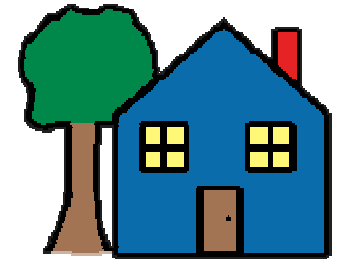


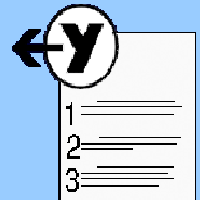


## Working for a more valued future for all.

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# Performance Report Providing Quality Housing – January to March 2007

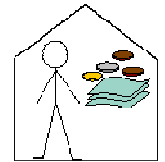


## Providing Quality Housing

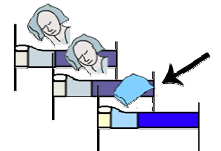


### Summary

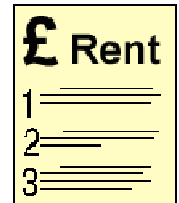
The number of tenants that the Consortium supports it is about 203 people. This is the highest number it has ever been.



The number of empty tenancies stayed the same but these voids are now being filled quickly, so this is better.



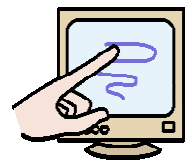
Our Rent and service charge system has now been agreed, the first round of rent and service charge statements has been sent to tenants in December 2006, this will be repeated every 6 months.



We are still making progress in developing ways by which people can buy their own home. We hope to help 3 people to do this over the next 12 months.



We are now installing telecare in the majority of tenants home where this is useful to them. This is starting to make the support that we provide more effective.

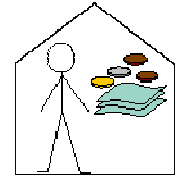


## Providing Quality Housing



**The overall number of tenants supported by the Consortium was 203 in March 2007.**

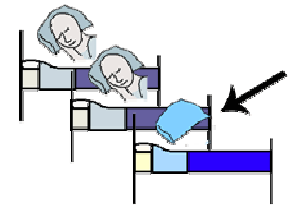
The overall number of tenancies that the Consortium manages has stayed at 210.



### Voids

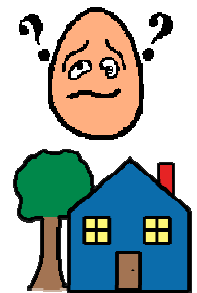
The total number of vacant tenancies has stayed at the same level over this quarter. The % void level this financial year is 4.1%. The number of empty tenancies has reduced to 5 in Swansea, however in Neath Port Talbot it has gone up to 2.

In this year we have lost £53,120 due to empty tenancies. We have built in an estimated £74,000 void provision for this year so at the moment this loss is anticipated within the budget. Empty tenancies are being filled much quicker by Swansea and the Consortium.



### Tenancy Enforcement Action

So far this year, there has been 7 situations where tenant's behaviour could have threatened them continuing to live in their current home. These have been resolved quickly in partnership with landlords, tenant's other supporters. None of these have required Landlords to take any formal action against tenants that the Consortium supports.



## Providing Quality Housing



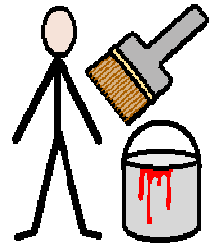
### Looking after tenant's homes

Between January and March, Landlords were meeting within their policy time-scales; 73% of Routine Repairs identified, 81% of Urgent Repairs identified, and 100% of Emergency repairs identified.

100% of Boilers in intensively staffed services have been reported as tested in the previous 12 months, and 100% of hoists were tested where applicable. We are still not always getting information about services where tenants receive drop in support.

The Consortium's internal maintenance & decorations team responded promptly to 100% of routine repairs promptly and 83% of Urgent repairs (11 out of 12). The team has provided accessible information about its performance standards within its Prospectus that was published in January 2007.

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



### 'Unkind People and what to do about them'

There have been situations where tenants have been harassed by tenants or members of the public. We feel that these issues are being under-reported. Tenants are very concerned about what to do where they face harassment from members of the public. The Tenant's Lives group has been successful in getting a Tenant Empowerment Grant entitled 'Unkind People and what to do about them'. This research will gather information about tenant's experiences and what they think should be done about these.



The tenants have now met with tenants from DRIVE in Bridgend, from Cartrefi Cymru and Reach in Newport. The tenants are now producing information to help other tenants to know what to do to avoid being treated unfairly or unkindly.

## Providing Quality Housing



### Improving our Housing Management Practice

We are able to provide Rent and Service Charge statements to tenants for the year 2006 / 2007. We have now developed our system for producing accessible Rent and Service Charge statements; these will be provided to tenants every 6 months.



The first Rent statements were sent to tenants in December 06.

### Assisted Homebuy

The Consortium is working hard to influence housing opportunities for people who have a learning disability in Wales.

We are working together with Neath Port Talbot, Swansea Housing Association, and Housing Options to develop an Assisted Homebuy Scheme in Wales, this development being funded from 2005 until 2007 by the Welsh Assembly. The Consortium is project managing this work.



The Assembly has now approved a model of Assisted Homebuy with Rent.

The people involved are now starting to look for accommodation and will apply for mortgages once they have found suitable housing.

## Providing Quality Housing



### Assisted Technology

We are currently installing Intruder Management systems in the majority of tenant's homes; these use the Tunstall 4000 Lifeline as the central platform, and will enable packages of Telecare to be used with them. We are implementing, together with Neath Port Talbot, a full scale installation of Assisted Technology across two networks in the **Targeted Support Pilot**. This is due to be extended to the first network in Swansea in 2007.

We have now had the first interim evaluation report from the Welsh Centre for Learning Disabilities about Targeted support. It is early days but it appears that this new approach is working very well and making our support more effective and efficient.



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

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

### Consortium Website

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

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

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



## Providing Quality Housing – Performance Information 2006 / 2007



1 Tenant Information	CCS					NPT					Whole of the CLC				
	0506 Q4	0607Q1	0607Q2	0607Q3	0607Q4	0506Q4	0607Q1	0607Q2	0607Q3	0607Q4	0506 Q4	0607Q1	0607Q2	0607Q3	0607Q4
Number of Tenants supported at home with 24 hour support	118	116	116	117	118	42	42	42	42	40	160	158	158	159	158
Number of Tenants supported at home with drop in support	29	31	32	34	35	9	9	10	10	10	38	40	41	44	45
% of Tenants with a Housing Support Plan reviewed in the previous 12 months	93	90	84	91	92	93	100	100	93	100	93	92	88	93	94

2 Voids	CCS					NPT					Whole of the CLC				
	0506 Q4	0607Q1	0607Q2	0607Q3	0607Q4	0607Q4	0607Q1	0607Q2	0607Q3	0607Q4	0506 Q4	0607Q1	0607Q2	0607Q3	0607Q4
Number of vacant tenancies this quarter	4	9	7	7	5	0	0	0	0	2	4	9	7	7	7
% of voids as a percentage of stock - this quarter	2.6	7.1	5.8	5.0	4.2	0			0	1.1	3	5.2	4.3	3.8	3.4
% of voids as a percentage of stock - cumulative figure for the year	7.9	7.1	6.4	5.9	5.4	0	0	0	0	0.3	7	5.2	4.8	4.4	4.1
Estimated loss of rental / service charge income from Voids this quarter	£12,403	£18,061	£15,669	£10,512	£8,878	£0	£0	£0	£0	£988	£12,403	£18,061	£15,669	£10,512	£8,878
Estimated loss of SP income caused by Voids this quarter	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

3 Tenancy Enforcement Action	CCS					NPT					Whole of the CLC				
	0506 Q4	0607Q1	0607Q2	0607Q3	0607Q4	0607Q4	0607Q1	0607Q2	0607Q3	0607Q4	0506 Q4	0607Q1	0607Q2	0607Q3	0607Q4
Number of concerns about behaviour identified in quarter that could lead to a Notice Seeking Possession being issue by the Landlord.	1	2	2	1	2	0	0	0	0	0	1	2	2	1	2
Number of concerns about behaviour, that could lead to a Notice Seeking Possession being issue by the Landlord, resolved in quarter.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number of Notices Seeking Possession being issue by the Landlord, issued in quarter	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number of Tenants where Court Action is being undertaken by a Landlord	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number of evictions by a Landlord.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

**Providing Quality Housing – Performance Information 2006 / 2007**



4 Repairs, Renewals, and Servicing	CCS					NPT					Whole of the CLC				
	0506 Q4	0607Q1	0607Q2	0607Q3	0607Q4	0607Q4	0607Q1	0607Q2	0607Q3	0607Q4	0506 Q4	0607Q1	0607Q2	0607Q3	0607Q4
<b>Landlords</b> - 'Policy time-scale' as laid out in the Landlords Policy															
% of Routine repairs completed in the Policy time-scale	0 of 7	32 of 51	42 of 57	31 of 47	30 of 43	0 of 0	8 of 9	11 of 13	7 of 10	14 of 17		40 of 60	53 of 70	38 of 57	44 of 60
% of Urgent repairs completed in the Policy time-scale	13 of 15	17 of 19	25 of 38	18 of 27	23 of 30	4 of 15	12 of 24	3 of 12	7 of 21	6 of 6		29 of 43	28 of 50	25 of 48	29 of 36
% of Emergency repairs completed in the Policy time-scale	1 of 1	3 of 4	0 of 0	7 of 7	2 of 2	0 of 0	0 of 0	0 of 0	0 of 0	0 of 0		3 of 4	0 of 0	7 of 7	2 of 2
% of Boilers that have been serviced over the last 12 months		100	100	100	100		100	100	100	100		100	100	100	100
% of Hoists that have been serviced over the last 12 months.		100	100	100	100		100	100	100	100		100	100	100	100
<b>Consortium as Managing Partner</b>															
Policy time-scale' as laid out in the Consortium Maintenance prospectus.															
% of Routine repairs completed in the Policy time-scale	0 of 22	9 of 12	12 of 22	8 of 9	4 of 4	0 of 0	7 of 8	8 of 8	5 of 7	5 of 5		16 of 20	20 of 30	13 of 16	9 of 9
% of Urgent repairs completed in the Policy time-scale	3 of 4	1 of 1	2 of 3	0 of 0	10 of 11	1 of 3	2 of 3	2 of 3	2 of 2	1 of 1		3 of 4	4 of 6	2 of 2	11 of 12
% of Emergency repairs completed in the Policy time-scale	0 of 0	0 of 0	0 of 0	0 of 0	0 of 0	0 of 0	0 of 0	0 of 0	0 of 0	0 of 0		0 of 0	0 of 0	0 of 0	0 of 0
% of Portable Appliance testing completed over the last 12 months.		100	100	100	100		100	100	100	100		100	100	100	100
<b>5 Housing Management Issues</b>															
Numbers of issues															
<b>Harassment</b>															
Number of tenants who have experienced harassment by a co-tenant in the last quarter.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number of tenants who have experienced harassment by a neighbour or member of the public in the last quarter.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Move on</b> - Number of tenants of tenants who have requested, been identified for Move on this quarter.	4	2	1	0	0	0	0	0	0	0	4	2	1	0	0
<b>6 Landlords</b>															
No of tenancies provided by Landlord at end of quarter.															
Swansea Housing Association	65	65	65	65	65	10	10	10	10	10	75	75	75	75	75
First Choice Housing Association	30	30	30	33	33	4	4	4	4	4	34	34	34	37	37
Gwalia Housing Association	19	19	19	19	19	6	6	6	6	6	25	25	25	25	25
Family Housing Association	21	21	21	21	21	0	0	0	0	0	21	21	21	21	21
Dewi Sant Housing Association	0	0	0	0	0	20	20	20	20	20	20	20	20	20	20
Glamorgan Housing Association	7	7	7	7	7	1	1	1	1	1	8	8	8	8	8
United Welsh Housing Association	0	0	0	0	0	7	7	7	7	7	7	7	7	7	7
City & County of Swansea	9	14	13	13	13	0	0	0	0	0	9	14	13	13	13
Neath Port Talbot County Borough Council	0	0	0	0	0	3	3	4	4	4	3	3	4	4	4
<b>Total</b>	<b>151</b>	<b>156</b>	<b>155</b>	<b>158</b>	<b>158</b>	<b>51</b>	<b>51</b>	<b>52</b>	<b>52</b>	<b>52</b>	<b>202</b>	<b>207</b>	<b>207</b>	<b>210</b>	<b>210</b>

## Providing Quality Housing – Business Planning for 2006 / 2007



Housing Management - Action Planning Objectives 0607	Business Planning Time-scale	Update April 07	Team Responsible	Money to be spent from reserves in 0607
<b>Effective Housing Management</b>				
1. To consult on a prospectus for the Maintenance, Decorations and Gardening team, this will offer clear time-scales for work done.	Dec-06	This is completed.	Chief Executive	
2. To arrange Housing Opportunity Planning training for the Housing Support Coordination Team.	Jan-07	This is being arranged for 0708	Com Services Team	
3. To arrange Assistive Technology training for the Housing Support Coordination Team.	Jan-07	This has been modified as we will now start to recruit a AT Support Officer in May 07	Com Services Team	
4. We will implement our rent accounting system to give tenants information about the services that they are charged for.	Mar-07	This was first introduced in October 06.	Financial Team	
5. Project Manage the Assisted Homebuy development programme in partnership with NPTCBC, Swansea HA, Doorways and Housing Options, project runs until the end of 2007. An outline model for Assisted Homebuy has been agreed with the Assembly, this will be piloted with 3 people cover the next 8 months.	Jul-07	We now have approval from WAG and are proceeding with the piloting of a Model based on 'Assisted Homebuy with Rent'.	Chief Executive	

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

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

