

Delivering Service Standards
Local Offer
Quarterly Report - September 2011



Large print version of this report is available upon request

Introduction

This is the second report setting out the performance against the agreed service standards. The Report also includes a review of the standards forming the annual report.

The Local Offer which covers the whole of our housing stock was approved by the October 2010 Tenants Forum meeting.

This document sets out the quarterly monitoring of the approved 'Local Offer'.

Quarterly and Yearly reporting

The Tenants Forum meeting approved the method of monitoring and targets in January 2011 along with the following timetable for reporting.

1. **Tenant involvement and empowerment - Yearly**
2. **Home - Quarterly and some elements yearly**
3. **Tenancy - Yearly**
4. **Neighbourhood and Community - Limited elements Quarterly**
5. **Value for money - Yearly**
6. **Governance - Yearly**

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Becoming involved

IDS has a strong commitment to tenant involvement and empowerment. Tenants are represented on the Board and all of its Committees. There are tenant associations and tenant representatives on our Tenants Forum representing 87% of our tenants. Young people are also represented on the Forum through our youth group 'Makin it Happen' and other local groups. The Forum elects the tenant

members to the Board and its Committees on an annual basis. IDS will provide support to ensure that tenants of diverse needs have the opportunity of being involved and that support continues.

If you would like to know more about becoming involved please contact Ernest Lee our Tenant Participation and Community Development Officer. He can be contacted on 020 8800 9606

Tenant Forum Members

Mr L Newmark - Ajex House	Mrs T Berger - Nathaniel Court
Mrs P Douieb - Ajex House	Ms M Bedassie - Navarino Mansions
Mrs M Schofield - Evelina Mansions	Ms K Skerrit - Navarino Mansions
Mrs M Cooke - Evelyn Court	Mr R Jones - Imperial Avenue
Mrs R Joseph - Evelyn Court	Ms T Adair - Coronation Avenue
Mrs D Crump - Evelyn Court	Ms C Bassi - Stepney Green Court

Two members of Makin it Happen Youth Group
Mr P Jean-Baptiste - Clifford Lawton House

Tenant Associations

Evelyn Court T A (ECAT)
Stepney Green Court & Mocatta House T A
Mansions Court T A (Evelina Mansions)
Nathaniel Court T A
Navarino Mansions T A
Imperial & Coronation Avenue T A

The Local Offer

2. Home

1. The common areas of all properties will normally be redecorated every five years. All tenants will be consulted prior to the commencement of works.

Target - Annual Report to be presented in October

2. Annual safety inspections of all common areas will be undertaken.

Target - Annual Report to be presented in October

3. Energy performance certificates (EPC) will be issued for all vacant properties prior to re-letting.

Target - Quarterly reports - Certificates to be issued to 100% of ingoing tenants

4. Housing Health and Safety Rating Act (HHSRA) inspections will be undertaken on all vacant properties prior to re-letting.

Target - Quarter reports - Safety rates to be issued prior to re-letting properties

5. All vacant properties will be re-serviced within 3 weeks of the vacancy date. Properties requiring major repairs will be completed within 4 weeks.

Target - Quarterly reports - 100% to achieve the target

Annual statement - The current periods for the re-servicing of vacant properties are above the targets. We are considering the retender of the contracts due to the performance of the contractors.

Quarterly reporting (plus some of the yearly results)

2. Home

1. The properties scheduled for redecoration are: Evelina Mansions, Mocatta House, Evelyn Court and Street Properties. (see detailed report on progress of each project).

Quarter 2 statement - The contracts at Evelina Mansions and Mocatta House are approximately 8 weeks behind programme, but will be completed within the year. At a meeting of the Technical services Committee it was agreed to defer the redecoration of Evelyn Court until 2012 -2013

2. Annual safety inspections have been undertaken to the following properties: Ajax House, Clifford Lawton House, Nathaniel Court, Navarino Mansions, Stoke Newington Estates and Evelyn Court. The remaining estates and street properties will be inspected during the next two months. (A report on each estate will be available during the next two months).

Quarter 2 Statement - The completion of the annual safety inspections are approximately 10 weeks behind programme, this is due to staff sickness. The inspections will be completed in the next few months and reports made available.

3. 13 of the 15 properties re-let during the period had energy rating check and certificates issued.

Quarter 2 Statement - We achieved 87%

4. Due to sickness we have only undertaken HHSRA inspections for 25% of properties during the period.

Quarter 2 Statement - We achieved 25%

5. Re-servicing periods for vacant properties during the period 1 & 2

	Standard properties	Average weeks	Major repair	Average weeks
April	6	1.98	1	4.5
May	5	1.17	1	5.5
June	6	2.42	0	0
July	4	6.45	1	4.5
August	4	2.5	0	0
September	6	4.08	0	0

6. Boiler servicing and the testing of the gas installations will be undertaken annually and tenants will be provided with a copy of the certificate.

Target - Annual report - 100% of boilers are to be serviced

7. IDS will undertake regular servicing of all its equipment and plant, for example lifts and communal boilers. In addition to this, independent safety inspections will be undertaken. There will be an annual inspection of all boilers and safety equipment, and twice yearly inspections of lifts and playgrounds.

Target - Annual report -100% of servicing is to be undertaken

8. IDS will consult with its tenants regarding its repairs service and 12 months prior and during major repair and redecoration projects.

Consultation will be via Tenants and Residents Associations, 'Core Groups' of tenants and contractors, Tenants Forum, Questionnaires, Annual Statistical Return (RSR) questionnaire, special focus groups, Newsletters and our web site.

9. Core groups will be established for all projects over £30,000 or where the project involves more than six tenants.

Target - Annual report - Tenants will be informed of project outline at least 12 months prior to the start date and core groups will be formed.

10. Condition surveys of all common areas will be undertaken every five years along with internal inspections of 10% of our properties as part of a rolling programme of inspection.

Target - Annual report

11. As part of our welfare service we will undertake the decoration of tenants flats for the elderly and others, where there is a need. Once a request is approved the work will be undertaken within six months.

Target - Annual report - approved work to be undertaken within six months

- 6 For the year ending 30 September 2011 IDS undertook 909 gas test and / or boiler servicing. Legal action was required against 8 tenants to gain access.

Quarter 2 statement - 100% success.

7. Apart from the servicing of one of the lifts at Stepney Green Court IDS achieved the servicing of all its equipment and plant.

Annual statement - 100% success.

- 8/9. Core groups have been formed for all the following projects:

Stoke Newington Estate - Windows, redecoration and bathroom Replacement

Stepney Green Court - Resurfacing of court yards

Evelyn Court - Kitchen and bathroom replacements

Evelyn Court - Scooter stores

Mocatta House - Redecoration

Evelina Mansions - Redecorations

Street Properties - via letter drop regarding redecorations

Quarter 2 statement - 100% success.

10. Condition surveys are due to be undertaken at the following properties:

Stoke Newington Estate, Evelyn Court, John Golding House and all our Street properties, these are this to be completed.

Quarter 2 statement - The condition surveys have not been undertaken at present.

11. Six welfare redecorating requests were received within the second quarter of which two were completed within the six month target period. September 2011.

Quarter 2 statement - Target not achieved.

12. Compensation will be offered when we fail in our repair and service provision.
Target - Quarterly report - Acknowledgement within 3 days, investigation to be concluded with 10 days - to achieve 80% success rate
13. We aim to make appointments for 70% of repair requests at the point of request and keep 97% of appointments.
Target - Quarterly report
14. We aim to achieve a 95% level of satisfaction of any work undertaken.
Target - Yearly report
15. As part of our welfare services we will fit grab rails and stair rails within one month of the request.
Target - Yearly report - Grab rails to be fitted within 1 month of request

12. Compensation requests have been received from one scheme following the loss of community heating, a refund of service charges will be made.

Quarter 2 statement - The refund was not concluded within 10 days

13. Figures for order appointments can not be recorded on the Apollo repairs program. The results are therefore based on the questionnaire returns. were not
Quarter 2 Statement - Being achieved

	July	August	September
Replies	10	7	0
Appointments kept	10	6	0

14. Fourteen questionnaire were received and these recorded that all were satisfied.
Quarter 2 Statement - Being achieved

15. Four requests to fit grab rails were received and these were fitted within 1 month target period.

Quarter 2 statement - 100% success.

4. Neighbourhood and Community

Quarterly reporting

Key to IDS ASB Categories

Code	Type of Anti-Social Behaviour
A	Noise
B	Verbal Abuse / Harassment / Intimidation / Threatening Behaviour
C	Hate Related (based on race, sexual orientation, gender, disability, religion, age, etc
D	Vandalism and Damage to Property
E	Pets and Animal Nuisance
F	Nuisance From Vehicles
G	Drugs / Substance Misuse / Drug Dealing
H	Alcohol Related
I	Domestic Violence / Abuse
J	Other Physical Violence
K	Litter / Rubbish / Fly-tipping
L	Garden Nuisance
M	Misuse of Communal Areas or Public Space
N	Prostitution / Sexual Acts / Kerb Crawling
O	Other Criminal Behaviour/ Crime (other than recorded in A-N)

The Local Offer

4. Neighbourhood and Community

1. IDS will Introduce an 'Enhanced Neighbourhood Agreement' based on the existing 'Good Neighbourhood Agreement' with priority across the larger estates. The proposals will be based on data collection and consultation with tenants.

The development of the Enhanced Good Neighbourhood Agreement continues. The baseline data has been collected and analysed for Quarter One 2011/12. The findings will form the basis of the launch of the Community Action Panel agendas in Quarter Two. The final format of the Panels is to be fully agreed. Discussions are in place with existing Tenant Associations to co-host meetings.

The Local Offer

4. Neighbourhood and Community

2. IDS will aim to extend the existing availability of printed forms, policies and what to do in the event of Anti-social behaviour (ASB) through the development of the IDS website.

The ASB Guide and forms will be available electronically early in Quarter 2. All materials will be launched in tandem with the print copy and the new IDS ASB Policy. There are further plans to expand the reporting capabilities of the IDS website, these are currently in development.

3. If agreed by the Tenants Forum IDS will create quarterly awareness / empowerment seminars and community meetings to increase engagement with tenants.

The final agreement of the of the schedule and content for Quarter 2 is to be set and signed off by the Tenant Forum members. The content and schedule will be circulated across the IDS schemes well in advance.

Quarter 2 Statement - The targets are being achieved

Quarterly reporting

Total number of individual complaints made to IDS in relation to ASB

Quarter 1	21
Quarter 2	28

Number of Incidents reported by IDS Anti-Social Behaviour Category

	Type of ASB by HouseMark Category																Total
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O		
Quarter 1	12	9	1	2	0	0	2	0	0	0	2	0	5	0	1	34	
Quarter 2	12	7	2	2	0	0	3	0	0	0	4	1	5	1	0	37	

Number of ASB Cases

	New Cases	Inac-tive	Closed	Total Active
Quarter 1	5	4	1	8
Quarter 2	3	1	3	12

ASB Case by Type of ASB

Quarter 1

	Incident Type															
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	
New	1	1	0	1	0	0	0	0	0	0	0	0	1	0	4	
Active	0	2	0	0	0	0	1	0	0	0	0	0	0	0	6	
Inactive	3	2	0	0	1	0	0	2	0	0	0	0	0	0	0	
Closed	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	

ASB Case by Type of ASB

Quarter 2

	Incident Type															
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	
New	2	1	1	0	0	0	0	0	0	0	0	0	0	0	0	
Active	4	4	1	1	1	0	0	1	0	0	0	0	1	0	6	
Inactive	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Closed	2	4	0	0	0	0	1	1	0	0	0	0	0	0	0	