

December 2023

Ashfield District Council

Tailored feedback

Housemark



Agenda



- The operating environment
- Detailed cost profile
- Performance trends & TSM's
- Summary

Who we are



Leading data and insight company for the UK housing sector



Jointly owned by the Chartered Institute of Housing and National Housing Federation



Over 300 members across England, Scotland, Wales and Northern Ireland



Jon Bailey
Data Operations Manager

What we do



Targeted support around data quality, VFM, compliance and service design



Make sense of a changing landscape and navigate change



Performance and cost comparisons at your fingertips



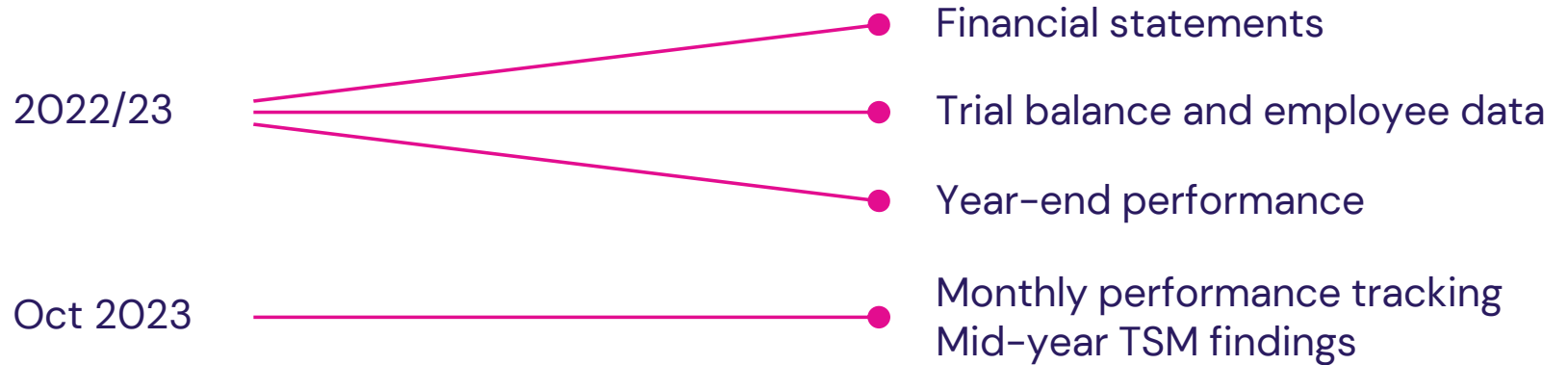
Shared learning and networking through our clubs and events



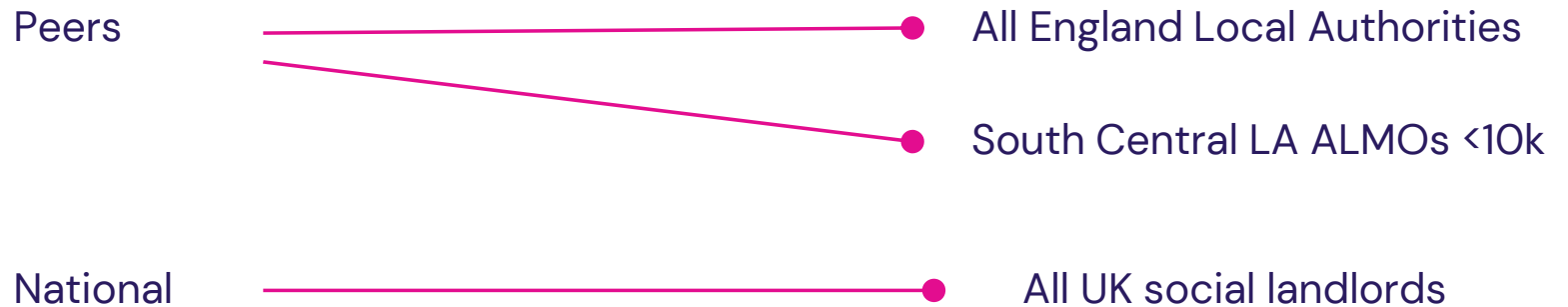
Save time, reduce costs and ensure compliance with Photobook

Context

Data sources



Peer groups



Operating context





Inflation

Regulation

Transformation

A close-up photograph of a person's hands holding a tablet. The tablet screen displays several financial charts, including a line graph with a jagged black line and several circular gauges or pie charts. The person is wearing a dark blue long-sleeved shirt. The background is blurred, showing what appears to be an office setting with a window. On the left side of the image, there is a vertical gradient bar transitioning from purple at the top to blue and then green at the bottom.

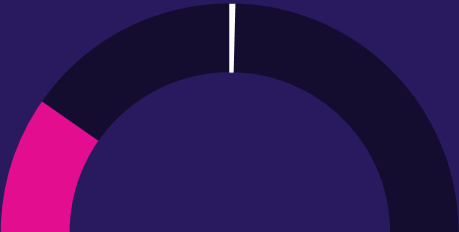
Detailed cost profile

Overall cost per property summary

Overheads

2022-23: £305

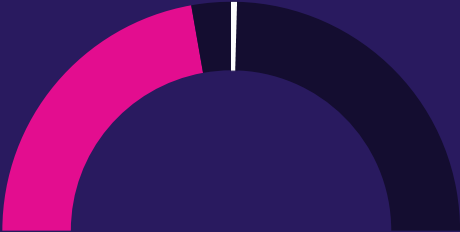
Peer median: £360



Major and cyclical works

2022-23: £1,837

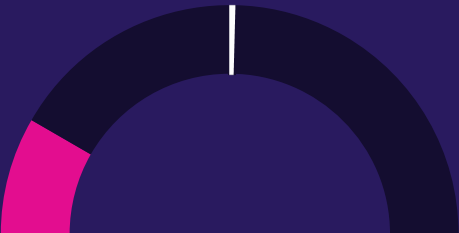
Peer median: £1,963



Housing management

2022-23: £219

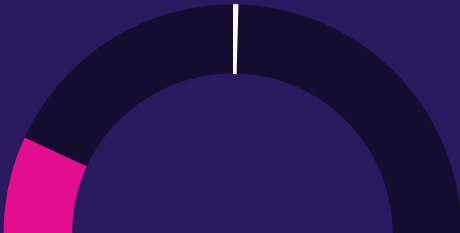
Peer median: £240



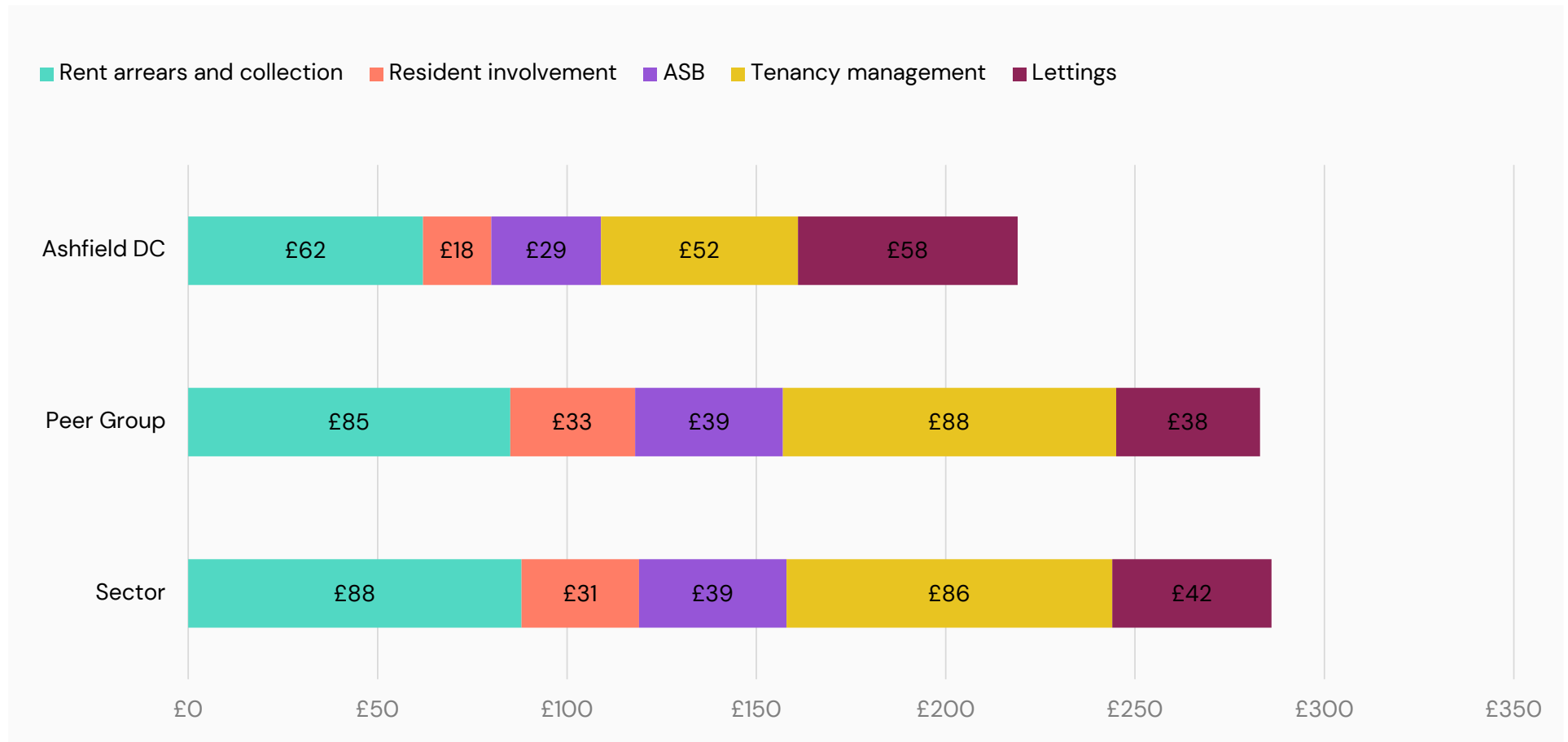
Responsive repairs & void works

2022-23: £673

Peer median: £1,015

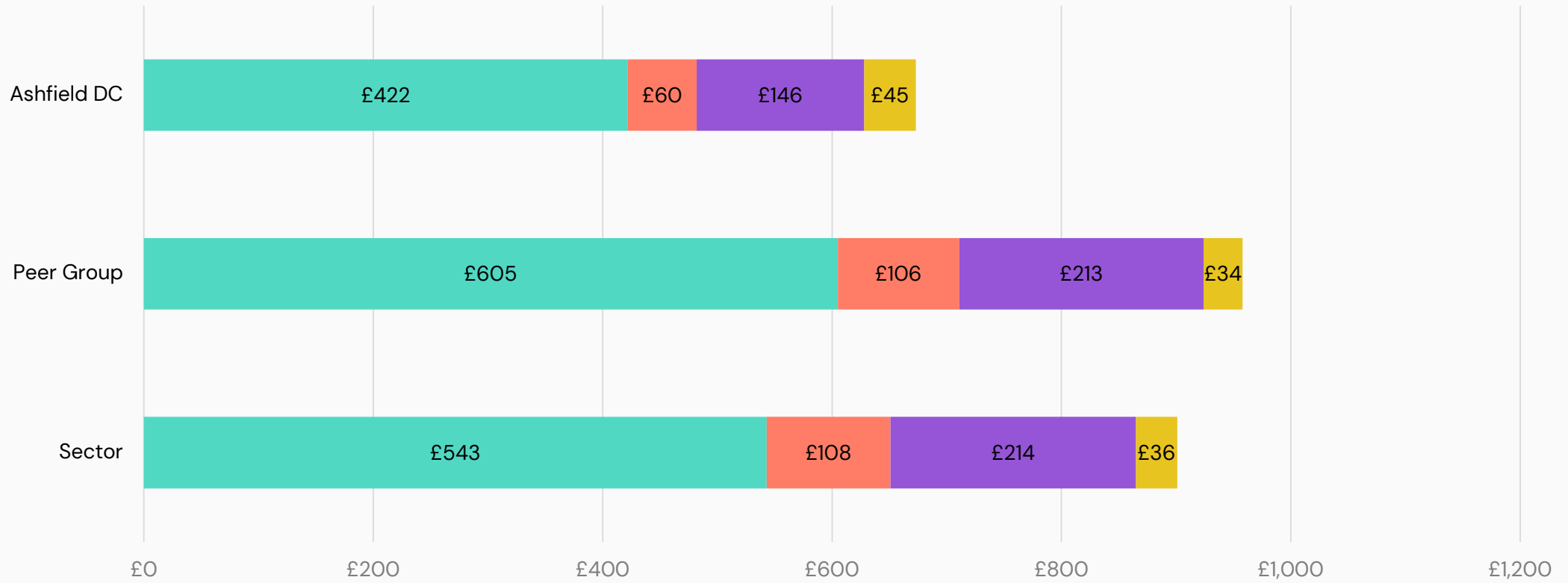


Housing management cost per property breakdown



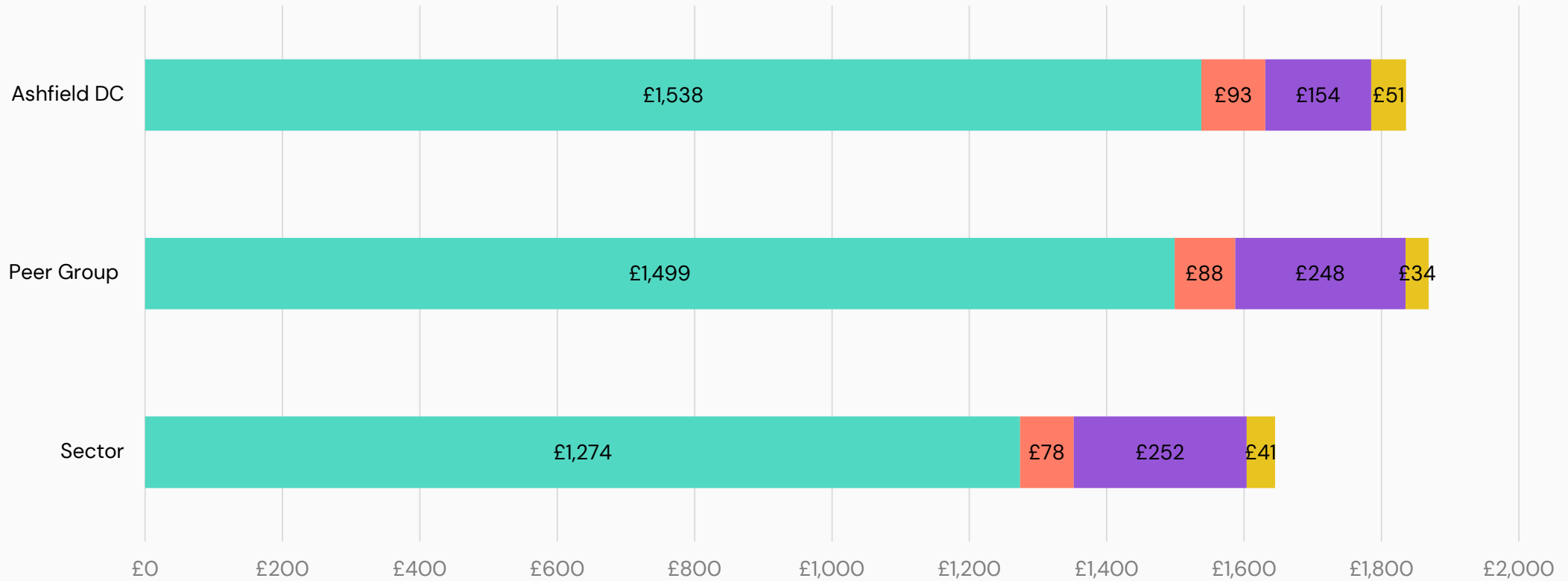
Responsive repairs and voids cost per property breakdown

- Responsive repairs service provsion
- Void works service provsion
- Responsivemanagement
- Void works management



Major works management and cyclical cost per property breakdown

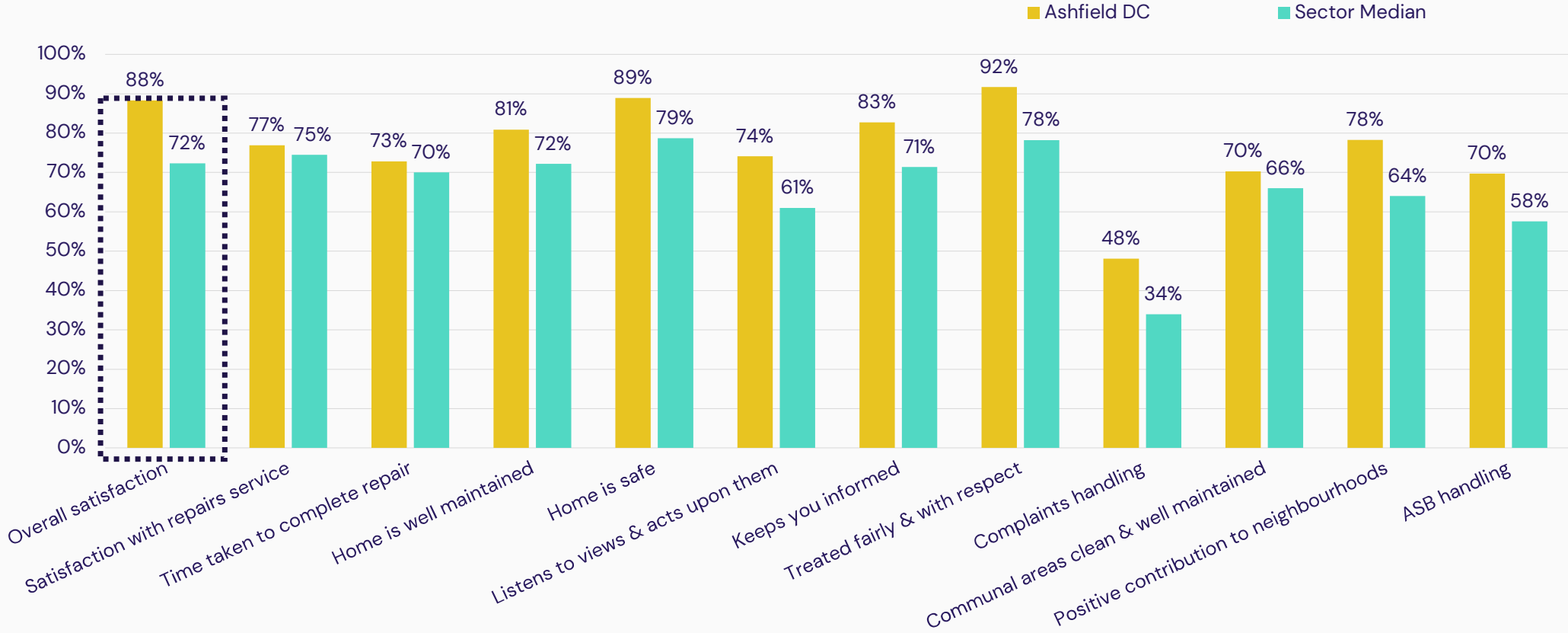
- Major works service provision
- Major works management
- Cyclical Maintenance service provision
- Cyclical maintenance management



A close-up photograph of a person's hands holding a tablet. The tablet screen displays a line graph with a blue area under the line and a pie chart. The background is blurred, showing what appears to be a window or a bright light source. A vertical bar with a gradient from purple to blue to green is on the left side of the image.

Performance Trends and TSMs

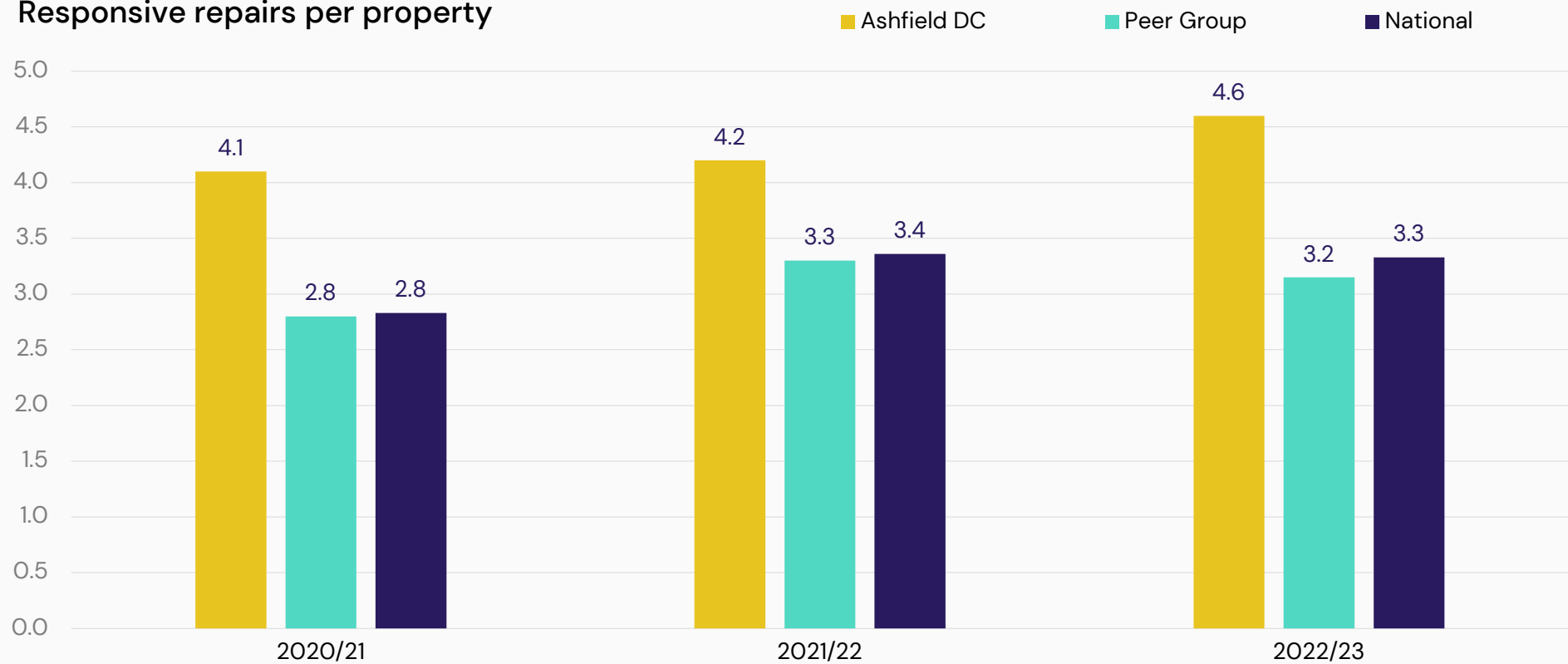
2023/24 mid-year Perception TSM's



Source: 2023/24 Mid-year TSM performance

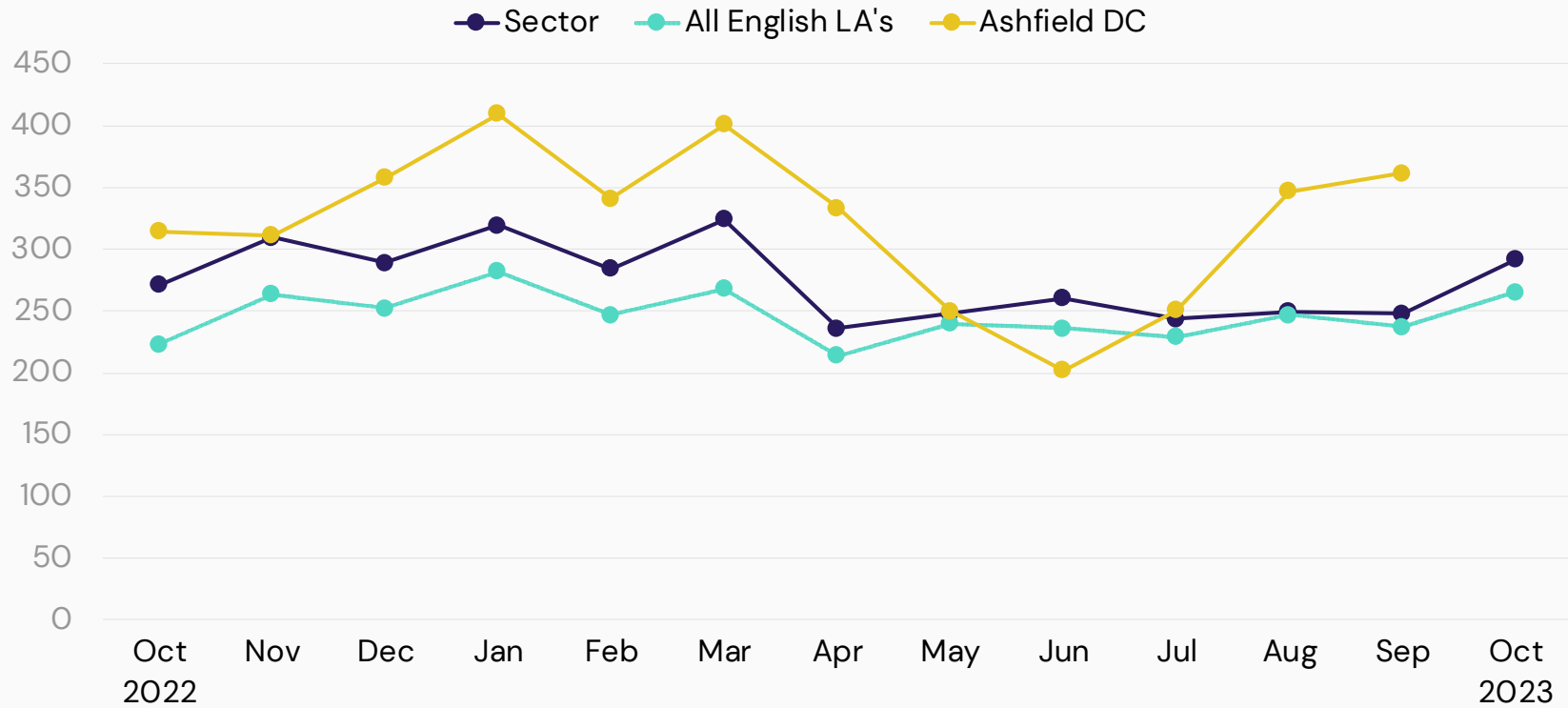
Responsive repair volumes – trend

Responsive repairs per property

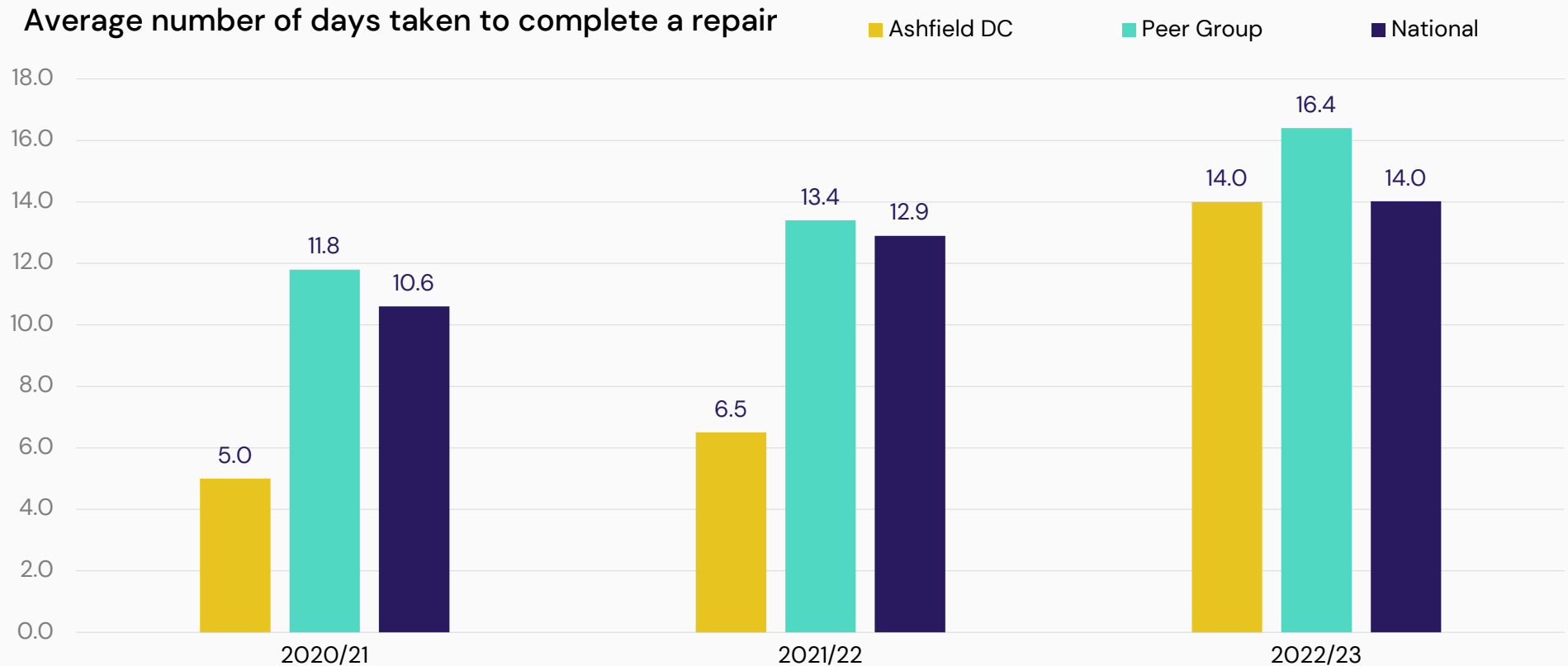


Your data

Responsive repairs completed in month per 1,000 units



Responsive repair completion times – trend



Source: 2022/23 Year-end performance

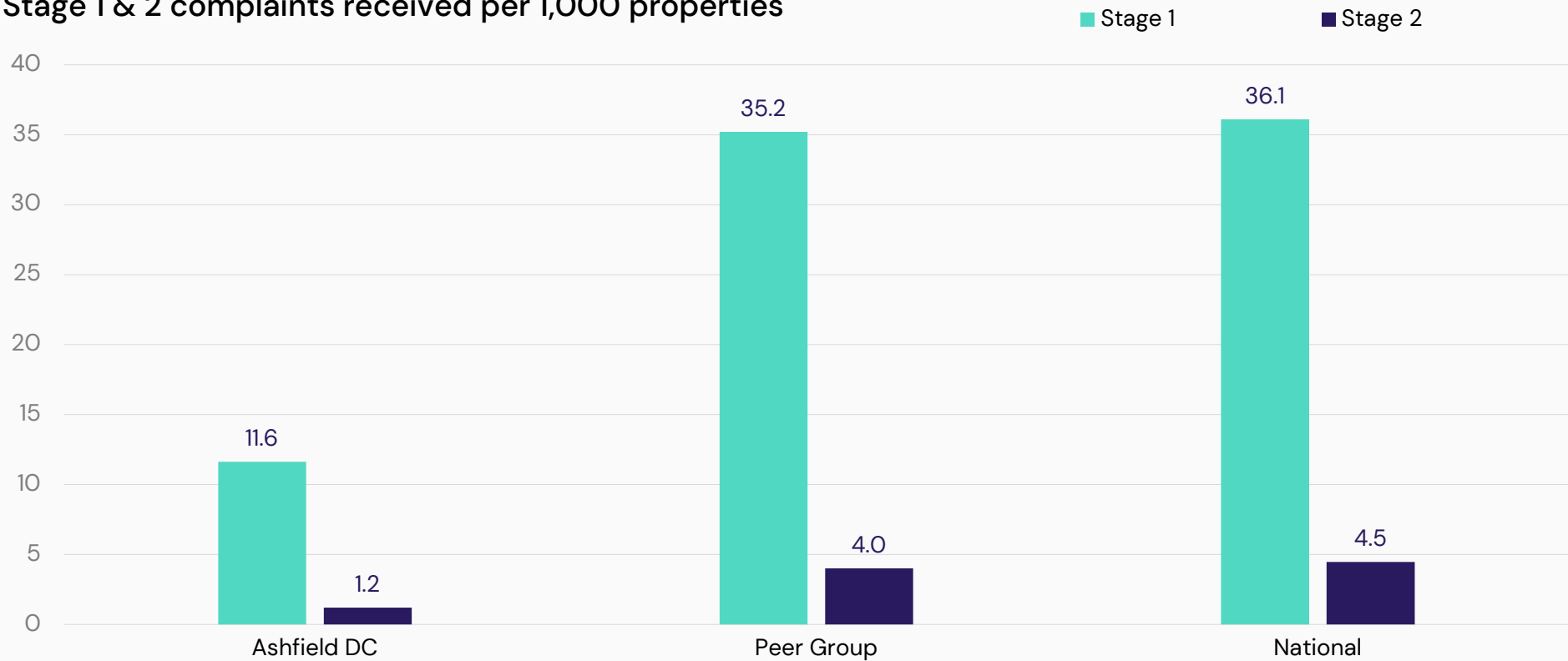
Keeping properties in good repair

Measure	Ashfield DC	Quartile	Lower quartile	Median	Upper quartile
RPO1 Homes that do not meet the Decent Homes Standard	2.39%	1	9.03%	6.5%	2.64%
RPO2 (a) Emergency repairs completed within target timescale	99.2%	1	87.8%	97.4%	99%
RPO2 (b) Non-emergency repairs completed within target timescale	90.4%	2	76.3%	89.1%	92.9.7%
TPO2 Satisfaction with repairs	76.9%	2	67.4%	75.1%	78.1%
TPO3 Satisfaction with the time taken to complete the most recent repair	72.8%	2	62.4%	68%	75.9%
TPO4 Satisfaction that the home is well maintained	80.9%	1	64.5%	68.8%	76.4%

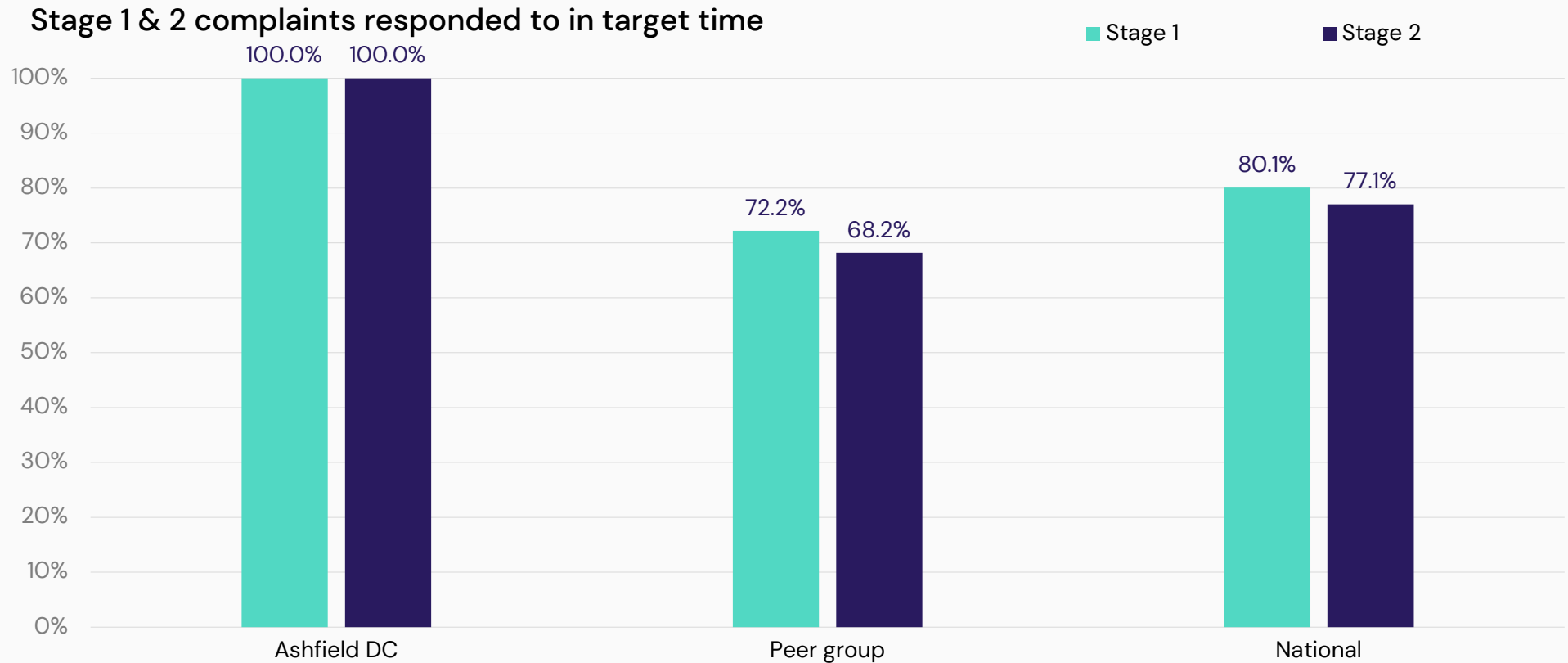
Source: 2023/24 mid-year TSM performance

Complaints received

Stage 1 & 2 complaints received per 1,000 properties



Complaints responded to in time



Effective handling of complaints

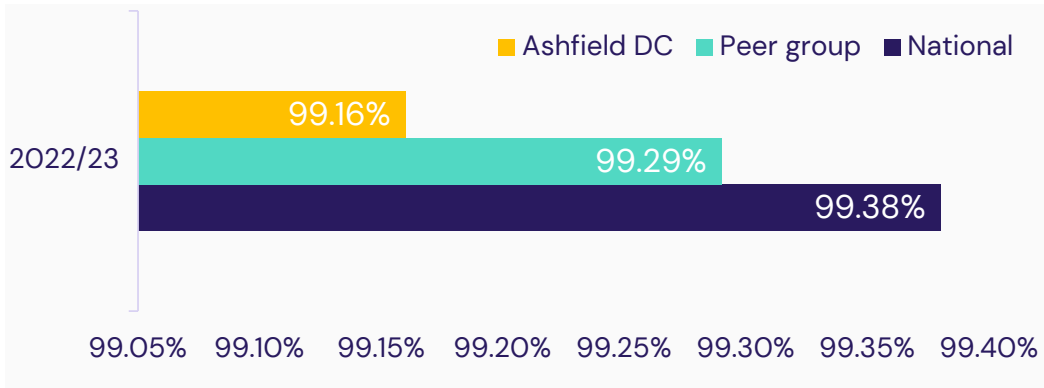


Measure	Ashfield DC	Quartile	Lower quartile	Median	Upper quartile
CH01 (a) Complaints relative to the size of the landlord (Stage 1) ¹	4.53	1	32.5	18.8	13.5
CH01 (b) Complaints relative to the size of the landlord (Stage 2) ¹	0.91	1	5.2	2.6	1.4
CH02 (a) Complaints responded to within timescales (Stage 1)	80%	2	57.9%	84.4%	96.7%
CH02 (b) Complaints responded to within timescales (Stage 2)	83.3%	3	46.9%	84.7%	97.5%
TPO9 Satisfaction with handling complaints	48.1%	1	25%	31%	37.5%

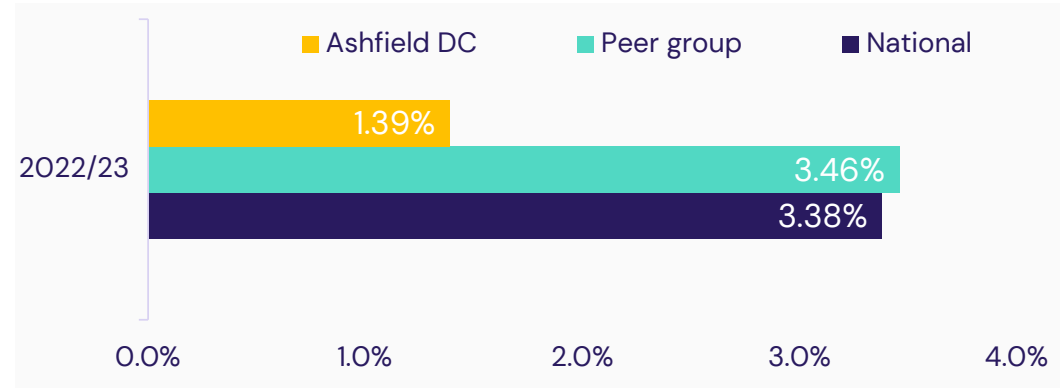
¹ Complaints per 1,000 units

Rent and arrears performance

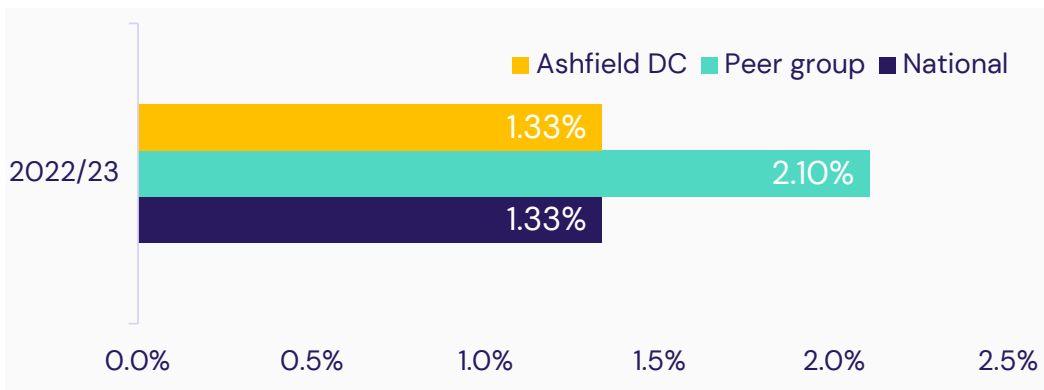
Rent collected (excluding arrears b/f) %



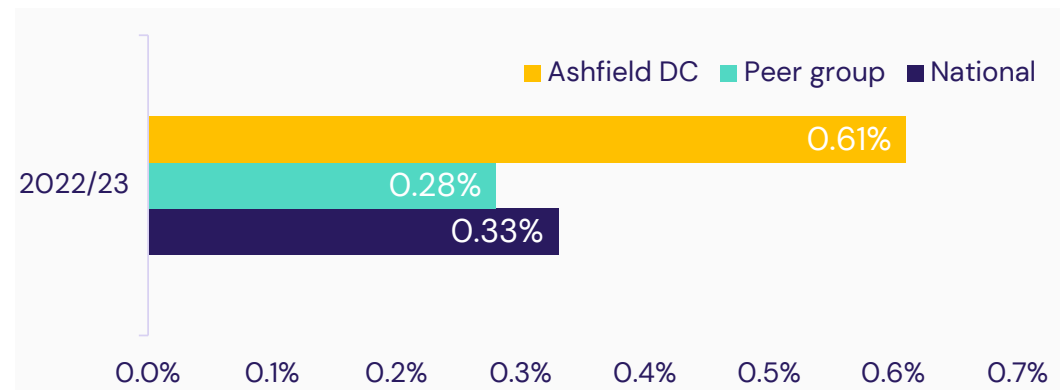
Current tenant arrears (CTA) %



Former tenant arrears (FTA) %

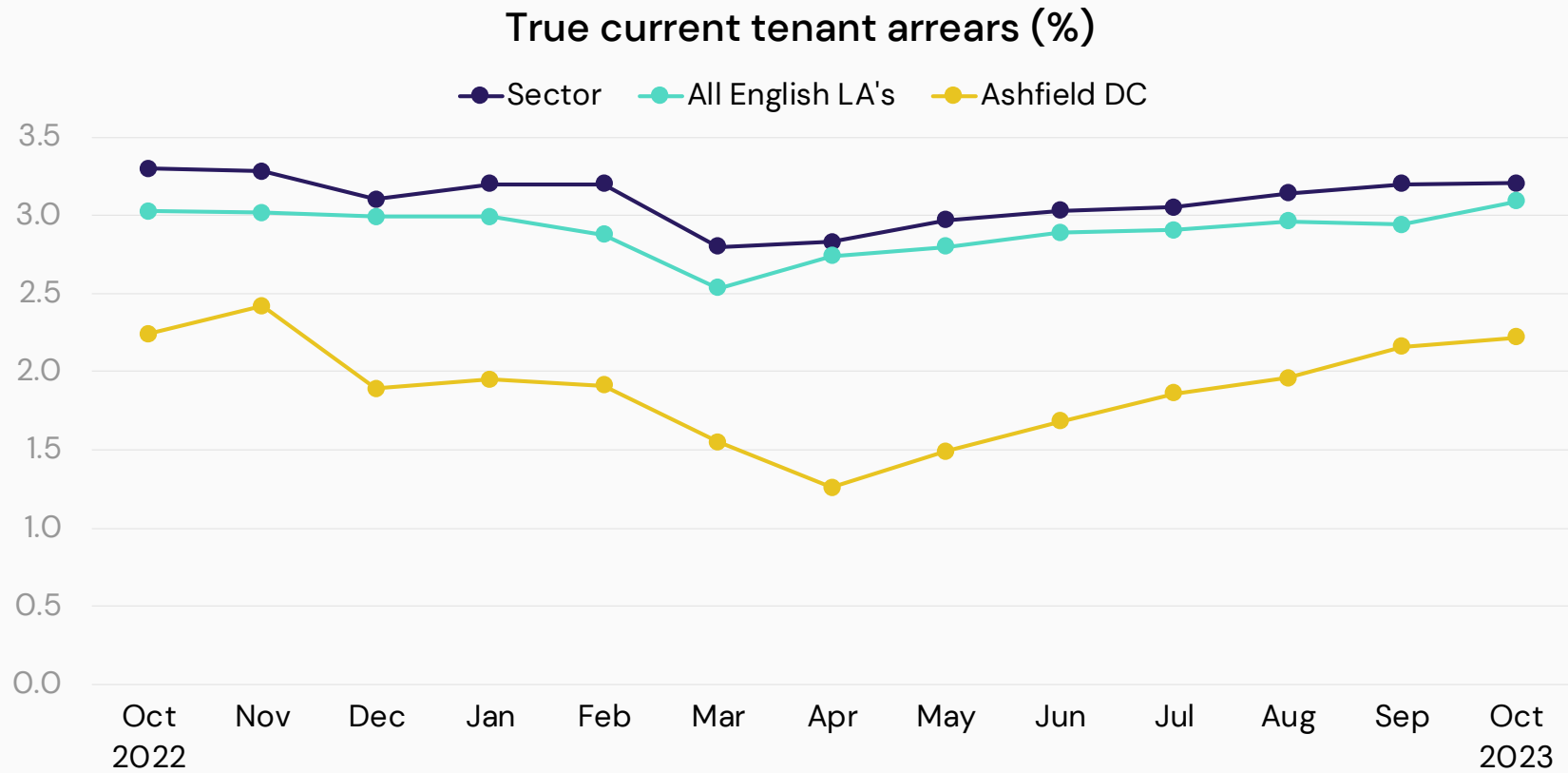


Write offs %



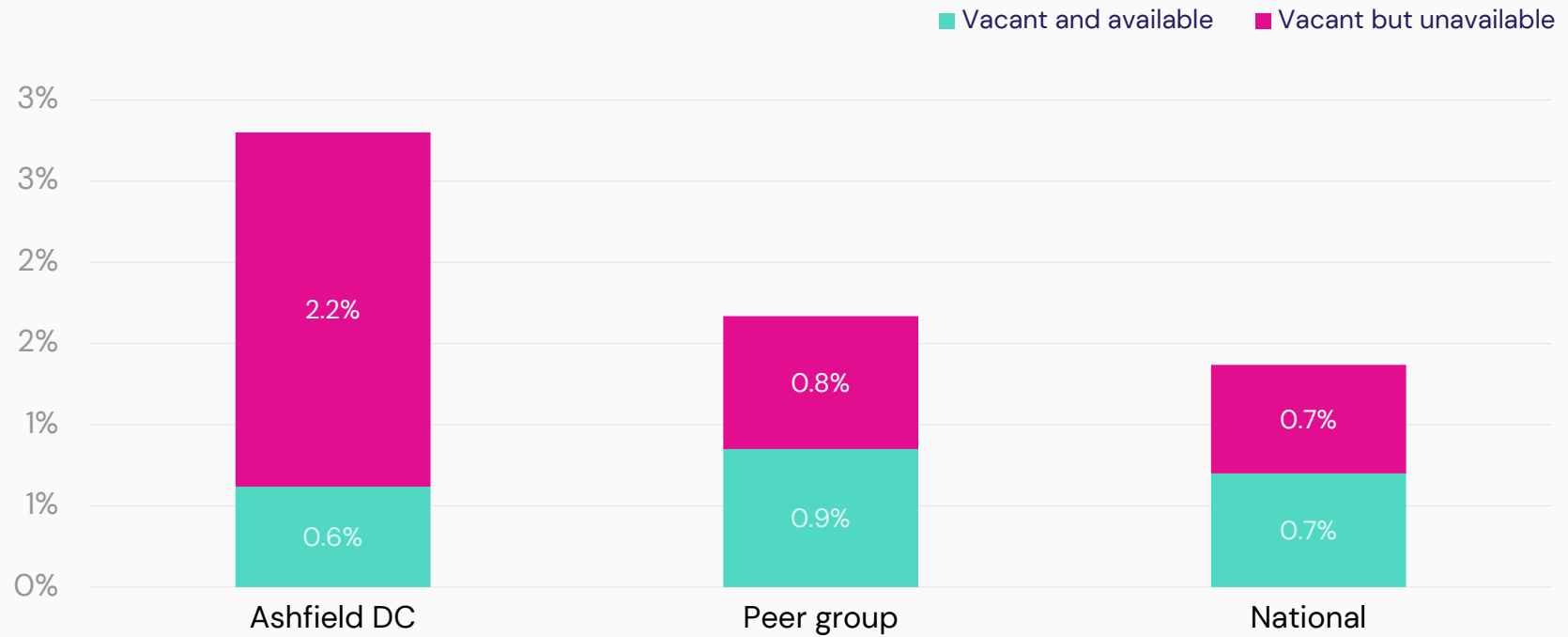
Source: 2022/23 Year-end performance

Current arrears – monthly

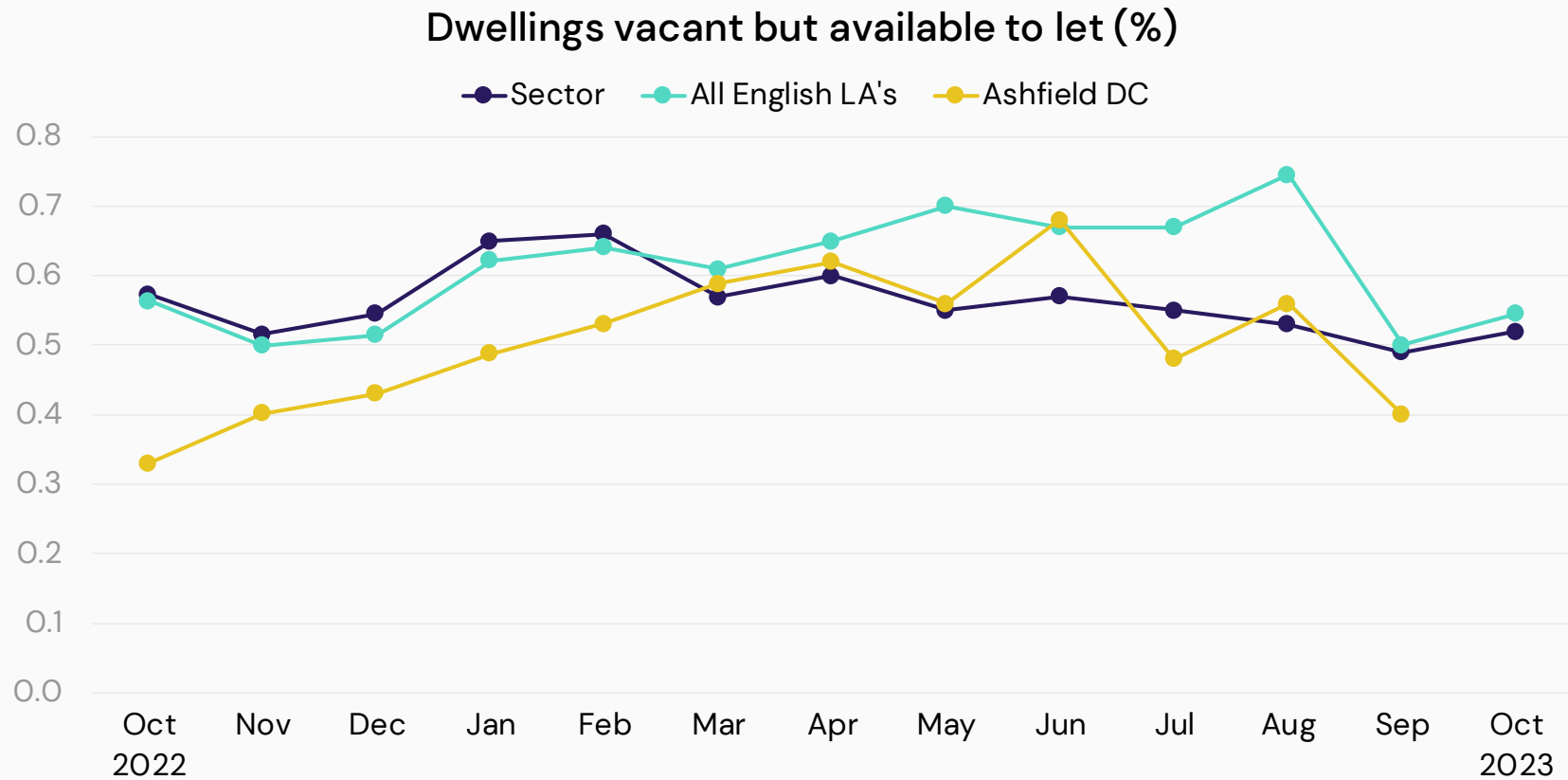


Voids performance

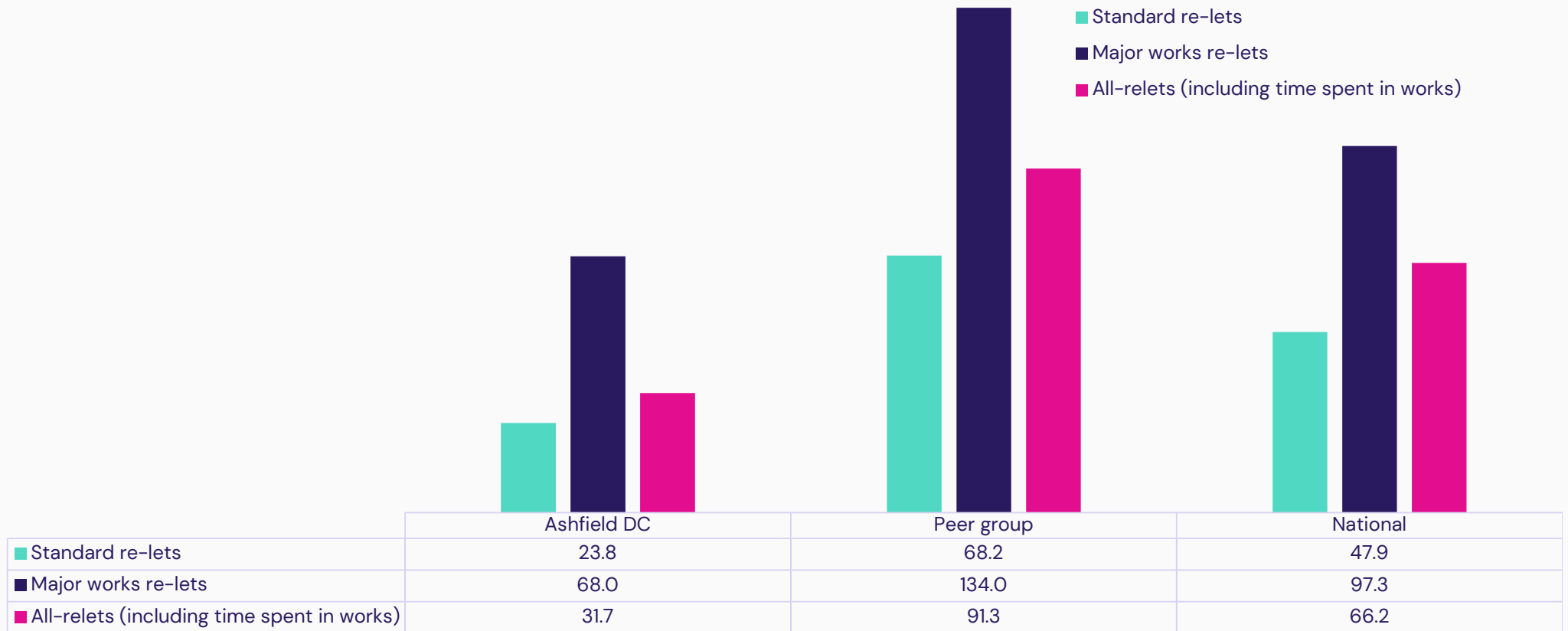
Vacant dwellings %



Vacant dwellings – monthly

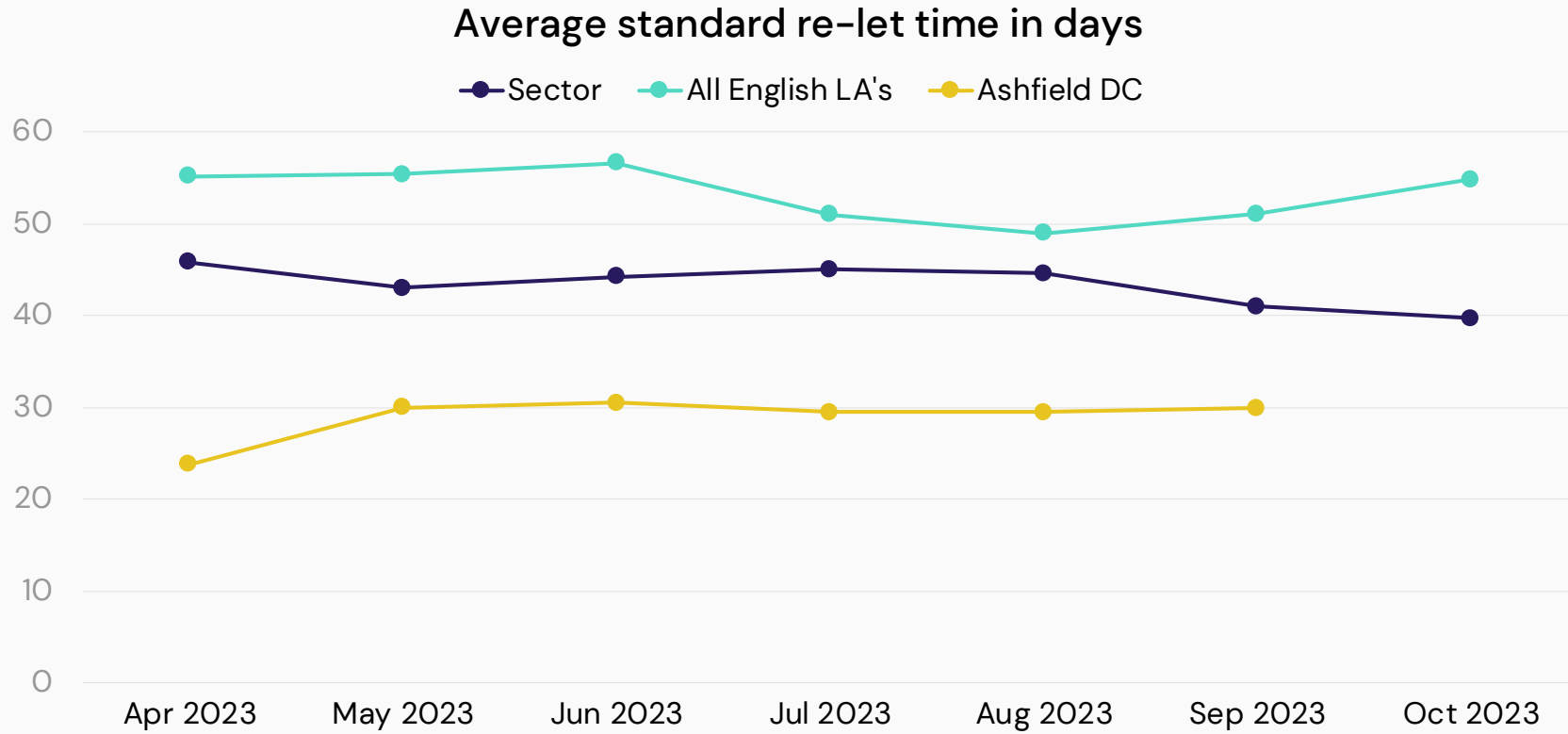


Average re-let times comparison



Source: 2022/23 Year-end performance

Re-let times – monthly



Respectful and helpful engagement



Measure	Ashfield DC	Quartile	Lower quartile	Median	Upper quartile
TPO6 Satisfaction that the landlord listens to tenant views and acts upon them	74.1%	1	49.3%	58%	60.4%
TPO7 Satisfaction that the landlord keeps tenants informed about things that matter to them	82.7%	1	60.6%	68.8%	73.1%
TPO8 Agreement that the landlord treats tenants fairly and with respect	91.7%	1	66.7%	73%	79.2%

Responsible neighbourhood management



Measure	Ashfield DC	Quartile	Lower quartile	Median	Upper quartile
TP10 Satisfaction that the landlord keeps communal areas clean and well maintained	70.3%	2	59%	66.2%	70.8%
TP11 Satisfaction that the landlord makes a positive contribution to neighbourhoods	78.3%	1	55.2%	62.3%	72.6%
TP12 Satisfaction with the landlord's approach to handling anti-social behaviour	69.7%	1	50.2%	53.4%	57%
NMO1 (a) Anti-social behaviour cases relative to the size of the landlord ¹	25.52	4	24.53	15.7	8.54
NMO1 (b) Anti-social behaviour cases relative to the size of the landlord (hate crimes) ¹	0.3	3	0.5	0.29	0

Source: 2023/24 mid-year TSM performance

¹ Cases per 1,000 units

Maintaining building safety



Measure	Ashfield DC	Median compliance	Landlords fully compliant
BS01 Gas safety checks	99.98%	99.91%	25.6%
BS02 Fire safety checks	100%	100%	78.3%
BS03 Asbestos safety checks	100%	100%	60.9%
BS04 Water safety checks	92.5%	100%	65%
BS05 Lift safety checks	100%	100%	86.4%
TPO5 Satisfaction that the home is safe	88.9%	Quartile 1	Lower quartile 71.6% Median 77.4% Upper quartile 81.3%

Thank you

Data helpline 024 7647 2707
data@housemark.co.uk

Jon Bailey, Data Operations Manager
Jon.bailey@housemark.co.uk

Please give us your feedback on the session today using this [survey link](#), which will also be shared in chat.

Housemark.co.uk

