

**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

Service Standard	Officer Responsible	Performance Measure	2011/12	2010/11	2009/10	Comments
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We aim to....

GENERAL

(G1) 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	Whether or not performance is reported	Yes	Yes	Yes	
(G2) Generally satisfy at least 80% of our tenants with the overall housing service provided	Director of Housing	Overall level of tenant satisfaction as surveyed through the national STAR survey	88 %	83 %	83 %	
(G3) 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	
(G4) Give you an opportunity to appeal within 3 months to a senior officer about any decision made about	Director of Housing	(a) Senior Officer appeals	11 appeals	16 appeals	Not measured	

**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

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your housing that affects you, and then (for certain specified types of appeals) ^(a) give you a further opportunity within a further 3 months to appeal to the Housing Appeals and Review Panel of district councillors ^(a)		(b) Panel Appeals / reviews heard	11 Appeals/ reviews	9 Appeals /reviews	10 Appeals/ reviews	
(G5) 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.	Director of Housing	(a) No. of Step 2 complaints (to Asst. Director of Housing) received	17 comps	18 comps	9 comps	
		(b) No. of Step 3 complaints (to Chief Executive, investigated by Complaints Officer) received	13 comps	9 comps	12 comps	
(G6) 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	Director of Housing	No. of Step 4 complaints received	0 comps	0 comps	0 comps	
(G7) 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 issues of Housing News produced	2 issues	1 issues	2 issues	Due to staffing shortages within the Information & Strategy Section (around 20%), it was not possible to provide 3 issues

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Housing Directorate**

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HOMELESSNESS

(H1) 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	
(H2) 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	63 apps.	47 apps.	46 apps.	The main reason for the increased homelessness is the current economic climate
(H3) 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 ^(b)	Director of Housing	% Within target time (unless with the permission of the applicant to extend period)	100 %	100 %	100 %	
(H4) 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 <i>(Statutory right and timescale)</i>	Asst. Director of Housing (Operations)	% of applicants notified of their right	100 %	100 %	100 %	

**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

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(H5) 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.	Asst. Housing Options Manager (Homelessness)	Average period in temporary accommodation	28 weeks	25 weeks	21 Weeks	
HOUSING REGISTER AND ALLOCATIONS						
(HR1) 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.	Asst. Housing Options Manager (Allocations)	(a) Average time to register	3-4 days	3-4 days	3-4 days	
		(b) No. of applications awaiting registration at end of year	5 apps.	10 apps.	0 apps.	
(HR2) Notify you in writing of any change in your priority banding, within 7 days of the change being made	Asst. Housing Options Manager (Allocations)	Not measured	N/A	N/A	N/A	
(HR3) 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	Asst. Housing Options Manager (Allocations)	Not measured	N/A	N/A	N/A	

**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

Service Standard	Officer Responsible	Performance Measure	2011/12	2010/11	2009/10	Comments
(HR4) Give you at least 5 calendar days notice between offering you a tenancy and the tenancy commencement date	Asst. Housing Options Manager (Allocations)	Not measured.	N/A	N/A	N/A	
(HR5) Unless you are a homeless applicant ^(c) , 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	Asst. Housing Options Manager (Allocations)	Not measured	N/A	N/A	N/A	
(HR6) 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.	Area Housing Managers	Not measured.	N/A	N/A	N/A	
(HR7) 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.	Asst. Housing Options Manager (Allocations)	Not measured.	N/A	N/A	N/A	

**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

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------------------	---------------------	---------------------	---------	---------	---------	----------

HOUSING MANAGEMENT

<p>(HM1) 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>	Area Housing Managers	(a) No. of new tenant visits undertaken	167 visits	158 visits	202 visits	
		(b) No. of visits undertaken within 10 weeks	123 visits (74%)	148 visits (94%)	182 visits (90%)	The target time was not met in all cases, due to the workload of Housing Management Officers and other priorities (e.g. rent arrears, neighbour disputes, estate issues)
<p>(HM2) Provide you with the following options to pay your rent:</p> <ul style="list-style-type: none"> • At one of the Council's Cash Offices • At any post office • At any "PayPoint" access point • By direct debit • By credit card • By text • By standing order • Through the internet • By telephone • By salary deduction (if you work for the Council) 	Housing Resources Manager	Not measured	N/A	N/A	N/A	<p><i>Proposed amended Service Standard</i></p> <p>In addition to the facilities referred to under the current Service Standard, the option to pay by credit card was introduced during the year.</p>

**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

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(HM3) Give you a choice of three dates in the month to pay your rent by direct debit.	Housing Resources Manager	No. of direct debit payment dates available as at end of year	3 payment dates	3 payment dates	3 payment dates	
(HM4) 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)	Area Housing Managers	Whether or not balance confirmations are sent out by end of May	Yes	Yes	Yes	
(HM5) 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	Area Housing Managers	Not measured	N/A	N/A	N/A	
(HM6) 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	N/A	
(HM7) Make every effort to meet with you to discuss any rent arrears before any court hearing takes place	Area Housing Managers	(a) No. of visits to tenants' homes to discuss rent arrears	735 visits	600 visits	865 visits	
		(b) No. of office interviews held to discuss rent arrears	1191 i/views	1,277 i/views	1,320 i/views	

**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

Service Standard	Officer Responsible	Performance Measure	2011/12	2010/11	2009/10	Comments
(HM8) If you are an Introductory Tenant or a Demoted Tenant ^(d) , 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	13 reviews	12 reviews	6 reviews	
		(b) No. of reviews held for demoted tenants	0	0	0	
(HM9) 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	% of abandoned vehicles removed within 5 weeks of EFDC completing enquiries of the DVLA	100 %	100 %	Not measured	
(HM10) Remove clearly abandoned and potentially dangerous vehicles from housing estates within 5 working days of receiving a complaint	Area Housing Managers	Not measured	N/A	N/A	N/A	
(HM11) 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	N/A	
(HM12) Where we clean communal areas of blocks or flats, inspect the standard of cleaning at least twice a year	Area Housing Managers	Whether or not blocks of flats have been inspected at least twice a year	Yes	Yes	Yes	

**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

Service Standard	Officer Responsible	Performance Measure	2011/12	2010/11	2009/10	Comments
(HM13) 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	89 inspects.	91 inspects.	73 inspects.	
(HM14) 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.	Area Housing Managers	Not measured	N/A	N/A	N/A	
(HM15) 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.	Area Housing Managers	No. of compensation claims agreed	2 claims	5 claims	4 claims	

**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

Service Standard	Officer Responsible	Performance Measure	2011/12	2010/11	2009/10	Comments
(HM16) If you are unable to succeed ^(e) 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.	Area Housing Managers	Not measured	N/A	N/A	N/A	
(HM17) 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	
REPAIRS, MAINTENANCE & IMPROVEMENTS						
(R1) Continue to ensure that your home meets the Government's Decent Home Standard	Housing Assets Manager	% of non- decent homes at the end of the financial year	0	0	0	
(R2) Carry out emergency repairs within 24 hours of you reporting the defect.	Housing Repairs Manager	% emergency repairs completed within target time	99 %	98 %	98 %	
(R3) Carry out urgent repairs within 5 working days of you reporting the defect.	Housing Repairs Manager	(a) Average time to complete urgent repairs	4 days	5 days	4 days	

**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

Service Standard	Officer Responsible	Performance Measure	2011/12	2010/11	2009/10	Comments
		(b) % urgent repairs completed within target time	90 %	69 %	94 %	
(R4) Carry out routine repairs within 6 weeks of you reporting the defect.	Housing Repairs Manager	(a) Average time to complete routine repairs	13 days	18 days	27 days	
		(b) % routine repairs completed within target time	96 %	92 %	95 %	
<i>(R - New) Provide you with an appointment to undertake repairs, within the Council's target times, at the time you report a repair – with a choice of three periods on any day, including a "School Times" option</i>	<i>Housing Repairs Manager</i>	<i>% of all repairs, for which an appointment is made</i>	<i>N/A (New)</i>	<i>N/A (New)</i>	<i>N/A (New)</i>	<i>Proposed new Service Standard</i> Now possible, as a result of the Repairs Management Contract with Mears
<i>(R5) Confirm in writing to you by text the details of any repairs you report and the appointment date on the day you report the repair (or the next day if reported after Noon)</i>	Housing Repairs Manager	Not measured	N/A	N/A	N/A	<i>Proposed amended Service Standard</i> Now possible, as a result of the Repairs Management Contract with Mears

**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

Service Standard	Officer Responsible	Performance Measure	2011/12	2010/11	2009/10	Comments
<i>(R – New) Remind you of your repairs appointment by text the day before, and give you an estimated time of arrival on the day of appointment</i>	<i>Housing Repairs Manager</i>	<i>Not measured</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>	<i>Proposed new Service Standard</i> Now possible, as a result of the Repairs Management Contract with Mears
(R6) Keep any appointments that we make for tradesmen to carry out repairs to your home.	Housing Repairs Manager	% appointments kept	94 %	98 %	97 %	
(R7) Satisfy at least 97% of tenants with the general standard of the repairs service we provide ^(f) .	Housing Repairs Manager	% tenant satisfaction	99 %	99 %	98 %	
(R8) 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	
(R9) Arrange for Repairs Inspectors to randomly inspect the quality of work of a sample of repairs carried out by our Housing Repairs Service and contractors	Housing Repairs Manager	Average number of properties visited per week to inspect repairs	9 props / week	20 props / week	36 props / week	

**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

Service Standard	Officer Responsible	Performance Measure	2011/12	2010/11	2009/10	Comments
<p>(R10) 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.</p>	<p align="center">Housing Repairs Manager</p>	(a) No. of repair requests completed	16,764 repairs	12,854 repairs	17,062 repairs	
		(b) No. of dissatisfied tenants	0 tenants	7 tenants (0.05 %)	28 tenants (0.16 %)	
		(c) No. of dissatisfied tenants considered justifiable	0 tenants	0 tenants	4 tenants (14 %)	
		(d) No. of dissatisfied tenants considered due to minor problem	0 tenants	7 tenants (100 %)	11 tenants (39 %)	
		(f) No. of cases where dissatisfaction was considered to be not due to the Repairs Service	0 cases	0 cases	2 cases (7 %)	
		(g) No. unable to gain access	0 tenants	0 tenants	5 tenants (18 %)	

**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

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<p>(R11) 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 ⁽⁹⁾</p> <p><i>(Statutory requirement)</i></p>	Housing Repairs Manager	No. of tenants exercising their "Right to Repair"	0 tenants	0 tenants	0 tenants	
<p>(R12) 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) ⁽⁹⁾</p> <p><i>(Statutory requirement and amounts)</i></p>	Housing Repairs Manager	Amount of compensation paid	£ Nil	£ Nil	£ Nil	
<p>(R13) 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</p>	Housing Assets Manager	% of properties where servicing not undertaken within 12 months (due to no access provided)	North – 0.06 %	North – 0.38 %	North - 0.19 %	
			South – 0.32 %	South – 0.57 %	South - 1.25 %	

**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

Service Standard	Officer Responsible	Performance Measure	2011/12	2010/11	2009/10	Comments
<p>(R14) 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</p>	Housing Assets Manager	% attended within 2 hours	North – 100 %	North – 100 %	North - 100 %	
			South – 100 %	South – 100 %	South - 100 %	
		% attended within 1 hour	North – 99.3 %	North – 100 %	North – 99 %	
			South – 91.8 %	South – 91.3 %	South - 100 %	
<p>(R15) Arrange for a gas contractor to visit your home and carry out a non- emergency repair to your heating or hot water system (if no part is required):</p> <p>(a) Within 24 hours (if during the week, or if you are an older person); or</p> <p>(b) On the following Monday (if reported over the weekend and you are not an older person)</p>	Housing Assets Manager	% attended within 24 hours (or on the following Monday (if not an older person and reported over the weekend))	North – 100 %	North – 100 %	North – 100 %	
			South – 100 %	South – 100 %	South – 100 %	

**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

Service Standard	Officer Responsible	Performance Measure	2011/12	2010/11	2009/10	Comments
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(R16) Arrange for a gas contractor to visit your home to repair a gas appliance within 5 working days (when a part is required)	Housing Assets Manager	% attended within 5 working days	North – 100 %	North – 100 %	North – 100 %	
			South – 100 %	South 99.9 %	South - 100 %	
(R17) 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	Housing Assets Manager	(a) No. of internal decorations completed	86 decs.	96 decs.	102 decs.	
		(b) Average time from request to completion	3.2 weeks	3.9 weeks	5.4 weeks	
		(c) No. of internal decorations outstanding at end of year, not completed within target timescale	0 decs.	0 decs.	0 decs.	

**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

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DISABLED ADAPTATIONS

(D1) 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	1.2 days	1.2 days	1.3 days	
		(b) Major adaptations	1.8 days	1.6 days	1.7 days	
(D2) 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	3.1 weeks	3.0 weeks	3.1 weeks	
		(b) No. of minor adaptations at end of the year not completed within the target time	5 adapts.	0 adapts.	0 adapts.	
(D3) Carry out non-minor adaptations to your Council 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	11.5 weeks	9.8 weeks	35 weeks	
		(b) No. of non-minor adaptations at end of the year not completed within the target time	0 adapts.	2 adapts.	16 adapts.	

**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

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SHELTERED HOUSING & CARELINE

(S1) Test your Careline alarm in sheltered accommodation every 3 months and in non-sheltered accommodation every 6 months	Senior Scheme Manager	(a) % of tenants' alarms tested in sheltered schemes within 3 months of the previous test	100 %	N/A	N/A	
		(b) % of tenants' alarms tested in sheltered schemes within 3 months of the previous test	100 %	N/A	N/A	
(S2) Install: (a) 90% of urgent basic telecare packages within 2 working days and 100% within 5 working days; and (b) 100% of non-urgent telecare packages within 15 working days <i>(Telecare Services Association Standards)</i>	Housing Manager (Older Peoples Services)	(a) % of urgent basic telecare packages installed within 2 working days	83 %	88.9 %	Not available (New target)	
		(b) % of urgent basic telecare packages installed within 5 working days	100 %	100 %	Not available (New target)	
		(c) Average time to install a telecare package	7.1 days	7.6 days	Not available (New target)	

**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

Service Standard	Officer Responsible	Performance Measure	2011/12	2010/11	2009/10	Comments
		(d) % of non-urgent basic telecare packages installed within 15 working days	96 %	94.6 %	Not available (New target)	
(S3) Renew mains batteries in individual (dispersed) alarms every 5 years	Housing Manager (Older Peoples Services)	Not measured	N/A	N/A	N/A	
(S4) 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	
(S5) 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)	6.5 seconds	6.4 seconds	7.7 seconds	
(S6) Answer 97.5 % of all alarm calls to Careline within 60 seconds <i>(Telecare Services Association Standard)</i>	Housing Manager (Older Peoples Services)	% of calls answered within 30 seconds	99.7 %	99.6 %	Not available (New target)	

**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

Service Standard	Officer Responsible	Performance Measure	2011/12	2010/11	2009/10	Comments
(S7) Liaise with other agencies and nominated contacts to ensure the wellbeing of our Careline customers <i>(Telecare Services Association Standard)</i>	Housing Manager (Older Peoples Services)	Not measured	N/A	N/A	N/A	
(S8) 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	
(S9) Repair: (a) 90% of critical faults to telecare equipment within 2 working days, and 100% within 4 working days (b) Repair 100% of non-urgent faults to telecare equipment within 15 working days <i>(Telecare Services Association Standards)</i>	Housing Manager (Older Peoples Services)	(a) No. of critical repairs completed within 2 days	97 %	96.7 %	Not available (New target)	
		(b) No. of critical repairs undertaken in 4 days	100 %	100 %	Not available (New target)	
		(c) No. of non-critical repairs undertaken within 10 working days	100 %	100 %	Not available (New target)	
(S10) 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)	% of visits undertaken	100 %	N/A	N/A	

**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

Service Standard	Officer Responsible	Performance Measure	2011/12	2010/11	2009/10	Comments
(S11) Record, maintain and update your Careline records in a confidential and secure manner <i>(Telecare Services Association Standard)</i>	Housing Manager (Older Peoples Services)	Not measured	N/A	N/A	N/A	
(S12) Train all our Careline staff to a high standard	Housing Manager (Older Peoples Services)	Not measured	N/A	N/A	N/A	
(S13) 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 (but monthly records from Scheme Managers are required and checked)	N/A	N/A	N/A	
(S14) 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 3 visits per week have been arranged for absent scheme managers	Yes	Yes	Yes	
(S15) 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	242 visits	246 visits	250 visits	

**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

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<p>(S16) If you live in sheltered or non-sheltered accommodation for older people and have high support needs, 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)</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>Proposed amended Service Standard</p> <p>Tenant Support Plans are now only required by the Essex Housing Related Support Team for tenants with high support needs only.</p>
<p>(S17) Carry out fire drills at sheltered accommodation every three six months</p>	<p>Housing Manager (Older Peoples Services)</p>	<p>% of required fire drills undertaken every three six months</p>	<p>88 %</p>	<p>0</p>	<p>0</p>	<p>Proposed amended Service Standard</p> <p>The health and safety requirement is every 6 months, hence the proposed change</p>
HOUSE SALES						
<p>(HS1) Confirm whether or not you are eligible for the Right to Buy within 2 weeks of receiving a properly completed application from you</p> <p><i>(Statutory requirement, but the statutory timescale is 4 weeks)</i></p>	<p>Principal Housing Officer (Sales/Leases)</p>	<p>(a) Average periods</p>	<p>F/hold – 5.8 days L/hold 4.4 days</p>	<p>F/hold – 3.7 days L/hold 4.3 days</p>	<p>F/hold - 3.2 days L/hold 5.7 days</p>	

**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

Service Standard	Officer Responsible	Performance Measure	2011/12	2010/11	2009/10	Comments
		(b) % within statutory timescale (4 weeks)	F/hold – 100 % L/hold – 100 %	F/hold – 100 % L/hold – 100 %	F/hold – 100 % L/hold – 100 %	
(HS2) 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 <i>(Statutory requirement and timescales)</i>	Principal Housing Officer (Sales/Leases)	(a) Average time to provide information	F/hold – 5.1 weeks L/hold – 6.6 weeks	F/hold – 4.1 weeks L/hold – 4.3 weeks	F/hold – 4.8 weeks L/hold – 4.9 weeks	
		(b) % within statutory timescale	F/hold – 93 % L/hold – 89 %	F/hold – 100 % L/hold – 100 %	F/hold – 92 % L/hold – 100 %	
(HS3) 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 <i>(Statutory requirement and timescale)</i>	Principal Housing Officer (Sales/Leases)	No of appeals to DV	0 appeals	0 appeals	4 appeals	

**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

Service Standard	Officer Responsible	Performance Measure	2011/12	2010/11	2009/10	Comments
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(HS4) 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	Principal Housing Officer (Sales/Leases)	Average time taken to complete a purchase	25 weeks (7 sales)	29 weeks (9 sales)	15 weeks (8 sales)	
(HS5) If you do not proceed with your purchase, give you two formal notices of 8 weeks each before cancelling your Right to Buy application <i>(Statutory requirement and timescale)</i>	Principal Housing Officer (Sales/Leases)	Not measured	N/A	N/A	N/A	

LEASEHOLD SERVICES

(L1) 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	
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**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

Service Standard	Officer Responsible	Performance Measure	2011/12	2010/11	2009/10	Comments
(L2) 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	5.5 months	6 months	6 months	
(L3) 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 ^(h)	Principal Housing Officer (Sales/Leases)	Not measured	N/A	N/A	N/A	
(L4) 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 <i>(Statutory requirement and timescale)</i>	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 2011/12

Service Standard	Officer Responsible	Performance Measure	2011/12	2010/11	2009/10	Comments
<p>(L5) 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	
<p>(L6) 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	
<p>(L7) Support a District-wide Leaseholders Association and ensure that it meets at least four three times each year</p>	Tenant Participation Officer	No. of meetings held	3 meetings	3 meetings	3 meetings	<p><i>Proposed amended Service Standard</i></p> <p>The Leaseholders Association has only been held three times each year, for the past three years, and it seems appropriate that the Service Standard reflects this frequency</p>

**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

Service Standard	Officer Responsible	Performance Measure	2011/12	2010/11	2009/10	Comments
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PRIVATE SECTOR HOUSING

(PS1) 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	100 %	99 %	100 %	
(PS2) Undertake jobs through our Handyperson Service within 2 weeks of request	Private Housing Manager (CARE & Grants)	Average time for jobs to be completed	1.9 weeks	2.1 weeks	1.9 weeks	
(PS3) 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 H/person Service	100 %	100 %	100 %	
(PS4) 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	8 working days	8 working days	10 working days	
(PS5) 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	5 working days	2 working days	4 working days	

**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

Service Standard	Officer Responsible	Performance Measure	2011/12	2010/11	2009/10	Comments
(PS6) Respond to applicants for other private sector grants types of financial assistance for private occupiers within 5 working days of receiving a request	Private Housing Manager (CARE & Grants)	Average time to respond to requests	5 working days	5 working days	6 working days	
(PS7) Issue a decision on a formal application for other private sector grants types of financial assistance for private occupiers within 5 working days of receipt	Private Housing Manager (CARE & Grants)	Average time to issue a decision	5 working days	5 working days	4 working days	
(PS8) 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	100 %	100 %	100%	
(PS9) 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 5 working days	100 %	100 %	99 %	
(PS10) 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 6 months	100 %	100 %	100 %	

**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

Service Standard	Officer Responsible	Performance Measure	2011/12	2010/11	2009/10	Comments
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TENANT PARTICIPATION

(TP1) Consult you on any significant matters relating to your tenancy and take your views into account when making decisions	PHO (Information/ Strategy)	No. of major consultations undertaken, that affect all tenants	1 consult.	0 consults.	0 consults.	STAR Tenant Satisfaction Survey undertaken to assess overall (sample) satisfaction and to seek views on issues such as repairs and contact with the Council.
(TP2) Consult you on major issues that affect your estate (such as improvement schemes) and offer individual choices where appropriate.	PHO (Information/ Strategy)	Not measured	N/A	N/A	N/A	
(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.	Tenant Participation Officer	Whether or not the Agreement was reviewed	Not required	Yes	Not required	

**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

Service Standard	Officer Responsible	Performance Measure	2011/12	2010/11	2009/10	Comments
(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.	Tenant Participation Officer	Whether or not 2 representatives from recognised tenants associations have been invited	Yes	Yes	Yes	
(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.	Director of Housing	Not measured	N/A	N/A	N/A	
(TP6) Look for opportunities to form new tenants associations, and support these groups by providing practical or financial support.	Tenant Participation Officer	Not measured	N/A	N/A	N/A	
(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.	Tenant Participation Officer	(a) No. of new groups provided with start-up funding	1 group	0 groups	Not measured	
		(b) No. of new groups provided with further grant	1 group	0 groups	Not measured	

**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

Service Standard	Officer Responsible	Performance Measure	2011/12	2010/11	2009/10	Comments
(TP8) Make premises available for meetings of tenants groups or meet any reasonable costs of hall bookings.	Tenant Participation Officer	Not measured	N/A	N/A	N/A	
(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.	Tenant Participation Officer	Not measured	N/A	N/A	N/A	
(TP10) Provide a variety of ways to involve residents, for those that prefer not to attend meetings, including surveys, panels and public events.	Tenant Participation Officer	Not measured	N/A	N/A	N/A	
(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.	Tenant Participation Officer	% of tenants that feel that their views are taken into account by the landlord as recorded by the tri-annual Tenant Satisfaction Survey	62 %	62 %	62 %	

**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

Service Standard	Officer Responsible	Performance Measure	2011/12	2010/11	2009/10	Comments
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Notes:

(a) The Housing Appeals and Review Panel will consider appeals on the following issues:

- (1) All homelessness reviews, with the exception of the following types of reviews that are already only undertaken by officers;
 - (i) whether or not single applicants are “homeless” or have a “priority need”;
 - (ii) whether or not an allocation of either temporary or permanent accommodation is suitable for the applicant and his/her family; and
 - (iii) whether or not a homeless applicant should be referred to another local authority, due to their local connection with that local authority;
- (2) Housing succession cases, where the successor is under-occupying Council accommodation, and has been required to transfer to smaller accommodation;
- (3) Exclusion of housing applicants from the Housing Register;
- (4) Non-provision of discretionary home improvement grants;
- (5) Refusal of requests for disabled adaptations to Council properties requested by the tenant;
- (6) Refusal to sell Council owned-land under 50 square metres to occupiers for garden use;
- (7) Refusal of requests from housing applicants for “priority moves” (i.e. those very urgent and rare cases, dealt with outside of the usual Allocations Scheme); and
- (8) disagreements with tenants and former tenants on the level or liability for current or former rent arrears;

(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 other reviews of homelessness decisions 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.

**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

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(e) Succession takes place when, ***in specified circumstances***, 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

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