

Epping Forest District Council
Housing Service

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2017/18

Service Standard	Officer Responsible	Performance Measure	2017/18	2016/17	2015/16	Comments
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We aim to....

GENERAL

<p>(G1) Report on our performance against these Service Standards to your Tenants and Leaseholders Federation Panel every year, and review the Standards in the light of performance</p>	<p style="text-align: center;">Director of Communities</p>	<p>Whether or not performance is reported</p>	<p>Yes</p>	<p>Yes</p>	<p>Yes</p>	<p>Target achieved.</p> <p><i>The Federation has now been replaced by the Tenants and Leaseholders Panel.</i></p> <p>Performance will be considered at the next meeting of the Panel to be held on 4th September 2019.</p>
<p>(G2) Generally satisfy at least 80% of our tenants with the overall housing service provided</p>	<p style="text-align: center;">Director of Communities</p>	<p>Overall level of tenant satisfaction as surveyed through the national STAR survey</p>	<p>87 %</p>	<p>87 %</p>	<p>87 %</p>	<p>Target achieved.</p> <p>The Satisfaction Survey is undertaken every three years – the next survey will be undertaken in Summer 2018</p>

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(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 Communities	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 your housing that affects you.	Team Leader (Information & Customer Relations)	No. of appeals considered by senior officers	4 appeals	2 appeals	21 appeals	The high number of appeals considered in 2015/16 was due to the change in the Housing Allocations Scheme in that year.
(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.	Team Leader (Information & Customer Relations)	(a) No. of Step 2 complaints (to Asst. Directors) received	12 comps.	16 comps.	21 comps.	Delete Measure (b) since Step 3 was discontinued in 2016/17
		(b) No. of Step 3 complaints (investigated by Complaints Officer)	N/A	6 comps.	9 comps.	
(G6) Deliver a copy of the Council's "Housing News" to your home (giving useful information about your housing) at least twice each year	Team Leader (Information & Customer Relations)	No. of issues of Housing News produced	2 issues	2 issues	2 issues	Target achieved.

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HOMELESSNESS

<p>(H1) Give you an interview with a Homelessness Prevention Officer within 7 days of initial contact, or on the same day if an emergency</p>	<p>Asst. Housing Options Manager (Homelessness)</p>	<p>% homelessness prevention interviews held within 7 days of initial contact</p>	<p>100%</p>	<p>Not previously measured</p>	<p>Not previously measured</p>	<p>Target achieved.</p> <p>Performance measure introduced by Select Committee in June 2017</p> <p>Delete "Prevention", since all Homelessness Officers are generic.</p>
<p>(H2) If necessary, provide you with suitable temporary interim accommodation, whilst we investigate your homelessness application, until we provide you with a written decision</p>	<p>Asst. Housing Options Manager (Homelessness)</p>	<p>Total no. of applicants in temporary accommodation at end of year</p>	<p>96 apps</p>	<p>116 apps</p>	<p>103 apps</p>	<p>"interim" is the correct terminology – this was identified as part of the consultation with the T&L Panel</p>
<p>(H3) If requested by you, review a homelessness decision that you are unhappy with by a senior officer within 8 weeks</p>	<p>Asst. Director (Housing Operations)</p>	<p>No. of homelessness reviews</p>	<p>21 reviews</p>	<p>39 reviews</p>	<p>Not previously collected</p>	<p>Target achieved.</p>
		<p>% Within target time (unless with the permission of the applicant to extend period)</p>	<p>100%</p>	<p>100 %</p>	<p>100 %</p>	

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(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 (Housing Operations)	(a) No. of appeals to the County Court on points of law	2 appeals	2 appeals	Not previously collected	
		(b) % of appeals to County Court upheld	0 upheld	0 upheld	Not previously collected	

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	2-3 days	2-3 days	3-4 days	Target achieved.
		(b) No. of applications awaiting registration at end of year	0 apps	0 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	Change of circumstances are monitored on a daily basis and updated when the applicant provides supporting documents.

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<p>(HR3) Write to you at least every year if you have not expressed any interest in vacant properties under the Home Options Scheme and, if you are registered on the Housing Register to 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><i>The Council now writes to all housing applicants, irrespective of whether or not they have expressed an interest in any vacant properties over the previous year</i></p>
<p>(HR4) 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>	
<p>(HR5) Unless you are a homeless applicant, allow you to choose the vacant Council or housing association home you would like to be offered (through our HomeOption 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>	

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(HR6) If you are not a Council tenant already, or are moving into sheltered housing, offer you an Introductory Tenancy initially, followed by 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	
(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	
HOUSING MANAGEMENT						
(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	Area Housing Managers	(a) No. of new tenant visits undertaken	205 visits	135 visits	153 visits	Target not achieved The target was not achieved due to non-responses from, and non-availability of tenants
		(b) % of visits undertaken within 10 weeks	83%	100 %	99 %	

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<p>(HM2) Provide you with the following options to pay your rent:</p> <ul style="list-style-type: none"> • At a Council Cash Office • At any post office • At any "PayPoint" access point • By direct debit / standing order • By credit card • By text • Through the internet • By telephone • By salary deduction 	Communities Support Manager	Not measured	N/A	N/A	N/A	
<p>(HM3) Give you a choice of any date in the month to pay your rent by direct debit.</p>	Communities Support Manager	Not measured	N/A	N/A	N/A	
<p>(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 £10)</p>	Area Housing Managers	Whether or not balance confirmations are sent out by end of May	Yes	Yes	Yes	Target achieved.
<p>(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</p>	Area Housing Managers	Not measured	Yes	N/A	N/A	Target achieved.

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(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	950 visits	1,152 visits	979 visits	
		(b) No. of office interviews held to discuss rent arrears	1552 i/views	1,564 i/views	1,500 i/views	
(HM8) If you are an Introductory Tenant or a Demoted Tenant, 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 (Housing Operations)	(a) No of reviews held for introductory tenants	9 reviews	2 reviews	5 reviews	
		(b) No. of reviews held for demoted tenants	0 reviews	0 reviews	1 reviews	
(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	(a) No. of abandoned vehicles removed from housing estates after making enquiries of DVLA	1	0	Not previously collected	

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		(b) % of abandoned vehicles removed within 5 weeks of EFDC completing enquiries of the DVLA	100 %	N/A	100 %	Target achieved
(HM10) Remove clearly abandoned and potentially dangerous vehicles from housing estates within 5 working days of receiving a complaint	Area Housing Managers	% of clearly abandoned vehicles removed from housing estates within 5 working days.	100 %	0	Not previously collected	Target achieved
(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	Target achieved.

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<p>(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.</p>	<p>Area Housing Managers</p>	<p>No. of estate inspections undertaken</p>	<p>85 Inspects</p>	<p>85 inspects.</p>	<p>85 inspects.</p>	
		<p>% of estate inspections undertaken of those required and planned</p>	<p>100%</p>	<p>100 %</p>	<p>100 %</p>	<p>Target achieved.</p>
<p>(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.</p>	<p>Area Housing Managers</p>	<p>Not measured</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	
<p>(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.</p>	<p>Area Housing Managers</p>	<p>No. of compensation claims agreed</p>	<p>3 claims</p>	<p>2 claims</p>	<p>1 claim</p>	

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(HM16) If you are unable to succeed to a tenancy because there has already been one succession, 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	
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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 %	Target achieved.
(R2) Attend all emergency repairs within 4 hours (including out of hours)	Housing Repairs Manager (Mears)	(a) No. of emergency repairs completed	1731	1,621	Not previously collected	
		(b) % emergency repairs completed within target time (Target – 99%)	98.83%	99 %	99 %	Target achieved.

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(R3) Carry out all repairs within 7 working days	Housing Repairs Manager (Mears)	(a) Total no. of repairs completed (inc. emergencies)	15,273	14,410	Not previously collected	
		(b) Average time to complete all repairs (inc. emergencies)	5.1 days	5.8 days	6.6 days	Target achieved.
(R4) 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	Housing Repairs Manager (Mears)	% of all repairs, for which an appointment is made and kept (Target – 98%)	99 %	98 %	99 %	Target achieved.
(R5) Remind you of your repairs appointment by text the day before, and give you an estimated time of arrival on the day of appointment	Housing Repairs Manager (Mears)	Not measured	N/A	N/A	N/A	
(R6) Satisfy at least 97% of tenants with the general standard of the Repairs Service we provide.	Housing Repairs Manager (Mears)	% tenant satisfaction	100%	100%	100%	Target achieved.

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(R7) 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 (Mears)	Not measured	N/A	N/A	N/A	
(R8) 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 (Mears)	Average number of properties visited per week to inspect repairs	9 props/ week	9 props / week	9 props / week	
(R9) 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 (Mears)	(a) No. of repair requests completed	15,370 repairs	15,988 repairs	15,112 repairs	
		(b) No. of dissatisfied tenants	0 tenants	0 tenants	0 tenants	
		(c) No. of dissatisfied tenants considered justifiable	0 tenants	0 tenants	0 tenants	

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		(d) No. of dissatisfied tenants considered due to minor problem	0 tenants	0 tenants	0 tenants	
		(f) No. of cases where dissatisfaction was considered to be not due to the Repairs Service	0 cases	0 cases	0 cases	
		(g) No. unable to gain access	0 tenants	0 tenants	0 tenants	
<p>(R10) 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 <i>(Statutory requirement)</i></p>	<p>Housing Repairs Manager (Mears)</p>	<p>No. of tenants exercising their "Right to Repair"</p>	0 tenants	0 tenants	0 tenants	

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(R11) If a second contractor does not complete certain repairs within specific timescales, pay you compensation of £10 + £2 per day until the repair is carried out (upto a maximum of £50) ^(d) <i>(Statutory requirement/amounts)</i>	Housing Repairs Manager (Mears)	Amount of compensation paid	£ Nil	£ Nil	£ Nil	
(R12) 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 no access provided)	0.03%	0.03 %	0.1 %	
(R13) 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	100%	100 %	100 %	Target achieved.
		% attended within 1 hour	99 %	98 %	100 %	

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<p>(R14) 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 (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)	100%	100 %	100 %	Target achieved.
<p>(R15) Arrange for a gas contractor to visit your home to repair a gas appliance within 5 working days (when a part is required)</p>	Housing Assets Manager	% attended within 5 working days	100%	100 %	100 %	Target achieved.
<p>(R16) 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>	Housing Assets Manager	(a) No. of internal decorations completed	60 decs	43 decs.	65 decs.	
		(b) Average time from request to completion	14 weeks	6 weeks	8.6 weeks	Target just not achieved.

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		(c) No. of internal decorations outstanding at end of year, not completed within target timescale	1 decs	6 decs.	0 decs.	
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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	Average time to respond from date of request received from OT Service	1 day	1 day	1 day	Target achieved.
(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	2 weeks	2.9 weeks	1.8 weeks	Target achieved.
		(b) No. of minor adaptations at end of the year not completed within the target time	4 adapts	11 adapts.	4 adapts.	
(D3) Carry out non-minor adaptations to your Council home within 13 weeks of receiving	Housing Assets Manager	(a) Average time from decision to completion of work	12 weeks	12.6 weeks	6 weeks	Target achieved.

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details of the required work from the Occupational Therapy Service		(b) No. of non-minor adaptations at end of the year not completed within the target time	29 adpts	34 adpts	20 adpts	
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SHELTERED HOUSING

(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	97%	98%	99%	Target not achieved. Staff sickness prevented 100% achievement in 2017/18 - however, outstanding tests have now been undertaken
		(b) % of tenants' alarms tested in non-sheltered schemes within 6 months of the previous test	98%	99 %	100 %	Target not achieved. Staff sickness prevented 100% achievement in 2016/17 – however, outstanding tests have now been undertaken
(S2) Install: (a) 90% of urgent basic telecare packages within 2 working days	Housing Manager (Older Peoples Services)	(a) No. of urgent basic telecare packages installed	10	21	Not previously collected	

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and 100% within 5 working days; and (b) 100% of non-urgent telecare packages within 15 working days <i>(Telecare Services Assn. Standards)</i>		(b) % of urgent basic telecare packages installed within 2 w/days	100 %	88 %	94 %	Target achieved
		(c) % of urgent basic telecare packages installed within 5 w/days	100 %	100 %	96 %	Target achieved.
		(d) Average time to install a telecare package	2.9 days	6.3 days	7.0 days	
		(e) No. of non-urgent basic telecare packages installed	167	204	Not previously collected	
		(f) % of non-urgent basic telecare packages installed within 15 working days	100 %	100 %	100 %	Target achieved.
(S3) Renew mains batteries in individual (dispersed) alarms every 5 years	Housing Manager (Older Peoples Services)	Not measured	N/A	N/A	N/A	

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(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	Delete Standard. This deletion was suggested by the T&L Panel; they felt that it was not necessary to make such a statement, which is agreed
(S4) Answer your alarm calls to Careline, on average, within 10 seconds	Housing Manager (Older Peoples Services)	(a) No. of alarm calls received from Careline users during the year	57,901	59,672	Not previously collected	Note that the Careline Monitoring Service was outsourced to Tunstall Telecom in November 2017 – but the standard still applies
		(b) Average time to respond to calls (including non urgent, routine calls from scheme managers and test calls)	11 Seconds	5.6 Seconds	5.4 Seconds	Target just not achieved. Note that the average 10 Second target is the Council's own standard, which is far more onerous than the industry standard of 60 seconds, set by the Telecare Standards Association (see S6 below) – which is being met in 98.9% of cases.

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(S5) 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	98.9%	99.8%	99.8%	Target achieved. Note that the Careline Monitoring Service was outsourced to Tunstall Telecom in November 2017 – but the standard still applies
(S6) 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	
(S7) 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	Target achieved Note that the Careline Monitoring Service was outsourced to Tunstall Telecom in November 2017 – but the standard still applies
(S8) Repair: (a) 90% of critical faults to telecare equipment within 2 working days, and 100% within 4 working days	Housing Manager (Older Peoples Services)	(a) No. of critical faults during the year	150	179	Not previously collected	
		(b) No. of critical repairs completed within 2 days	75 %	95 %	95 %	Target not achieved.

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(b) 100% of non-urgent faults to telecare equipment within 15 working days <i>(Telecare Services Association Standards)</i>		(c) No. of critical repairs undertaken in 4 days	89 %	97 %	98 %	Target not achieved. All repairs are undertaken by a contractor (Tunstall Telecom) – recruitment issues prevented this target being met during 2017/18
		(d) No. of non-urgent faults during the year	49	41	Not previously collected	
		(e) % of non-critical repairs undertaken within 15 working days	94 %	100 %	100 %	Target not achieved. All repairs are undertaken by a contractor (Tunstall Telecom) – recruitment issues prevented this target being met during 2017/18
(S9) 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 %	100 %	Target achieved.
(S10) 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	

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Service Standard	Officer Responsible	Performance Measure	2017/18	2016/17	2015/16	Comments
(S11) 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	
(S12) If you live in sheltered accommodation and your Scheme Manager is on holiday or is 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	
(S13) 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	168 visits	179 visits	175 visits	

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Service Standard	Officer Responsible	Performance Measure	2017/18	2016/17	2015/16	Comments
<p>(S14) 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>No. of Residents provided with a support plan</p>	<p>94 residents</p>	<p>153 residents</p>	<p>164 residents</p>	
<p>(S15) Carry out fire drills at sheltered accommodation every six months</p>	<p>Housing Manager (Older Peoples Services)</p>	<p>% of required fire drills undertaken every six months</p>	<p>96%</p>	<p>98%</p>	<p>100%</p>	<p>Target not achieved. Staff sickness prevented 100% achievement in 2017/18 – however, outstanding drills have now been undertaken</p>
HOUSE SALES						
<p>(HS1) Confirm whether or not you are eligible for the Right to Buy within 4 weeks of receiving a properly completed application <i>(Statutory requirement/timescale)</i></p>	<p>Team Leader (Home Ownership)</p>	<p>(a) No. of RTB applications received</p>	<p>71</p>	<p>82</p>	<p>98</p>	<p>Freehold - Target achieved. Leasehold – Target achieved The target was amended from 2 weeks to a more</p>

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Service Standard	Officer Responsible	Performance Measure	2017/18	2016/17	2015/16	Comments
		(b) Average periods	F/Hold – 25 days	F/Hold- 24 days	F/Hold – 21 days	realistic 4 weeks in 2016, on the recommendation of the Communities Select Committee.
			L/Hold – 27 days	L/Hold – 26 days	L/Hold – 23 days	
		(c) % within statutory timescale (4 weeks)	F/Hold – 100 %	F/Hold – 100 %	F/Hold – 100 %	
			L/Hold – 100%	L/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/timescales)</i></p>	<p align="center">Team Leader (Home Ownership)</p>	(a) Average time to provide information	F/Hold – 8.5 weeks	F/Hold – 8.5 weeks	F/Hold – 7.3 weeks	<p>Freehold - Target not achieved.</p> <p>Leasehold – Target achieved</p>
		(b) % within statutory timescale	F/Hold – 74 %	F/Hold – 85 %	F/Hold – 72 %	<p>Freehold - Target not achieved.</p> <p>Leasehold - Target not achieved.</p>
			L/Hold – 89 %	L/Hold – 93 %	L/Hold – 86 %	

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						<p>The main reasons for 100% performance not being met were due to:</p> <ul style="list-style-type: none"> • The Corporate Fraud Team investigating potentially fraudulent RTB applications. • Insufficient staffing capacity within the Home Ownership Team to deal with the increasing workload
<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/timescale)</i></p>	<p style="text-align: center;">Team Leader (Home Ownership)</p>	<p>(a) No of valuation appeals determined by the DV</p>	<p style="text-align: center;">8 appeals</p>	<p style="text-align: center;">5 appeals</p>	<p style="text-align: center;">6 appeals</p>	
		<p>(b) % of valuation appeals upheld by DV</p>	<p style="text-align: center;">37 %</p>	<p style="text-align: center;">60 %</p>	<p style="text-align: center;">Not previously collected</p>	

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Service Standard	Officer Responsible	Performance Measure	2017/18	2016/17	2015/16	Comments
<p>(HS4) 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/timescale)</i></p>	Team Leader (Home Ownership)	Not measured	N/A	N/A	N/A	
LEASEHOLD SERVICES						
<p>(L1) Provide you with a detailed breakdown of your <u>estimated</u> annual service charge at least 4 weeks before the beginning of the financial year</p>	Team Leader (Home Ownership)	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	Target achieved.
<p>(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</p>	Team Leader (Home Ownership)	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	5.5 months	Target achieved

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Service Standard	Officer Responsible	Performance Measure	2017/18	2016/17	2015/16	Comments
<p>(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 ⁽⁹⁾</p>	<p>Team Leader (Home Ownership)</p>	<p>Not measured</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	
<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>	<p>Team Leader (Home Ownership)</p>	<p>Not measured</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	
<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>	<p>Team Leader (Home Ownership)</p>	<p>Not measured</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	

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Service Standard	Officer Responsible	Performance Measure	2017/18	2016/17	2015/16	Comments
(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	Team Leader (Home Ownership)	Not measured	N/A	N/A	N/A	
(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	2 meetings	1 meetings	2 meetings	Delete Standard. <i>This was suggested by the T&L Panel, since the Leaseholders Association has been disbanded.</i>
PRIVATE SECTOR HOUSING						
(PS1) Visit 95% of applicants for our (CARE) Service within 3 weeks of the initial enquiry	Private Housing Manager (CARE & Grants)	(a) No. of visits to CARE applicants following initial enquiry	426	255	Not previously collected	Visits increased due to C.A.R.E. Officers taking on new project work such as a partnership with the Community Safety Team. External funding has been secured to provide 'Gas Safe' initiatives for private sector residents and increased project management inspections for disabled facilities grant applicants.

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Service Standard	Officer Responsible	Performance Measure	2017/18	2016/17	2015/16	Comments
		(b) % of visits undertaken within 3 weeks	95%	95%	100%	<p>Target achieved.</p> <p>The majority of visits are agreed in advance with the customer. Cancellations and withdrawals are the main reason why targets are not undertaken within 3 weeks. Delays often occur due to client cancellation or third party representation not being available.</p>
<p>(PS2) Undertake jobs through our Handyperson Service within 3 weeks of request</p>	<p>Private Housing Manager (CARE & Grants)</p>	<p>Average time for jobs to be completed</p>	<p>3 weeks</p>	<p>3 weeks</p>	<p>3 weeks</p>	<p>Target achieved.</p> <p>The target was amended from 2 weeks to a more realistic 3 weeks in 2016, on the recommendation of the Communities Select Committee, to reflect actual performance over the previous 3 years. This has proved a realistic target. It is a flexible timeframe with the client base being older, vulnerable and in need of care and support.</p>

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Service Standard	Officer Responsible	Performance Measure	2017/18	2016/17	2015/16	Comments
(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	99%	99%	99%	Target achieved.
(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	10 working days	10 working days	Target achieved.
(PS5) Issue a decision on a formal application for a DFG within 3 weeks of receipt	Private Housing Manager (CARE & Grants)	Average time to issue a decision	13 working days	19 working days	22 working days	Target achieved. The target was amended from 1 to 3 weeks in 2016, on the recommendation of the Communities Select Committee, to reflect the increase in the number of DFG referrals from Essex County Council over the previous 3 years. The number of DFG referrals from ECC has become more steady and manageable than previous years. Furthermore, internal procedures have been streamlined to allow for a more efficient turnaround of applications.

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Service Standard	Officer Responsible	Performance Measure	2017/18	2016/17	2015/16	Comments
(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	Target achieved
(PS7) Issue a decision on a formal application for other types of financial assistance for private occupiers within 10 working days of receipt	Private Housing Manager (CARE & Grants)	Average time to issue a decision	10 working days	10 working days	10 working days	Target achieved. The target was amended from 5 working days to a more realistic 10 working days in 2016, on the recommendation of the Communities Select Committee, to reflect the fact that resources have had to be re-directed to the administration of urgent DFG applications, which had impacted the processing of other applications for financial assistance.
(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%	Target achieved. <i>Delete – All the private housing standards under the responsibility of the Technical Team are now covered by the separate “Enforcement and Service</i>

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Service Standard	Officer Responsible	Performance Measure	2017/18	2016/17	2015/16	Comments
						Standards: Private Housing” recently agreed by the Housing Portfolio Holder
<i>(PS9) Respond to initial enquiries for other private sector housing services (e.g nuisance, filthy/ verminous properties, mobile homes, HMOs) within 5 working days</i>	Private Housing Manager (Technical)	% of responses within 5 working days	100%	100 %	100 %	Target achieved. Delete – All the private housing standards under the responsibility of the Technical Team are now covered by the separate “Enforcement and Service Standards: Private Housing” recently agreed by the Housing Portfolio Holder
<i>(PS10) Issue licences for houses in multiple occupation (HMOs) within 6 months of receiving a properly completed application</i>	Private Housing Manager (Technical)	(a) No. of HMO new licences issued	1	7	Not previously collected	Target achieved. Delete – All the private housing standards under the responsibility of the Technical Team are now covered by the separate “Enforcement and Service Standards: Private Housing” recently agreed by the Housing Portfolio Holder
		(b) % of licences issued within 6 months	100%	100 %	100 %	

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Service Standard	Officer Responsible	Performance Measure	2017/18	2016/17	2015/16	Comments
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TENANT PARTICIPATION

<p>(TP1) Consult you on any significant matters relating to your tenancy and take your views into account when making decisions</p>	<p>Asst. Director (Housing Operations)</p>	<p>No. of major consultations undertaken, that affect all tenants</p>	<p>2 consults</p>	<p>0 consults.</p>	<p>0 consults.</p>	<p>The two major consultations were the review of the Housing Allocations Scheme and (for Careline users) the outsourcing of the Careline Alarm Monitoring Service</p>
<p>(TP2) Consult you on major issues affecting your estate (such as improvement schemes), offering individual choices where appropriate, and feedback on the outcome.</p>	<p>Asst. Director (Housing Operations)</p>	<p>Not measured</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	
<p>(TP3) Agree our approach to tenant involvement with the Tenants and Leaseholders Federation Panel and maintain a written Tenant Participation Agreement which we review every 3 years.</p>	<p>Asst. Director (Housing Operations)</p>	<p>Whether or not the Agreement was reviewed</p>	<p>Yes</p>	<p>Not required</p>	<p>Not required</p>	<p>Target achieved</p> <p>The Agreement was renewed in April 2018.</p> <p>Change “Federation” to “Panel” to recognise the recent change</p>

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Service Standard	Officer Responsible	Performance Measure	2017/18	2016/17	2015/16	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 Panel , which will have a written constitution explaining how it will operate.	Asst. Director (Housing Operations)	Whether or not 2 representatives from recognised tenants associations have been invited	Yes	Yes	Yes	The Council undertook a promotional campaign which has resulted in an increased membership. Change “Federation” to “Panel” to recognise the recent change
(TP5) Consult the Tenants and Leaseholders Federation Panel on proposed new, or changed, housing plans, strategies and policies, and take their views into account before making decisions.	Asst. Director (Housing Operations)	Not measured	N/A	N/A	N/A	Change “Federation” to “Panel” to recognise the recent change
(TP6) Look for opportunities to form new tenants associations, and support these groups by providing practical or financial support.	Asst. Director (Housing Operations)	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 £250 when formally recognised.	Asst. Director (Housing Operations)	(a) No. of new groups provided with start-up funding	1 group	0 groups	0 groups	When the T&L Panel was consulted, they pointed out the correct amount for the further grant.
		(b) No. of new groups provided with further grant	2 groups	2 groups	0 groups	

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(TP8) Make premises available for meetings of tenants groups or meet any reasonable costs of hall bookings.	Asst. Director (Housing Operations)	Not measured	N/A	N/A	N/A	
(TP9) Consider the training requirements of tenants and leaseholders who are members of the Federation-Panel or other tenants associations, and assist in arranging suitable training.	Asst. Director (Housing Operations)	Not measured	N/A	N/A	N/A	Change “Federation” to “Panel” to recognise the recent change
(TP10) Provide a variety of ways to involve residents, for those that prefer not to attend meetings, including surveys, panels & events.	Asst. Director (Housing Operations)	Not measured	N/A	N/A	N/A	
(TP11) Review the success of the Council’s Tenant Participation Strategy through consultation with the Federation-Panel and by conducting a survey once every three years.	Asst. Director (Housing Operations)	% of tenants that feel that the landlord listens to their views and acts upon them as recorded by the triennial-annual Tenant Satisfaction Survey	N/A	62 %	62 %	This is assessed through the triennial Tenant Satisfaction Survey, which will be next undertaken in Summer 2018 Change “Federation” to “Panel” to recognise the recent change

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Service Standard	Officer Responsible	Performance Measure	2017/18	2016/17	2015/16	Comments
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GLOSSARY OF TERMS/ABBREVIATIONS

CARE Service	The Council's "Caring and Repairing in Epping Forest" Service, which provides an advice and support service for older and other vulnerable people to assist them to undertake works to their home, including disabled adaptations.
Careline	The Council's 24-hour speech alarm service, that enables users to speak to the Careline Control Centre and obtain help in an emergency, by activating an alarm in their own home. A range of other telecare facilities can also be provided.
Decent Home Standard	The minimum standard of property condition set by the Government in 2012 for council and housing association properties, which the Council met a number of years ago for all of its properties
Demoted tenancy	A tenancy with less security and rights than a secure tenancy, which a judge has determined should be provided to a tenant as a result of legal action taken by the Council.
Disabled Facilities Grants (DFGs)	A mandatory, means-tested grant provided by the Council to non-Council tenants to enable them to undertake disabled adaptations in their property, usually with the help and support of the Council's CARE Service
Dispersed alarms	Alarms provided by the Council's Careline Service to people who do not live in Council sheltered accommodation, comprising an alarm unit, an activation pendant and other optional equipment
District Valuer	The specialist property arm of the Valuation Office Agency (VOA), that provides professional independent property advice and valuations across the public sector, and considers appeals against valuations assessed by the Council for properties to be sold under the Right to Buy.
DVLA	The Driver and Vehicle Licensing Agency, that licences drivers and vehicles across the country.

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Fixed-term / flexible tenancy	A tenancy provided to a tenant for a fixed period (e.g. 5 or 10 years), towards the end of which a review must be undertaken to determine whether a further tenancy should be provided					
Handyperson Service	A service provided by the Council's CARE Service, to undertake small property-related jobs in older and vulnerable people's homes.					
HMO	A house in multi-occupation, comprising a building with a number of rooms that are shared by a number of separate households, that must meet certain prescribed requirements, and sometimes need a licence.					
HomeOptions Scheme	The Council's choice based lettings scheme, which Locata Housing Services operates on behalf of the Council and 5 neighbouring councils. Under the Scheme, housing applicants can express an interest in receiving an offer of a tenancy for up to 3 vacant council and housing association properties in the District each fortnight. The tenancy is offered to the applicant waiting the longest in the highest priority band who has expressed an interest.					
Housing News	A newsletter that is provided to all the Council's tenants every 6 months, either in magazine form or on-line.					
Housing Register	The list of housing applicants seeking Council or housing association properties in the District, who meet the requirements of the Council's Housing Allocations Scheme.					
Introductory tenancy	A non-secure tenancy of a Council property, which is offered to all new Council tenants for the first 12 months, which can be extended to up to 18 months in certain circumstances.					
Leaseholder	A person who has a lease from the Council to "own" a flat or maisonette within a Council building. Originally, leases are provided to people who purchase their property in a Council-owned block of flats under the Right to Buy.					
Leaseholders Association	Leaseholders of the Council who meet with Council officers periodically to discuss matters of mutual interest related to leasehold properties, where the Council is the freeholder of the building where they live.					

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Mutual exchange		A “swap” of properties between council and/or housing association tenants, with the written agreement of all the landlords involved, whereby the tenants take over the tenant’s responsibilities of the property to which they move				
Occupational Therapy Service		A service provided by Essex County Council, whereby either an occupational therapist employed by the County Council or a private occupational therapist assesses the adaptation works required in a person’s home to enable them to continue to live in their own home with a reasonable quality of life.				
Right to Buy		A statutory Government scheme whereby eligible council and some housing association tenants can purchase the home they are living in, with a discount off the market price dependent on the number of years they have been a tenant, up to a maximum monetary amount.				
Scheme Manager		The person at each of the Council’s sheltered housing schemes, and other designated properties for older people, who provides support to the older tenants living in the accommodation, including the provision of regular visits to check on the tenant’s wellbeing.				
Service charge		A charge made to the Council’s leaseholders for services that they receive from the Council for their accommodation, including cleaning, caretaking, grounds maintenance, communal electricity, repairs to communal parts and contributions towards the cost of structural repairs and improvements.				
Sheltered housing		Accommodation reserved for older people to live together, who receive support from a Scheme Manager and access to the Council’s Careline Service, and who can partake in social activities together.				
STAR Survey		An agreed set of national questions relating to tenant satisfaction that councils and housing associations are encouraged to ask their tenants periodically, which enables landlords and their tenants to compare satisfaction levels between tenants of different landlords.				

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Succession / Succeed		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.				
Sundry Income and Debt Policy		A written policy of the Council that sets out the approach Council officers should take to collecting income and debts from residents, particularly where debts have not been paid within the required timescales.				
Telecare		The use of technology to check on a person's wellbeing. The Council's Careline Service uses telecare.				
Telecare Services Association		The "trade body" that sets consistent standard for the operation of telecare services, such as the Council's Careline Service.				
Tenant Participation Agreements		Written agreements between the Council and the Tenants and Leaseholders Federation, and the Council and all the recognised tenants associations in the District, setting out what each party will do to encourage tenants to participate in housing-related activities				
Tenants and Leaseholders Federation		A body comprising representatives of all the recognised tenants associations in the District and the Leaseholders Federation, that meets with Council officers and the Housing Portfolio Holder around every 6 weeks to discuss proposed changes to housing policies and general matters of interest, and which co-ordinates tenant participation within the District, with the assistance of the Council's Tenant Participation Officer,				
Tenant Support Plan		A plan drawn up in consultation with a tenant, setting out the support that will be provided to the tenant by various support agencies.				