

**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2012/13

| Service Standard | Officer Responsible | Performance Measure | 2012/13 | 2011/12 | 2010/11 | Comments |
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We aim to....

GENERAL

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| (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% | 88 % | 83 % | The Satisfaction Survey is undertaken every two years |
| (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 | 4 appeals | 11 appeals | 16 appeals | |

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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 | 7 appeals / reviews | 11 appeals / reviews | 9 appeals / reviews | During the year, the right of appeal to the HARP was withdrawn. |
| (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 | 15 comps | 17 comps | 18 comps | |
| | | (b) No. of Step 3 complaints (to Chief Executive, investigated by Complaints Officer) received | 5 comps | 13 comps | 9 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 | 1 issue | 2 issues | 1 issues | Due to staffing shortages within the Information & Strategy Section it was not possible to provide 3 issues. However, these have now been resolved |

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HOMELESSNESS

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|--|--|---|----------|----------|----------|---|
| (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 | 114 apps | 63 apps. | 47 apps. | The main reason for the increased homelessness is due to 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 % | |

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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 | 34.5 weeks | 28 weeks | 25 weeks | The increase is due to demand on temporary accommodation, as a result of increased homelessness (see H2) |
|--|--|---|------------|----------|----------|--|

HOUSING REGISTER AND ALLOCATIONS

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|---|---|--|----------|----------|----------|--|
| (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 | 0 apps | 5 apps. | 10 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 | |

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| (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 either a Secure Tenancy or a Flexible 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 | Proposed Revised Standard |
| (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 | |

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HOUSING MANAGEMENT

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|---|---------------------------|--|------------------|------------------|------------------|---|
| <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 | 145 visits | 167 visits | 158 visits | |
| | | (b) No. of visits undertaken within 10 weeks | 122 visits (84%) | 123 visits (74%) | 148 visits (94%) | The main reason for the target time not being met was due to difficulties officers have in contacting new tenants to arrange visits |
| <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 | |

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| (HM3) Give you a choice of three four 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 | Proposed Revised Standard - From May 2013, 4 payment dates are now offered (1, 18, 25 and 28 of each month) |
| (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 | 574 visits | 735 visits | 600 visits | |

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| | | (b) No. of office interviews held to discuss rent arrears | 982 i/views | 1191 i/views | 1,277 i/views | |
| (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 | 4 reviews | 13 reviews | 12 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 % | 100 % | |
| (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 | |

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| (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 | |
| (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 | 103 inspects | 89 inspects. | 91 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 | 6 claims | 2 claims | 5 claims | |

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| <p>(R3) Carry out urgent repairs within 5 working days of you reporting the defect.</p> <p><i>Replace with:</i></p> <p>Carry out all repairs within 7 working days</p> | Housing Repairs Manager | <p>(a) Average time to complete urgent repairs</p> <p>(b) % urgent repairs completed within target time</p> <p>Average time to complete urgent repairs</p> <p>(2013/14 Target – 6.3 days) (2012/13 Target – 7.8 days)</p> | <p>3 days</p> <p>99%</p> <p>6.2 days</p> | <p>4 days</p> <p>90 %</p> <p>N/A</p> | <p>5 days</p> <p>69 %</p> <p>N/A</p> | <p>Proposed Revised Standards and Performance Measures</p> <p>The proposed changes reflect the Council’s revised KPI targets with Mears agreed by the Housing P/H in November 2912</p> |
| <p>(R4) Carry out routine repairs within 6 weeks of you reporting the defect.</p> <p>Delete Service Standard (covered by Revised (R3) above)</p> | Housing Repairs Manager | <p>(a) Average time to complete routine repairs</p> <p>(b) % routine repairs completed within target time</p> | <p>6 days</p> <p>99%</p> | <p>13 days</p> <p>96 %</p> | <p>18 days</p> <p>92 %</p> | |
| <p>(R5) Provide you with, and keep, 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</p> | Housing Repairs Manager | <p>% of all repairs, for which an appointment is made and kept</p> | <p>98.6% (Q4)</p> | <p>N/A (New)</p> | <p>N/A (New)</p> | |

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| <p>(R6) Confirm to you by text the details of any repairs you report and the appointment date on the day you report the repair</p> <p>Delete Service Standard</p> | Housing Repairs Manager | Not measured | N/A | N/A | N/A | <p>Proposed deletion of Service Standard</p> <p>Although this has been the Council's intention, which is being pursued by Mears, it has not yet been possible to introduce.</p> |
| <p>(R7) Remind you of your repairs appointment by text the day before, and give you an estimated time of arrival on the day of appointment</p> | Housing Repairs Manager | Not measured | N/A | N/A | N/A | |
| <p>(R8) Keep any appointments that we make for tradesmen to carry out repairs to your home.</p> <p>Delete Service Standard (covered by Revised (R5) above)</p> | Housing Repairs Manager | % appointments kept | 98.64% | 94 % | 98 % | <p>Proposed deletion of Service Standard</p> |
| <p>(R9) Satisfy at least 97% of tenants with the general standard of the repairs service we provide ^(f).</p> | Housing Repairs Manager | % tenant satisfaction | 100% | 99 % | 99 % | |
| <p>(R10) 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.</p> | Housing Repairs Manager | Not measured | N/A | N/A | N/A | |

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| (R11) 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 | 9 props / week | 20 props / week | |
| (R12) 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. | Housing Repairs Manager | (a) No. of repair requests completed | 12,488 repairs | 16,764 repairs | 12,854 repairs | |
| | | (b) No. of dissatisfied tenants | 0 tenants | 0 tenants | 7 tenants (0.05 %) | |
| | | (c) No. of dissatisfied tenants considered justifiable | 0 tenants | 0 tenants | 0 tenants | |
| | | (d) No. of dissatisfied tenants considered due to minor problem | 0 tenants | 0 tenants | 7 tenants (100 %) | |
| | | (f) No. of cases where dissatisfaction was considered to be not due to the Repairs Service | 0 cases | 0 cases | 0 cases | |

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| | | (g) No. unable to gain access | 0 tenants | 0 tenants | 0 tenants | |
| <p>(R13) 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>(R14) 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>(R15) 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 % South – 0.18 % | North – 0.06 % South – 0.32 % | North – 0.38 % South – 0.57 % | The gas contractor for the North took over the South as well during 2011/12, following the previous contractor going into liquidation |

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| <p>(R16) 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 – 99.8 % | North – 99.3 % | North – 100 % | |
| | | | South – 99.6 % | South – 91.8 % | South – 91.3 % | |
| <p>(R17) 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 % | |

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| (R18) 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 – 100 % | South 99.9 % | |
| (R19) 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 | 71 decs. | 86 decs. | 96 decs. | The increase in completion times was due to internal procedures not being followed. This has now been addressed and Q4 figure was an improvement at 5.8 weeks. |
| | | (b) Average time from request to completion | 6.8 weeks | 3.2 weeks | 3.9 weeks | |
| | | (c) No. of internal decorations outstanding at end of year, not completed within target timescale | 0 decs. | 0 decs. | 0 decs. | |

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DISABLED ADAPTATIONS

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|---|------------------------|--|------------|------------|-----------|--|
| (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 | 1.0 days | 1.2 days | 1.2 days | |
| | | (b) Major adaptations | 1.0 days | 1.8 days | 1.6 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 | 3.0 weeks | 3.1 weeks | 3.0 weeks | |
| | | (b) No. of minor adaptations at end of the year not completed within the target time | 0 Adapts. | 5 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 | 14.8 weeks | 11.5 weeks | 9.8 weeks | During 2012-13, the Disabled Adaptation Contract was retendered, which resulted in delays in issuing Works Orders. |

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| | | (b) No. of non-minor adaptations at end of the year not completed within the target time | 7 adapts. | 0 adapts. | 2 adapts. | |
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SHELTERED HOUSING & CARELINE

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|--|--|---|-------|-------|--------|--|
| (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 | 94.7% | 100 % | N/A | |
| | | (b) % of tenants' alarms tested in sheltered schemes within 3 months of the previous test | 100% | 100 % | 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 | Housing Manager (Older Peoples Services) | (a) % of urgent basic telecare packages installed within 2 w/days | 92.3% | 83 % | 88.9 % | |
| | | (b) % of urgent basic telecare packages installed within 5 w/days | 96.9% | 100 % | 100 % | |

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| <i>(Telecare Services Assn Standards)</i> | | (c) Average time to install a telecare package | 8.9 days | 7.1 days | 7.6 days | |
| | | (d) % of non-urgent basic telecare packages installed within 15 working days | 100% | 96 % | 94.6 % | |
| (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) | 6.0 Seconds | 6.5 seconds | 6.4 seconds | |

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| (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 % | 99.7 % | 99.6 % | |
| (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 | Housing Manager (Older Peoples Services) | (a) No. of critical repairs completed within 2 days | 95.5% | 97 % | 96.7 % | |
| | | (b) No. of critical repairs undertaken in 4 days | 85.6% | 100 % | 100 % | |

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| <i>(Telecare Services Association Standards)</i> | | (c) No. of non-critical repairs undertaken within 15 working days | 98.5% | 100 % | 100 % | |
| (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% | 100 % | N/A | |
| (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 | |

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| (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 | 140 visits | 242 visits | 246 visits | |
| (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) | Housing Manager (Older Peoples Services) | No. of Residents provided with a support plan | 164 residents | N/A | N/A | |
| (S17) Carry out fire drills at sheltered accommodation every six months | Housing Manager (Older Peoples Services) | % of required fire drills undertaken every three six months | 100% | 88 % | 0 | Proposed Revised Performance Measure - to reflect current practice |

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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> | Principal Housing Officer (Sales/Leases) | (a) Average periods | F/hold – 22.27 days L/hold 20.79 days | F/hold – 5.8 days L/hold 4.4 days | F/hold – 3.7 days L/hold 4.3 days | <p>The increase in discount on RTB for 2012/2013 led to a significant rise in the number of applications. This in turn affected response times for the small Home Ownership Team.</p> <p>However, all confirmations were responded to within the statutory timescales.</p> |
| | | (b) % within statutory timescale (4 weeks) | F/hold – 100 % L/hold – 100 % | F/hold – 100 % L/hold – 100 % | F/hold – 100 % L/hold – 100 % | |
| <p>(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</p> <p><i>(Statutory requirement and timescales)</i></p> | Principal Housing Officer (Sales/Leases) | (a) Average time to provide information | F/hold – 4.77 weeks L/hold – 8.69 weeks | F/hold – 5.1 weeks L/hold – 6.6 weeks | F/hold – 4.1 weeks L/hold – 4.3 weeks | |
| | | (b) % within statutory timescale | F/hold – 94.28 % L/hold – 92.85 % | F/hold – 93 % L/hold – 89 % | F/hold – 100 % L/hold – 100 % | |

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| <p>(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</p> <p><i>(Statutory requirement and timescale)</i></p> | Principal Housing Officer (Sales/Leases) | No of appeals to DV | 5 appeals | 0 appeals | 0 appeals | |
| <p>(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</p> | Principal Housing Officer (Sales/Leases) | Average time taken to complete a purchase | 23 weeks (13 sales) | 25 weeks (7 sales) | 29 weeks (9 sales) | |
| <p>(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</p> <p><i>(Statutory requirement and timescale)</i></p> | Principal Housing Officer (Sales/Leases) | Not measured | N/A | N/A | N/A | |

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LEASEHOLD SERVICES

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|--|--|---|------------|------------|----------|--|
| (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 | |
| (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 | 5.5 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 | |

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| <p>(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</p> <p><i>(Statutory requirement and timescale)</i></p> | Principal Housing Officer (Sales/Leases) | Not measured | N/A | N/A | N/A | |
| <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 | |

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|--|------------------------------|----------------------|------------|------------|------------|--|
| (L7) Support a District-wide Leaseholders Association and ensure that it meets at least three times each year | Tenant Participation Officer | No. of meetings held | 3 meetings | 3 meetings | 3 meetings | |
|--|------------------------------|----------------------|------------|------------|------------|--|

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 % | 100 % | 99 % | |
| (PS2) Undertake jobs through our Handyperson Service within 2 weeks of request | Private Housing Manager (CARE & Grants) | Average time for jobs to be completed | 3.0 weeks | 1.9 weeks | 2.1 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 | 10 working days | 8 working days | 8 working days | |

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| (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 | 4 working days | 5 working days | 2 working days | |
| (PS6) Respond to applicants for other 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 | 5 working days | |
| (PS7) Issue a decision on a formal application for other 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 | 5 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 % | 100 % | |
| (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 % | |

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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. | 1 consult. | 0 consults. | The Tenant Satisfaction Survey was 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 | Yes | Not required | Yes | |

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| (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 | 0 groups | 1 group | 0 groups | |
| | | (b) No. of new groups provided with further grant | 0 groups | 1 group | 0 groups | |

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| (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. | PHO (Information/ Strategy) | % of tenants that feel that the landlord listens to their views and acts upon them as recorded by the bi-annual Tenant Satisfaction Survey | 61% | 62 % | 62 % | |

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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) Non-provision of discretionary home improvement grants;
- (4) Refusal of requests for disabled adaptations to Council properties requested by the tenant;
- (5) Refusal to sell Council owned-land under 50 square metres to occupiers for garden use;
- (6) 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
- (7) 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 currently 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. ***However, this will change with the introduction of the new Housing Allocations Scheme in September 2013.***

(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.

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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

Produced – May 2013