>100%</p>	
<p><b>(HR3)</b> Write to you at least every year if you have not expressed any interest in vacant properties under the Home Options Scheme, and ask if you wish to remain on the Housing Register</p>	<p>Asst. Housing Options Manager (Allocations)</p>	<p>Not measured</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	
<p><b>(HR4)</b> Give you at least 5 calendar days notice between offering you a tenancy and the tenancy commencement date</p>	<p>Asst. Housing Options Manager (Allocations)</p>	<p>Not measured.</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	

**Epping Forest District Council  
Housing Directorate**

**ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2009/10**

Service Standard	Officer Responsible	Performance Measure	2006/7	2008/9	2009/10	Comments
<p><b>(HR5)</b> Unless you are a homeless applicant <sup>(c)</sup>, allow you to choose the vacant Council or housing association home you would like to be offered (through our Home Option Scheme), subject to the interest expressed by other applicants with higher priority</p>	<p>Asst. Housing Options Manager (Allocations)</p>	<p>Not measured</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	
<p><b>(HR6)</b> If you are not a Council tenant already, offer you an Introductory Tenancy initially, followed by a Secure Tenancy automatically after 1 year, if you have not caused any anti-social behaviour, have had any significant rent arrears or broken any other Conditions of Tenancy.</p>	<p>Area Housing Managers</p>	<p>Not measured.</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	
<p><b>(HR7)</b> Give you a decision on your request for a mutual exchange within 5 working days of receiving an application from you and the other party/parties, with all the required information provided.</p>	<p>Asst. Housing Options Manager (Allocations)</p>	<p>Not measured.</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	

**Epping Forest District Council  
Housing Directorate**

**ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2009/10**

<b>Service Standard</b>	<b>Officer Responsible</b>	<b>Performance Measure</b>	<b>2006/7</b>	<b>2008/9</b>	<b>2009/10</b>	<b>Comments</b>
-------------------------	----------------------------	----------------------------	---------------	---------------	----------------	-----------------

**HOUSING MANAGEMENT**

<p><b>(HM1)</b> If you are a new tenant, visit you at home within 10 weeks of your tenancy commencing, to introduce you to your local housing officer and to discuss the main conditions of your tenancy and any queries you may have</p>	<p align="center">Area Housing Managers</p>	<p>No. of new tenant visits undertaken, and no. undertaken within 10 weeks</p>	<p align="center">Not measured</p>	<p align="center">Not measured</p>	<p align="center">182 out of 202 visits</p>	<p>Visits after 10 weeks are usually due to tenants being unable to provide access within the required period.</p>
<p><b>(HM2)</b> Provide you with the following options to pay your rent:</p> <ul style="list-style-type: none"> <li>• At one of the Council's Cash Offices</li> <li>• At any post office</li> <li>• At any "PayPoint" access point</li> <li>• By direct debit</li> <li>• By text</li> <li>• By standing order</li> <li>• Through the internet</li> <li>• By telephone</li> <li>• By salary deduction (if you Work for the Council)</li> </ul>	<p align="center">Housing Resources Manager</p>	<p>Not measured</p>	<p align="center">N/A</p>	<p align="center">N/A</p>	<p align="center">N/A</p>	

**Epping Forest District Council  
Housing Directorate**

**ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2009/10**

Service Standard	Officer Responsible	Performance Measure	2006/7	2008/9	2009/10	Comments
<p><b>(HM3)</b> Provide you with the opportunity to pay your rent at post offices, "Pay-points" and "Pay-zones" throughout the country.</p> <p><b><i>Proposed that this Standard be deleted</i></b></p>	Housing Resources Manager	Not measured.	N/A	N/A	N/A	It is proposed that this Standard be deleted, since it duplicates (HM2). Payment at "Pay-Zones" is also no longer available
<p><b>(HM4)</b> Give you a choice of three dates in the month to pay your rent by direct debit.</p>	Housing Resources Manager	No. of direct debit payment dates available as at end of year	3	3	3	
<p><b>(HM5)</b> Provide you with written confirmation of the balance on your rent account in April/May each year (unless your account is clear or only in credit or arrears by less than £1)</p>	Area Housing Managers	Whether or not balance confirmations are sent out by end of May	Yes	Yes	Yes	
<p><b>(HM6)</b> Provide you with a detailed statement of your rent account for the previous 12 months on request or automatically every three months if you are in arrears by more than £1</p>	Area Housing Managers	Not measured	N/A	N/A	Yes	Under the Pre-Court Rent Arrears Protocol, the Council must have provided a quarterly rent statement before legal action can be taken.



**Epping Forest District Council  
Housing Directorate**

**ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2009/10**

<b>Service Standard</b>	<b>Officer Responsible</b>	<b>Performance Measure</b>	<b>2006/7</b>	<b>2008/9</b>	<b>2009/10</b>	<b>Comments</b>
<b>(HM7)</b> Make every effort to enter into an agreement with you to clear any rent arrears that you have through reasonable instalments, before we take any legal action to recover the arrears	Area Housing Managers	Not measured.	N/A	N/A	Yes	
<b>(HM8)</b> Make every effort to meet with you to discuss any rent arrears before any court hearing takes place	Area Housing Managers	No. of visits to tenants' homes to discuss rent arrears	827	655	865	No. of visits to tenants' homes to discuss rent arrears
		No. of office interviews held to discuss rent arrears	1,373	1,407	1,320	No. of office interviews held to discuss rent arrears
<b>(HM9)</b> If you are an Introductory Tenant or a Demoted Tenant <sup>(d)</sup> , give you an opportunity to appeal to a senior officer against any proposed legal action within 2 weeks of you being advised of the proposed legal action.	Asst Director of Housing (Operations)	(a) No of reviews held for introductory tenants	0	9	6	
		(b) No. of reviews held for demoted tenants	1	1	0	
<b>(HM10)</b> Remove abandoned vehicles from housing estates (after making enquiries of the DVLA on ownership and contacting the owner) within 5 weeks of receiving a complaint	Area Housing Managers	No. of abandoned vehicles removed (HM10 and HM11)	37	59	51	

**Epping Forest District Council  
Housing Directorate**

**ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2009/10**

<b>Service Standard</b>	<b>Officer Responsible</b>	<b>Performance Measure</b>	<b>2006/7</b>	<b>2008/9</b>	<b>2009/10</b>	<b>Comments</b>
<b>(HM11)</b> Remove clearly abandoned and potentially dangerous vehicles from housing estates within 5 working days of receiving a complaint	Area Housing Managers					
<b>(HM12)</b> If you live in a flat with more than four flats in the block, clean the communal area weekly and re-charge you the cost to the Council.	Area Housing Managers	Not measured	N/A	N/A	Yes	Time sheets are provided by Mobile Cleaners on a weekly basis, confirming locations cleaned. Notice boards in each block advise tenants and leaseholders which day they can expect their block to be cleaned. Attendance is also monitored by Housing Managers via Vehicle Trackers.
<b>(HM13)</b> Where we clean communal areas of blocks or flats, inspect the standard of cleaning at least twice a year	Area Housing Managers	Not measured	N/A	N/A	Yes	Although numbers are not recorded, inspection records are kept
<b>(HM14)</b> Undertake a formal inspection of your estate by a housing officer with a representative of any recognised tenant association covering your area and make a note of any required work at least once every year.	Area Housing Managers	No. of estate inspections undertaken	53	54	73	

**Epping Forest District Council  
Housing Directorate**

**ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2009/10**

Service Standard	Officer Responsible	Performance Measure	2006/7	2008/9	2009/10	Comments
<p><b>(HM15)</b> Give you a decision on your request for permission to carry out improvements to your Council home (or former Council home) within 2 weeks of us receiving your request and all the required information.</p>	<p style="text-align: center;">Area Housing Managers</p>	<p style="text-align: center;">Not measured</p>	<p style="text-align: center;">N/A</p>	<p style="text-align: center;">N/A</p>	<p style="text-align: center;">Yes</p>	
<p><b>(HM16)</b> When you vacate your Council home, inform you of your right to compensation for certain improvements you have undertaken within 7 days of you informing us of your vacation and give you a decision on your request for compensation to your Council home within 2 weeks of us receiving your application and all the required information.</p>	<p style="text-align: center;">Area Housing Managers</p>	<p style="text-align: center;">No. of compensation claims agreed</p>	<p style="text-align: center;">2</p>	<p style="text-align: center;">7</p>	<p style="text-align: center;">4</p>	
<p><b>(HM17)</b> If you are unable to succeed<sup>(e)</sup> to a tenancy because there has already been one succession, we will offer you a new tenancy of the property in which you are currently living or, if you are not a spouse and are under-occupying the property, the tenancy of another property.</p>	<p style="text-align: center;">Area Housing Managers</p>	<p style="text-align: center;">Not measured</p>	<p style="text-align: center;">N/A</p>	<p style="text-align: center;">N/A</p>	<p style="text-align: center;">N/A</p>	

**Epping Forest District Council  
Housing Directorate**

**ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2009/10**

<b>Service Standard</b>	<b>Officer Responsible</b>	<b>Performance Measure</b>	<b>2006/7</b>	<b>2008/9</b>	<b>2009/10</b>	<b>Comments</b>
<b>(HM18)</b> Comply with the Government's Respect Standard for Housing Management in dealing with anti-social behaviour on housing estates	Area Housing Managers	Date of self-certification for compliance with the Standard	June 2007	June 2007	June 2007	
<b>REPAIRS, MAINTENANCE &amp; IMPROVEMENTS</b>						
<b>Proposed new Service Standard:</b> <b>(R1) Ensure that your home meets the Government's Decent Home Standard</b>						With a handful of exceptions (due to tenants not allowing access), all of the Council's properties met the Decent Homes Standard by the 1 <sup>st</sup> April 2010, and programmes of work are being undertaken to ensure that no homes become non-decent in the future. It is therefore felt that this new Service Standard is key.
<b>(R2)</b> Carry out emergency repairs within 24 hours of you reporting the repair.	Housing Repairs Manager	% emergency repairs completed within target time	99%	99%	98%	

**Epping Forest District Council  
Housing Directorate**

**ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2009/10**

<b>Service Standard</b>	<b>Officer Responsible</b>	<b>Performance Measure</b>	<b>2006/7</b>	<b>2008/9</b>	<b>2009/10</b>	<b>Comments</b>
<b>(R3)</b> Carry out urgent repairs within 5 working days of you reporting the repair.	Housing Repairs Manager	(a) Average time to complete urgent repairs	6 days	6 days	4 days	
		(b) % urgent repairs completed within target time	89%	86%	94%	
<b>(R4)</b> Carry out routine repairs within 6 weeks of you reporting the repair.	Housing Repairs Manager	(a) Average time to complete routine repairs	4 weeks	4 weeks	Not available	
		(b) % routine repairs completed within target time	90%	86%	95%	It should be noted that, prior to 2009/10, the target time was 8 weeks.
<b>(R5)</b> Confirm in writing to you the details of any repairs you report, and give you a target date for completion on the day you report the repair (or the next day if reported after Noon)	Housing Repairs Manager	Not measured	N/A	N/A	N/A	
<b>(R6)</b> Keep any appointments that we make for tradesmen to carry out repairs to your home.	Housing Repairs Manager	% appointments kept	96%	95%	97%	
<b>(R7)</b> Satisfy at least 97% of tenants with the general standard of the repairs service we provide <sup>(f)</sup> .	Housing Repairs Manager	% tenant satisfaction	98%	98%	98%	

**Epping Forest District Council  
Housing Directorate**

**ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2009/10**

<b>Service Standard</b>	<b>Officer Responsible</b>	<b>Performance Measure</b>	<b>2006/7</b>	<b>2008/9</b>	<b>2009/10</b>	<b>Comments</b>
<b>(R8)</b> If a repair needs to be inspected first, give you an appointment for a Housing Inspector to visit your home for a morning or afternoon within 10 working days of your request.	Housing Repairs Manager	Not measured	N/A	N/A	N/A	
<b>(R9)</b> Arrange for Repairs Inspectors to randomly inspect the quality of work of a sample of repairs carried out by our Works Unit and contractors	Housing Repairs Manager	Average number of properties visited per week to inspect repairs (including where no access is given)	36	0	36	Post repair inspections were ceased from the end of 2006/7. However, as part of the Repairs Refresh Programme they were recommenced from July 2009
<b>(R10)</b> If you are dissatisfied with a repair, arrange for a Supervisor to telephone or visit you within 5 working days of you telling us of your dissatisfaction.	Building Maintenance Manager	(a) No. of repair requests completed	15,163	18,664	17,062	
		(b) No. of dissatisfied tenants	54 (0.36%)	62 (0.33%)	28 (0.16%)	
		(c) No. of dissatisfied tenants considered justifiable	14 (26 %)	16 (26%)	4 (14%)	
		(d) No. of dissatisfied tenants considered due to minor problem	19 (35 %)	20 (32%)	11 (39%)	

**Epping Forest District Council  
Housing Directorate**

**ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2009/10**

Service Standard	Officer Responsible	Performance Measure	2006/7	2008/9	2009/10	Comments
		(f) No. of cases where dissatisfaction was considered to be not due to the Repairs Service	4 (7 %)	9 (14%)	2 (7%)	
		(g) Properties unable to gain access	8 (15 %)	7 (11%)	5 (18%)	
<p><b>(R11)</b> If we do not complete certain specified repairs within specific timescales, arrange for another repairs contractor to carry out the repair within the same timescale on request <sup>(9)</sup></p> <p><i>(Statutory requirement)</i></p>	Housing Repairs Manager	No. of tenants exercising their "Right to Repair"	0	0	0	
<p><b>(R12)</b> If a second contractor does not complete certain specified repairs within specific timescales, pay you compensation of £10 + £2 per day until the repair is carried out (upto a maximum of £50) <sup>(9)</sup></p> <p><i>(Statutory requirement and amounts)</i></p>	Housing Repairs Manager	Amount of compensation paid	£ Nil	£ Nil	£ Nil	

**Epping Forest District Council  
Housing Directorate**

**ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2009/10**

<b>Service Standard</b>	<b>Officer Responsible</b>	<b>Performance Measure</b>	<b>2006/7</b>	<b>2008/9</b>	<b>2009/10</b>	<b>Comments</b>
<b>(R13)</b> Service all the gas appliances in your home (or undertake a safety check if you have installed the appliance yourself), and provide you with a copy of the associated safety certificate, once a year	Housing Assets Manager	% of properties where servicing not undertaken within 12 months (due to access not provided by tenants)	North – 0.25 %	North – 1.27%	North - 0.19%	
			South – 1.4 %	South - 3.08%	South - 1.25%	
<b>(R14)</b> Arrange for a gas contractor to visit your home to attend to a gas appliance that is required as an emergency (e.g. a water/gas leak) within 2 hours	Housing Assets Manager	% attended within 2 hours	North – 100 %	North – 100%	North - 100%	
			South – 100 %	South - 86.5%	South - 100%	
		% attended within 1 hour	North – 99.5 %	North – 100%	North - 99%	
			South – 70.9 %	South – 86.5%	South - 100%	
<b>(R15)</b> Arrange for a gas contractor to visit your home and carry out a repair to your heating or hot water system within 24 hours (if no part is required)  <b><i>Proposed revision to the Service Standard as follows:</i></b>	Housing Assets Manager	% attended within 24 hours	North – 100 %	North- 100%	North – 100%	The proposed change is to reflect what is required by the Gas Servicing and Repair Contract, as well as what happens in practice.
			South – 100 %	South - 86 %	South – 100%	



**Epping Forest District Council  
Housing Directorate**

**ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2009/10**

Service Standard	Officer Responsible	Performance Measure	2006/7	2008/9	2009/10	Comments
<p><b><i>“Arrange for a gas contractor to visit your home and carry out a repair to your heating or hot water system (if no part is required):</i></b></p> <p><b><i>(a) Within 24 hours during the week, or if an older person; and</i></b></p> <p><b><i>(b) On Monday, if over the weekend”</i></b></p>						
<p><b>(R16)</b> Arrange for a gas contractor to visit your home to repair a gas appliance within 5 working days (when a part is required)</p>	<p>Housing Assets Manager</p>	<p>% attended within 5 working days</p>	<p>North – 100 %</p>	<p>North – 100%</p>	<p>North - 100%</p>	
			<p>South – 100 %</p>	<p>South – 96.5%</p>	<p>South - 100%</p>	
<p><b>(R17)</b> If you are over 60 years of age and live in a 1 or 2 bed property, redecorate 1 room in your home, on request, every 5 years and within 13 weeks of your request</p>	<p>Housing Assets Manager</p>	<p>(a) No. of internal decorations completed</p>	<p>80</p>	<p>53</p>	<p>102</p>	<p>The extension of the scheme to 2 bed properties was agreed by the Housing P/H in August 2009</p>
		<p>(b) Average time from request to completion</p>	<p>5.1 weeks</p>	<p>6.5 weeks</p>	<p>5.4 weeks</p>	
		<p>(c) No. of internal decorations outstanding at end of year, not completed within target timescale</p>	<p>0</p>	<p>0</p>	<p>0</p>	

**Epping Forest District Council  
Housing Directorate**

**ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2009/10**

<b>Service Standard</b>	<b>Officer Responsible</b>	<b>Performance Measure</b>	<b>2006/7</b>	<b>2008/9</b>	<b>2009/10</b>	<b>Comments</b>
-------------------------	----------------------------	----------------------------	---------------	---------------	----------------	-----------------

**DISABLED ADAPTATIONS**

<b>(D1)</b> Advise you in writing about whether or not you are eligible for specific adaptations to your Council home within one week of us receiving a request from the Occupational Therapy Service	Housing Assets Manager	(a) Minor adaptations	1.7 days	1.3 days	1.3 days	
		(b) Major adaptations	2.9 days	1.9 days	1.7 days	
<b>(D2)</b> Carry out minor adaptations to your home within 4 weeks of receiving details of the required work from the Occupational Therapy service	Housing Assets Manager	(a) Average time from decision to completion of work	27 days	22 days	22 days	
		(b) No. of minor adaptations at end of the year not completed within the target time	2	8	0	
<b>(D3)</b> Carry out non-minor adaptations to your home within 13 weeks of receiving details of the required work from the Occupational Therapy Service	Housing Assets Manager	(a) Average time from decision to completion of work	8 weeks	32 weeks	35 weeks	
		(b) No. of non-minor adaptations at end of the year not completed within the target time	1	66	16	

**Epping Forest District Council  
Housing Directorate**

**ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2009/10**

Service Standard	Officer Responsible	Performance Measure	2006/7	2008/9	2009/10	Comments
------------------	---------------------	---------------------	--------	--------	---------	----------

<b>SHELTERED HOUSING &amp; CARELINE</b>						
---	--	--	--	--	--	--

<p><b>(S1)</b> Test your Careline alarm in sheltered accommodation every 3 months and in non-sheltered accommodation every 6 months</p>	<p>Housing Manager (Older Peoples Services)</p>	<p>Not measured</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>This requirements for tests is monitored, but statistics are not kept on numbers</p>
<p><b>(S2)</b> Install an individual Careline alarm in your home within 2 working days (provided that no other telecare equipment is required)</p> <p><b><i>Proposed that this Standard be amended to:</i></b></p> <p><b><i>“(a) Install 90% of urgent basic telecare packages within 2 working days and 100% within 5 working days</i></b></p> <p><b><i>(b) On average, install non-urgent (full) telecare packages within 10 working days, and install all non-urgent telecare packages within 15 working days”</i></b></p>	<p>Housing Manager (Older Peoples Services)</p>	<p>Average time to install a Careline alarm</p>	<p>0.9 days</p>	<p>1.5 days (Basic pendant &amp; alarm)</p>	<p>5.5 days (Telecare package)</p>	<p>Since the Telecare Services Association (TSA) has its own standards on installation timescales, it is proposed that this standard be replaced with those shown.</p>
<p><b>(S3)</b> Renew mains batteries in individual (dispersed) alarms every 5 years</p>	<p>Housing Manager (Older Peoples Services)</p>	<p>Not measured</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>The requirement for battery renewals is monitored, but statistics are not kept on numbers.</p>

**Epping Forest District Council  
Housing Directorate**

**ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2009/10**

Service Standard	Officer Responsible	Performance Measure	2006/7	2008/9	2009/10	Comments
<b>(S4)</b> Treat all your alarm calls to Careline as potential emergencies, until proved otherwise	Housing Manager (Older Peoples Services)	Not measured	N/A	N/A	N/A	
<b>(S5)</b> Answer your alarm calls to Careline, on average, within 10 seconds	Housing Manager (Older Peoples Services)	Average time to respond to calls (including non urgent, routine calls from scheme managers and test calls)	6.3 seconds	6.6 seconds	7.7 seconds	
<b>(S6)</b> Answer 97 % of all alarm calls to Careline within 30 seconds  <i><b>Proposed that this Standard be amended to:</b></i>  <i><b>“Answer 99 % of all alarm calls to Careline within 60 seconds”</b></i>	Housing Manager (Older Peoples Services)	% of calls answered within 30 seconds	98.9 %	98.9%	97.8%	Since the Telecare Services Association (TSA) has its own standards on call response times, it is proposed that the Council's current standard be replaced with the TSA's, as shown.
<b>(S7)</b> Liaise with other agencies and nominated contacts to ensure the wellbeing of our Careline customers	Housing Manager (Older Peoples Services)	Not measured	N/A	N/A	N/A	This is a TSA requirement
<b>(S8)</b> Record and monitor all alarm calls to Careline, to help train our staff and look at how we can improve our service	Housing Manager (Older Peoples Services)	Whether all calls have been recorded and monitored	Yes	Yes	Yes	.

**Epping Forest District Council  
Housing Directorate**

**ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2009/10**

<b>Service Standard</b>	<b>Officer Responsible</b>	<b>Performance Measure</b>	<b>2006/7</b>	<b>2008/9</b>	<b>2009/10</b>	<b>Comments</b>
<p><b>(S9)</b> Repair your Careline alarm, or provide you with a replacement, within 24 hours of us being made aware (excluding Telecare sensors)</p> <p><b><i>Proposed that this Standard be amended to:</i></b></p> <p><b><i>“(a) Repair 90% of critical faults to telecare equipment within 2 working days, and 100% within 4 working days</i></b></p> <p><b><i>(b) Repair 100% of non-urgent faults to telecare equipment within 15 working days”</i></b></p>	Housing Manager (Older Peoples Services)	No. of repairs completed within 24 hours	100%	100%	100%	Since the Telecare Services Association (TSA) has its own standards on repairs, it is proposed that the Council's current standard be replaced with the TSA's, as shown.
<b>(S10)</b> Visit you annually to test the back-up batteries in your Careline alarm and to review your personal details held on our records	Housing Manager (Older Peoples Services)	Not measured	N/A	N/A	N/A	Records for Individual visits are kept, but statistics on overall numbers are not kept
<b>(S11)</b> Record, maintain and update your Careline records in a confidential and secure manner	Housing Manager (Older Peoples Services)	Not measured	N/A	N/A	N/A	This is a TSA requirement
<b>(S12)</b> Train all our Careline staff to a high standard	Housing Manager (Older Peoples Services)	Not measured	N/A	N/A	N/A	All new staff receive a minimum of 8 wks induction training and periodic training thereafter.

**Epping Forest District Council  
Housing Directorate**

**ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2009/10**

<b>Service Standard</b>	<b>Officer Responsible</b>	<b>Performance Measure</b>	<b>2006/7</b>	<b>2008/9</b>	<b>2009/10</b>	<b>Comments</b>
<b>(S13)</b> If you live in sheltered accommodation, ensure that your Scheme Manager gives you a home visit (or accounts for you) every day (Monday to Friday – subject to holidays and sickness)	Housing Manager (Older Peoples Services)	Not measured	N/A	N/A	N/A	Visiting schedule are kept but numbers visited are not measured.
<b>(S14)</b> If you live in sheltered accommodation and your Scheme Manager is on holiday or sick, arrange for another Scheme Manager to visit you 3 times a week	Housing Manager (Older Peoples Services)	Whether or not 3 visits per week have been arranged for absent scheme managers	Yes	Yes	Yes	Records of visits are kept on file
<b>(S15)</b> If you do not live in sheltered accommodation, but are visited by a Scheme Manager, ensure that you receive a visit every week, fortnight or month, as appropriate (as determined by a risk assessment)	Housing Manager (Older Peoples Services)	Average no. of visits per week	214	255	250	
<b>(S16)</b> If you live in sheltered or non-sheltered accommodation for older people, provide you with a Tenant Support Plan – explaining the type and level of support that we will give you - and review the Tenant Support Plan every 12 months (or sooner if requested by you)	Housing Manager (Older Peoples Services)	Not measured	N/A	N/A	N/A	Except for those certifying that they do not want a Tenant Support Plan, all tenants have a Tenant Support Plan which is reviewed annually

**Epping Forest District Council  
Housing Directorate**

**ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2009/10**

<b>Service Standard</b>	<b>Officer Responsible</b>	<b>Performance Measure</b>	<b>2006/7</b>	<b>2008/9</b>	<b>2009/10</b>	<b>Comments</b>
<b>(S17)</b> Carry out fire drills at sheltered accommodation every 3 months	Housing Manager (Older Peoples Services)	No of schemes where fire drills have not been undertaken within 3 months	0	0	0	
<b>HOUSE SALES</b>						
<b>(HS1)</b> Confirm whether or not you are eligible for the Right to Buy within 2 weeks of receiving a properly completed application from you  <i>(Statutory requirement, but the statutory timescale is 4 weeks)</i>	Principal Housing Officer (Sales/Leases)	(a) Average periods	F/hold - 3.0 days L/hold - 4.2 days	F/hold - 4.7 days L/hold - 2.7 days	F/hold - 3.2 days L/hold - 5.7 days	
		(b) % within statutory timescale (4 weeks)	F/hold - 100 % L/hold - 100 %	F/hold - 100% L/hold - 100%	F/hold - 100% L/hold - 100%	
<b>(HS2)</b> Advise you of the valuation, discount and purchase price for the property you wish to purchase within 8 weeks of us confirming the Right to Buy if your property is a house or bungalow or 12 weeks if your property is a flat or maisonette	Principal Housing Officer (Sales/Leases)	(a) Average time to provide information	F/hold - 4.5 weeks L/hold - 4.3 weeks	F/hold - 7.4 weeks L/hold - 5.5 weeks	F/hold - 4.8 weeks L/hold - 4.9 weeks	

**Epping Forest District Council  
Housing Directorate**

**ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2009/10**

Service Standard	Officer Responsible	Performance Measure	2006/7	2008/9	2009/10	Comments
<i>(Statutory requirement and timescales)</i>		(b) % within statutory timescale	F/hold - 96 % L/hold- 100 %	F/hold – 60% L/hold - 100%	F/hold – 92% L/hold - 100%	Delays undertaking two valuations to freehold properties prevented the statutory requirements being met.
<p><b>(HS3)</b> Give you an opportunity to appeal against our valuation of your home, and to obtain an independent valuation (free of charge) from the District Valuer, within 3 months of you receiving our valuation</p> <p><i>(Statutory requirement and timescale)</i></p>	Principal Housing Officer (Sales/Leases)	No of appeals to DV	3	0	4	
<p><b>(HS4)</b> Complete the purchase of your property within 10 weeks of you confirming that you wish to proceed, provided that you and your solicitor deal with all required matters promptly</p>	Principal Housing Officer (Sales/Leases)	Average time taken to complete a purchase	N/A	17 wks (7 sales)	15 wks (8 sales)	The actual timescale often depends on how quickly the applicant's solicitor takes to complete. The Housing Directorate has no control over this performance.
<p><b>(HS5)</b> If you do not proceed with your purchase, give you two formal notices of 8 weeks each before cancelling your Right to Buy application</p> <p><i>(Statutory requirement and timescale)</i></p>	Principal Housing Officer (Sales/Leases)	Not measured	N/A	N/A	N/A	Although overall statistics are not kept, cases are monitored to check how long applicants are taking to proceed, so that formal notices are issued at appropriate times.



**Epping Forest District Council  
Housing Directorate**

**ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2009/10**

<b>Service Standard</b>	<b>Officer Responsible</b>	<b>Performance Measure</b>	<b>2006/7</b>	<b>2008/9</b>	<b>2009/10</b>	<b>Comments</b>
-------------------------	----------------------------	----------------------------	---------------	---------------	----------------	-----------------

**LEASEHOLD SERVICES**

<b>(L1)</b> Provide you with a detailed breakdown of your <u>estimated</u> annual service charge at least 2 weeks before the beginning of the financial year	Principal Housing Officer (Sales/Leases)	No. of weeks before the beginning of the reference year when all estimated service charge accounts were issued for the reference year	4 weeks	4 weeks	4 weeks	
<b>(L2)</b> Provide you with a detailed breakdown of your <u>actual</u> annual service charge within 6 months after the end of the financial year	Principal Housing Officer (Sales/Leases)	No. of months after the end of the reference year when all actual service charge accounts were issued for the reference year	6 months	6 months	6 months	
<b>(L3)</b> If you fall into arrears with your actual service charge, give you an appropriate amount of time to clear the arrear in accordance with the Council's Sundry Income and Dept Policy <sup>(h)</sup>	Principal Housing Officer (Sales/Leases)	Not measured	N/A	N/A	N/A	Formal action to recover service charges are only taken on <u>actual</u> service charge arrears, not estimated charges). However, arrears against estimated charges are also pursued.

**Epping Forest District Council  
Housing Directorate**

**ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2009/10**

<b>Service Standard</b>	<b>Officer Responsible</b>	<b>Performance Measure</b>	<b>2006/7</b>	<b>2008/9</b>	<b>2009/10</b>	<b>Comments</b>
<p><b>(L4)</b> Consult you on proposed major repairs and improvements (over £250) and give you the opportunity to nominate a contractor to provide a tender for the work at least 30 days before seeking tenders</p> <p><i>(Statutory requirement and timescale)</i></p>	Principal Housing Officer (Sales/Leases)	Not measured	N/A	N/A	N/A	Although overall statistics are not kept, records of individual consultations are kept.
<p><b>(L5)</b> Consult you on the estimated cost of major repairs and improvements and advise you of the selected contractor before commencing the work, and give you at least 30 days to provide any comments you may have, which we will take into account</p> <p><i>(Statutory requirement and timescale)</i></p>	Principal Housing Officer (Sales/Leases)	Not measured	N/A	N/A	N/A	Although statistics are not kept, records of individual consultations are kept.
<p><b>(L6)</b> Provide you, on request, with a copy of your current service charge account and other relevant information (perhaps if you wish to sell on the leasehold), for a fee, within 2 weeks of your request</p>	Principal Housing Officer (Sales/Leases)	Not measured	N/A	N/A	N/A	

**Epping Forest District Council  
Housing Directorate**

**ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2009/10**

<b>Service Standard</b>	<b>Officer Responsible</b>	<b>Performance Measure</b>	<b>2006/7</b>	<b>2008/9</b>	<b>2009/10</b>	<b>Comments</b>
<b>(L7)</b> Support a District-wide Leaseholders Association and ensure that it meets at least 4 times each year	Tenant Participation Officer	No. of meetings held	5	4	3	The quarterly meeting scheduled for Nov 2009 was postponed at the request of the Leaseholders Association
<b>PRIVATE SECTOR HOUSING</b>						
<b>(PS1)</b> Visit 95% of applicants for our Caring And Repairing in Epping Forest (CARE) Service within 3 weeks of the initial enquiry	Private Housing Manager (CARE & Grants)	% of visits undertaken within 3 weeks	Not measured	100 %	100%	This new Service Standard was introduced for 2009/10
<b>(PS2)</b> Undertake jobs through our Handyperson Service within 2 weeks of request	Private Housing Manager (CARE & Grants)	Average time for jobs to be completed	Not measured	14 days	13 days	This new Service Standard was introduced for 2009/10
<b>(PS3)</b> Generally satisfy at least 95% of our customers for both CARE's core service and Handyperson Service	Private Housing Manager (CARE & Grants)	% satisfied with CARE's core service and the Handyperson Service	Not measured	100 %	100%	This new Service Standard was introduced for 2009/10
<b>(PS4)</b> Respond to applicants for Disabled Facilities Grants (DFGs) within 10 working days of receiving a referral from an occupational therapist (OT)	Private Housing Manager (CARE & Grants)	Average time to respond to referrals	Not measured	10 days	10 days	This new Service Standard was introduced for 2009/10

**Epping Forest District Council  
Housing Directorate**

**ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2009/10**

Service Standard	Officer Responsible	Performance Measure	2006/7	2008/9	2009/10	Comments
<b>(PS5)</b> Issue a decision on a formal application for a DFG within 5 working days of receipt	Private Housing Manager (CARE & Grants)	Average time to issue a decision	Not measured	4 days	4 days	This new Service Standard was introduced for 2009/10
<b>(PS6)</b> Respond to applicants for other private sector grants within 5 working days of receiving a request	Private Housing Manager (CARE & Grants)	Average time to respond to requests	Not measured	2 days	6 days	This new Service Standard was introduced for 2009/10
<b>(PS7)</b> Issue a decision on a formal application for other private sector grants within 5 working days of receipt	Private Housing Manager (CARE & Grants)	Average time to issue a decision	Not measured	3.5 days	4 days	This new Service Standard was introduced for 2009/10
<b>(PS8)</b> Respond to requests for assistance from private tenants allegedly being harassed by landlords within 24 hours	Private Housing Manager (Technical)	% of responses within 24 hours	Not measured	100%	100%	This new Service Standard was introduced for 2009/10
<b>(PS9)</b> Respond to initial enquiries for other private sector housing services (e.g nuisance, filthy / verminous properties, mobile homes, HMOs) within 5 working days	Private Housing Manager (Technical)	% of responses within 3 working days	Not measured	99%	99.5%	This new Service Standard was introduced for 2009/10
<b>(PS10)</b> Issue licences for houses in multiple occupation (HMOs) within 6 months of receiving a properly completed application	Private Housing Manager (Technical)	% of licences issued within 4 months	Not measured	100%	100%	This new Service Standard was introduced for 2009/10

**Epping Forest District Council  
Housing Directorate**

**ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2009/10**

<b>Service Standard</b>	<b>Officer Responsible</b>	<b>Performance Measure</b>	<b>2006/7</b>	<b>2008/9</b>	<b>2009/10</b>	<b>Comments</b>
-------------------------	----------------------------	----------------------------	---------------	---------------	----------------	-----------------

**TENANT PARTICIPATION**

<p><b><i>(TP1) Consult you on any significant matters relating to your tenancy and take your views into account when making decisions</i></b></p> <p><b><i>Proposed new Service Standard for 2010/11 (Moved from (G8))</i></b></p>	PHO (Information/ Strategy)	No. of major consultations undertaken, that affect all tenants	1	0	0	
<p><b><i>(TP2) Consult you on major issues that affect your estate (such as improvement schemes) and offer individual choices where appropriate.</i></b></p> <p><b><i>Proposed new Service Standard for 2010/11</i></b></p>	PHO (Information/ Strategy)	Not measured	N/A	N/A	N/A	
<p><b><i>(TP3) Agree our approach to tenant involvement with the Tenants and Leaseholders Federation and maintain a written Tenant Participation Agreement which we review every 3 years.</i></b></p> <p><b><i>Proposed new Service Standard for 2010/11</i></b></p>	Tenant Participation Officer	Whether or not the Agreement was reviewed	No	No	No	The Tenant Participation Agreement was last reviewed and updated in 2007/8. It is due to be updated next around November 2010

**Epping Forest District Council  
Housing Directorate**

**ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2009/10**

Service Standard	Officer Responsible	Performance Measure	2006/7	2008/9	2009/10	Comments
<p><b><i>(TP4) Invite 2 representatives of all the recognised tenants associations in the District to become members of the Epping Forest Tenants and Leaseholders Federation, which will have a written constitution explaining how it will operate.</i></b></p> <p><b><i>Proposed new Service Standard for 2010/11</i></b></p>	<p>Tenant Participation Officer</p>	<p>Whether or not 2 representatives from recognised tenants associations have been invited</p>	<p>Yes</p>	<p>Yes</p>	<p>Yes</p>	
<p><b><i>(TP5) Consult the Tenants and Leaseholders Federation on proposed new, or changed, housing plans, strategies and policies, and take their views into account before making decisions.</i></b></p> <p><b><i>Proposed new Service Standard for 2010/11</i></b></p>	<p>Director of Housing</p>	<p>Not measured</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	
<p><b><i>(TP6) Look for opportunities to form new tenants associations, and support these groups by providing practical or financial support.</i></b></p> <p><b><i>Proposed new Service Standard for 2010/11</i></b></p>	<p>Tenant Participation Officer</p>	<p>Not measured</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	

**Epping Forest District Council  
Housing Directorate**

**ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2009/10**

<b>Service Standard</b>	<b>Officer Responsible</b>	<b>Performance Measure</b>	<b>2006/7</b>	<b>2008/9</b>	<b>2009/10</b>	<b>Comments</b>
<p><b><i>(TP7) Provide start-up funding of £100 to any recognised steering group wishing to form a recognised tenants association, and a further grant of £200 when formally recognised.</i></b></p> <p><b><i>Proposed new Service Standard for 2010/11</i></b></p>	Tenant Participation Officer	Not measured	N/A	N/A	N/A	
<p><b><i>(TP8) Make premises available for meetings of tenants groups or meet any reasonable costs of hall bookings.</i></b></p> <p><b><i>Proposed new Service Standard for 2010/11</i></b></p>	Tenant Participation Officer	Not measured	N/A	N/A	N/A	
<p><b><i>(TP9) Consider the training requirements of tenants and leaseholders who are members of the Federation or other tenants associations, and assist in arranging suitable training.</i></b></p> <p><b><i>Proposed new Service Standard for 2010/11</i></b></p>	Tenant Participation Officer	Not measured	N/A	N/A	N/A	

**Epping Forest District Council  
Housing Directorate**

**ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2009/10**

Service Standard	Officer Responsible	Performance Measure	2006/7	2008/9	2009/10	Comments
<p><b><i>(TP10) Provide a variety of ways to involve residents, for those that prefer not to attend meetings, including surveys, panels and public events.</i></b></p> <p><b><i>Proposed new Service Standard for 2010/11</i></b></p>	<p>Tenant Participation Officer</p>	<p>Not measured</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	
<p><b><i>(TP11) Review the success of the Council's tenant participation strategy through consultation with the Federation and by conducting a survey once every three years.</i></b></p> <p><b><i>Proposed new Service Standard for 2010/11</i></b></p>	<p>Tenant Participation Officer</p>	<p>STATUS survey on tenant satisfaction that your views are taken into account by the landlord</p>	<p>N/A</p>	<p>62%</p>	<p>62%</p>	



**Epping Forest District Council  
Housing Directorate**

**ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2009/10**

Service Standard	Officer Responsible	Performance Measure	2006/7	2008/9	2009/10	Comments
------------------	---------------------	---------------------	--------	--------	---------	----------

**Notes:**

(a) Decisions relating to homelessness are considered *either* by a senior officer or the Housing Appeals and Review Panel, and have different timescales.

(b) Decisions relating to the priority need of single people, suitability of accommodation and referrals to other councils are considered by a senior officer. All others are considered by the Housing Appeals and Review Panel of district councillors.

(c) Homeless applicants are able to participate in the Choice Based Letting Scheme, for a period of 8 weeks (4 cycles) after receiving their homelessness decision letter. If no successful expressions of interest are made by the applicant, the Council will initially make expressions of interest on their behalf. If this is still unsuccessful, the Council will make the applicant one offer of accommodation when a suitable property becomes available.

(d) A demoted tenant is someone who held a secure tenancy but whose secure tenancy rights have been taken away by a court and has therefore become a (demoted) tenant - who is allowed to live at the property but with limited rights.

(e) Succession takes place when someone legally takes over the tenancy from their spouse or another family member, following the previous tenant's death. In law, there can only be one succession. A person (spouse or family member) who would otherwise be a successor tenant, but cannot in law because there has already been one succession, will be offered a new tenancy of either the property they are living in or another one, depending on whether or not they under-occupy the property.

(f) Measured through the Council's ongoing repairs satisfaction survey from satisfaction forms provided to tenants for all repairs requested.

(g) Under the Right to Repair legislation, defined repairs must be undertaken within either 1,3 or 7 days as specified by the legislation.

(h) Under the Council's Sundry Income and Debt Policy, people are given the following time periods to repay the following levels of debts:

Debts below £500     Upto 3 months  
Debts below £1,500     Upto 6 months

Debts below £2,500     Upto 9 months  
Debts above £2,500     Upto 12 months