

URN: 21-034

Subject: Council Housing Compliance and Performance – 2020/21

Report to: ELT 30 June 2021
Housing and Neighbourhoods Committee 15 July 2021

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SUBJECT MATTER/RECOMMENDATIONS

This paper sets out the Council's compliance with the regulatory requirements for its landlord function and provides an overview of complaint handling during 2020/21. It provides a benchmark for the Council's performance and supports the ongoing oversight by committee of the Council's landlord compliance and performance.

RECOMMENDATIONS

That Committee:

1. Note the report.

1.0 Introduction

- 1.1 On 4 March 2021, Committee received a paper providing an overview of the Charter for Social Housing which also set out the new Council compliance and performance framework which was being developed to respond to the Charter and the role of committee in providing oversight of the Council's compliance and ensuring that complaints are used to improve service delivery.
- 1.2 This report provides information on the Council's compliance and performance as at 31 March 2021 and provides a benchmark against which committee can monitor and review the Council's performance and compliance. To support this, committee will receive six monthly reports on performance and compliance as well as information on complaint handling and Resident Engagement activity.

2.0 Regulatory Compliance

- 2.1 Appendix 1 provides information on the Council's compliance against each of the Consumer Standards and the Rent Standard. Compliance is RAG rated to identify where the Council is fully compliant, compliant but there is a need for further improvement and where the Council is non-compliant. The appendix demonstrates the following position:

Standard	Sub area	Rating
Neighbourhood and community		
	Neighbourhood management	Fully Met
	Local area co-operation	Fully Met
	Anti-social behaviour	Fully Met
	Overall rating	Fully Met
Tenancy		
	Allocations and mutual exchanges	Fully Met
	Tenure	Fully Met
	Overall rating	Fully Met
Home		
	Quality of Accommodation	Met - improvement required
	Repairs and maintenance	Met - improvement required
	Overall rating	Met - improvement required
Tenant involvement and empowerment		
	Customer service, choice and complaints	Fully Met
	Involvement and empowerment	Met - improvement required
	Understanding diverse needs	Met - improvement required
	Overall rating	Fully Met
Rent Standard		
	Setting rents	Fully Met

- 2.2 Whilst the Council is compliant against all of the requirements of the five regulatory standards there are a number of areas where further improvement is required, further information on these areas is shown below:

Home Standard

This standard relates to the standard of homes and delivery of a cost-effective repairs and maintenance service.

Quality of Accommodation

The Council has significantly reduced the number of non-Decent Homes across its housing stock reflecting an increase in capital work programmes from 2018/19 onwards. At the 31 March 2021, 95% of homes met the Decent Homes Standard. The amber status reflects the requirement to:

- build upon current reductions in non-decency and ensure all homes meet the Decent Homes Standard and are free of Category 1 Hazards (as defined by the Housing, Health and Safety Rating System).
- Produce a new Asset Management Strategy for 2021-26 to provide the strategic plan for the maintenance of council homes including the requirement to decarbonise the housing stock.

Repairs and Maintenance

The amber status reflects the requirement to:

- Ensure value for money in repairs and maintenance
- Focus on communal areas to ensure they are well maintained in terms of both repairs and decoration – enhancing both homes and neighbourhoods.
- Timely and cost-effective void process and bringing long term empty homes back into use

The return of the Asset function from GYN to the Council is providing the necessary client function to oversee the responsive repairs and planned worked functions ensuring value for money and standard of works. Additionally, the Asset function will ensure that the decarbonisation agenda is reflected in capital programmes ensuring that the Council's homes continue to meet required standards. These interventions will address the areas identified above allowing the amber status to change to green.

Tenant Involvement and Empowerment

This standard requires landlords to provide choices, information and communication which reflects the diverse needs of tenants, to have a clear approach to complaint handling and provide wide opportunities for tenant involvement and influence.

Involvement and Empowerment

The amber status reflects the fact that until the latter part of 2019, tenant engagement was delivered as part of the Neighbourhoods that Work service and whilst this provided wider benefits for the residents of Council homes, there was not a focus on the purpose of tenant involvement. Formal resident engagement was limited to the Community Representatives supported by the Tenancy Services team. Since the recruitment of a dedicated Resident Engagement officer in December 2019 within the Housing Service there has been a wider focus on tenant involvement across the service and the development of a new approach to tenant engagement has increased the number of ways which tenants and residents can be involved.

Understanding diverse needs

The amber status of this measure reflects the fact that the Council's current IT system limits the ability to access and analyse up to date information on the needs of tenants which means the Council is unable to use this insight to support resident engagement

and service improvement. In the meantime, the number of engaged tenants and residents is increasing widening the demographic profile of the Council's tenants.

A new Resident Engagement Strategy has been developed with tenants reflecting the new approach developed since December 2019 which will be presented to committee in September for adoption. This will enable the Council to build on current progress allowing the amber status to change to green.

3.0 Complaint Handling

- 3.1 The Council has a corporate Compliments and Complaints policy and monitoring of the number of complaints and outcomes is managed corporately. Appendix 2 provides an analysis of complaints received during 2020/21 in relation to the Council's landlord function and in relation to repairs. Great Yarmouth Norse (GYN) are responsible for responding to complaints for the repairs service and have provided the information in Appendix 2 on the number and timescale for responding to Stage One and Stage Two complaints.
- 3.2 In responding to complaints, the Council seeks to ensure that where improvements can be made to the delivery of the Housing Service or processes and procedures, this is captured and implemented.

4.0 Resident Engagement Update

- 4.1 Following the presentation to Committee on 1 October 2020 on the new Resident Engagement approach the following work has been undertaken:
- Development of the Resident Engagement Strategy – including seeking views from residents on the approach, contents and measures for inclusion in the strategy
 - Introduced transactional surveys to capture qualitative feedback on the Council's performance with the results used to refine service delivery. To date transactional surveys have been completed for:
 - New home (capturing views on the void standard and letting process)
 - General Needs Tenancy Support Service
 - Anti-Social Behaviour complaints handling.
 - Launched the Estate Monitor role in June 2020 – where residents work with the Council to monitor grounds maintenance and caretaking performance and standards.

4.0 Tenant Satisfaction Measures

- 4.1 The Tenant Satisfaction measures proposed as part of the Social Housing White Paper remain proposed at this time, with work underway to develop and refine the measures and clarify requirements particularly in relation to qualitative measures.

The measures are not expected to be required to be reported upon this financial year and potentially not until 2023/24. Appendix 3 identifies which of the proposed Tenant Satisfaction Measures are currently recorded/reported on as well as identifying those measures for which performance is not currently recorded.

5.0 Financial Implications

5.1 There are no financial implications in relation to this report.

6.0 Risk Implications

6.1 The Council remains focused on ensuring it is compliant with the regulatory requirements for social housing. The most significant risk with maintaining compliance relates to the Home Standard reflecting the need to ensure the Council's Homes are safe, well maintained and meet the Decent Homes Standard. This risk is mitigated by the Council's capital and responsive repair programmes which are remain focused on ensuring the Council's homes meet the Decent Homes Standard. The Council's performance on carrying out compliance checks is good.

7.0 Conclusions

7.1 The report evidences at the end of 2020/21, the Council is compliant with the Consumer Standards and the Rent Standard reflecting improvements over a number of areas over the last few years. The report identifies that in relation to the Home Standard and Tenant Involvement and Engagement Standard there are areas where further improvement is required although the Council does meet the requirements of the standards. The report also provides information in relation to the Council's performance against the proposed Tenant Satisfaction Measures and in relation to complaint handling.

7.2 This report provides a benchmark against which committee can monitor and review progress on regulatory compliance and complaint handling every six months.

8.0 Background Papers

The Charter for Social Housing – Social Housing White Paper published by Ministry of Housing, Communities and Local Government.

Social Housing White Paper – report to Housing and Neighbourhoods Committee 4
March 2021

Areas of consideration: e.g. does this report raise any of the following issues and if so how have these been considered/mitigated against?

Area for consideration	Comment
Monitoring Officer Consultation:	Via ELT

Section 151 Officer Consultation:	Via ELT
Existing Council Policies:	Tenancy Policy, Housing Allocations Scheme, Void Policy, Social Housing Tenancy Fraud Policy, Rechargeable Repairs Policy
Financial Implications (including VAT and tax):	None associated with the report.
Legal Implications (including human rights):	No legal implications associated with the report.
Risk Implications:	Set out in the report.
Equality Issues/EQIA assessment:	None
Crime & Disorder:	None
Every Child Matters:	None

Appendix 1: Meeting the Regulatory Standards - 2020/21

Introduction

The Council is regulated by the Regulator of Social Housing against four Consumer Standards and one of the three Economic Standards, this paper sets out the position as at 31 March 2021 in relation to the Council's compliance with the requirements of these five standards:

Consumer Standards

- Home
- Tenancy
- Neighbourhood and Community
- Tenant Involvement and Empowerment

Economic Standards

- Rent Standard

Compliance and Regulation

The Regulator of Social Housing (RSH) adopts a co-regulation approach and under the current regulatory framework, would only intervene to investigate and take any required action if it considers it has reasonable grounds to consider that a landlord had breached one or more parts of a Consumer Standard and that breach was sufficiently serious that it met the "serious detriment test". The RSH considers serious detriment to be where there is a risk of, or actual serious harm to tenants. A lower threshold applies to intervention in relation to the Economic Standards. The standards provide specific expectations and outcomes but how these are achieved is determined by the landlord. Under the co-regulation approach, as a landlord we are responsible for ensuring the service meets the regulatory standards (and complies with relevant legislative requirements). The RSH seeks assurance from landlords of compliance – landlords must be able to demonstrate compliance.

In order to ensure the Council meets the requirements of the five consumer standards it has carried out a self-assessment of compliance against all of the five standards with the results of that review detailed below. This will be reviewed annually, but with reporting made twice yearly to the Housing and Neighbourhoods Committee to provide assurance to councillors on the Council's performance.

Overall Judgement

A review undertaken following the 2020/21 financial year of the Council's compliance with the five regulatory standards has been completed, some of the standards have sub areas and a rating is provided for each sub area as well as for overall compliance. The following rating has been used to assess compliance with the standards.

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Rating	Definition	Status
Dark Green	GYBC exceeds the requirements of the Standards across all requirements	Exceeds requirements
Light Green	GYBC fully meets the Consumer Standards	Fully met
Amber	GYBC meets the Consumer Standards but needs to improve some aspects to support and strengthen its compliance	Met and improvement required
Red	GYBC does not meet the requirements and there are areas of concern. Gaps exist, but work is ongoing to improve the position	Non-compliant

The outcome of the review is shown in the table below:

Standard	Sub area	Rating
Neighbourhood and community		
	Neighbourhood management	Fully met
	Local area co-operation	Fully met
	Anti-social behaviour	Fully met
	Overall rating	Fully met
Tenancy		
	Allocations and mutual exchanges	Fully met
	Tenure	Fully met
	Overall rating	Fully met
Home		
	Quality of Accommodation	Met and improvement required
	Repairs and maintenance	Met and improvement required
	Overall rating	Met and improvement required
Tenant involvement and empowerment		
	Customer service, choice and complaints	Fully met
	Involvement and empowerment	Met and improvement required

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	Understanding diverse needs	Met and improvement required
	Overall rating	Fully met
Rent Standard		
	Setting rents	Fully met

Commentary

The sections below provide information on each of the standards and information which evidences the rating applied.

Neighbourhood and Community Standard

The Neighbourhood and Community standard includes elements on Neighbourhood Management, Local Area co-operation and Anti-social behaviour.

1. Neighbourhood Management

Required outcomes:

Registered providers shall keep the neighbourhood and communal areas associated with the homes that they own clean and safe. They shall work in partnership with their tenants and other providers and public bodies where it is effective to do so.

Examples of basis of compliance:

- GYBC's Estate Services Team ensures the estates we manage are kept clean and tidy.
- A programme of quality assurance inspections is undertaken to assess the quality of caretaking and gardening services.
- A contract is in place with GYB Services to provide gardening and grounds maintenance services. This is managed through operational meetings and reviewed annually. We operate an outcome-based standard on a three-weekly rota.
- Work with the community and promote the use of the Love Clean Streets App to raise issues.
- Fire Risk Assessments are routinely completed and reviewed with correct equipment and notices in place.
- Complete a regular garden inspection programme to maintain environmental standards.
- Operate a low-cost gardening scheme where tenants can pay monthly for the provision of garden services.
- We have an annual programme of communal improvements.
- Anti-Social Behaviour (ASB) enforcement is undertaken via the Tenancy Team and partnerships with other agencies through the Safer Neighbourhood Area Panels (SNAP).
- Clear roles and responsibilities are published on the website and are outlined at the new tenant sign up.

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- Benchmarking undertaken through House Mark.

2. Local area co-operation

Required outcomes:

Registered providers shall co-operate with relevant partners to help promote social, environmental and economic wellbeing in the areas where they own properties.

Examples of basis of compliance:

- Across the borough we have substantive support agencies and clear referral routes to promote social, environmental and economic wellbeing working collaboratively together through the Community Hubs.
- The Tenancy Support service has been expanded to general need tenants at any stage of their tenancy to support sustaining tenancies.
- The Independent Living team runs the borough wide community alarm service.
- There are two public forums lead by Councillors and the Tenancy Team work closely with the Police attending the Safe Neighbourhood Action panels.
- The Tenancy team works with Community Reps and Caretakers to increase environmental awareness and improvement on estates.

3. Anti-Social Behaviour

Required Outcomes:

Registered providers shall work in partnership with other agencies to prevent and tackle Anti-Social Behaviour in the neighbourhoods where they own homes.

Examples of basis of compliance:

- There is a clear corporate policy for addressing and managing ASB and proactive neighbourhood focused activities.
- Comprehensive Introductory Tenancy Policy and Procedure in place
- Strong partnership working with other agencies through the Safer Neighbourhood Action Panels and Early Help Hub as a co-ordinator within the borough

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- Approach to ASB is to support perpetrators to amend their behaviour and where this does not resolve ASB to use appropriate and reasonable enforcement action reflecting the full range of powers available including CPWs, CPNs, FPN, Closure Orders, Injunctions and ASBOs.
- Residents impacted by ASB are supported and receive regular feedback on complaints
- The Tenancy team promotes the use of a Noise app for residents to make easy records and evidence of noise nuisance and utilise the Report-It App to record environmental crime across the borough.
- GYBC has the legal support of NPLaw with a dedicated team based in the borough.
- Small community fund that supports creating cleaner, greener and safer areas.
- Comprehensive sign up procedure reinforces tenants' responsibilities and rights.
- Housing Officers have been upskilled to ensure consistency in place in dealing with ASB cases.

Tenancy standard

1. Allocations and Mutual Exchange

Required Outcomes:

Landlords shall let their homes in a fair, transparent and efficient way. They shall take into account the housing needs and aspirations of tenants and potential tenants. They shall demonstrate how their lettings:

- (a) make the best use of available housing
- (b) are compatible with the purpose of the housing
- (c) contribute to local authorities' strategic housing function and sustainable communities.

There should be clear application, decision-making and appeals processes.

Landlords shall enable their tenants to gain access to opportunities to exchange their tenancy with that of another tenant, by way of internet-based mutual exchange services.

Examples of basis of compliance:

- Allocation of Council homes are made in accordance with the Housing Allocation Scheme – including transfers supporting the most effective use of the housing stock.
- There is a clear Tenancy Policy.

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- The tenancy support service provides advice and guidance in setting up a new home.
- GYBC is signed up to House Exchange and a clear procedure through our IT system to support tenants through the process.
- There is close working arrangements with GYBC Housing Options Team to prevent and address homelessness in the borough.

2. Tenure

Required Outcomes:

The Regulator expects that GYBC will offer tenancies or terms of occupation which are compatible with the purpose of the accommodation, the needs of individual households, the sustainability of the community, and the efficient use of their housing stock

We must also meet all applicable statutory and legal requirements in relation to the form and use of tenancy agreements or terms of occupation

Examples of basis of compliance:

- The Tenancy Policy sets out the Council's approach to the granting of tenancies and the different types of tenancies which will be offered
- Our tenancies are secure and introductory and comply fully with the requirements of the Housing Act 1985 and Housing Act 1996.
- GYBC introduced Fixed Term tenancies for a minority of new tenants in accordance with the Council House tenancy Policy as per The Localism Act 2011 reflecting the high levels of demand and low supply of larger family homes and homes which are wheelchair accessible.

Home standard

(a) Quality of Accommodation

Required Outcomes:

Landlords shall:

- (a) ensure that tenants' homes meet the standard set out in section five of the Government's Decent Homes Guidance and continue to maintain their homes to at least this standard
- (b) meet the standards of design and quality that applied when the home was built, and were required as a condition of publicly funded financial assistance, if these standards are higher than the Decent Homes Standard
- (c) in agreeing a local offer, ensure that it is set at a level not less than these standards and have regard to section six of the Government's Decent Homes Guidance.

Examples of basis of compliance:

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- 95% of properties meet the decent homes standard and this is maintained through our Decent Homes Standard programme
- The Asset Management Strategy for 2021-2026 is under review. The strategy will consider:
 - Decent Homes Standards and any future amendments
 - Building Safety Bill
 - Fire Safety Bill
 - Housing Green Paper
 - Government targets for carbon neutral new homes by 2025 and carbon reduction schemes in our current homes.
 - Smart technology – extending home automation to asset components.
- All tenants are contacted to advise that they are included on a programme and we publish a summary of the annual improvement scheme and what we have completed.
- GYBC strive to deliver safe, decent and attractive homes for our residents. We look at the potential for wider regeneration schemes and how properties can be improved for carbon efficiency.
- When undertaking improvements or regeneration we undertake extensive customer consultation and involvement offering ‘choice events’ or individual home visits ensuring that customers are treated as individuals and their needs taken into account.

2. Repairs and Maintenance

Required Outcomes

Landlords shall:

- (a) provide a cost-effective repairs and maintenance service to homes and communal areas that responds to the needs of, and offers choices to, tenants, and has the objective of completing repairs and improvements right first time
- (b) meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes.

Examples of basis of compliance:

- The repairs and maintenance service is delivered through a Joint Venture arrangement with Great Yarmouth Norse.
- The repairs and maintenance service is accessible with tenants being able to report repairs in the following ways:
 - telephone
 - Email

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- Monday to Friday 9-5 at an Area Offices using the free phone facilities (this was unavailable during office closures due to the Covid pandemic)
 - Through the Love Clean Streets App
- Appointment slots for repairs and gas servicing are offered (am and pm).
- The website has a range of information on repairs and maintenance providing details of the repairs we will do and those which are the tenant responsibility. This information is also included within our Tenant Handbook
- There is an assured process for measuring tenant satisfaction with our repairs service. We also ask all new tenants if their new home meets our Void Standard for empty properties.
- Tenant satisfaction is high with all aspects of our repair and maintenance service.
- Statutory compliance is maintained through a cyclical programme as follows:
 - Gas – annually
 - Fixed Appliance testing – 5 yearly
 - Lift Servicing – annually
 - Water hygiene – bi-annual
 - Solid fuel – bi-annual
 - Portable appliance testing – annual
 - Service pumps – annual
 - Fire Alarms – annual
- Planned and capital works to be based on a 5-year programme of works but reviewed annually to take into account newly arising need in relation to decency.
- Adaptations delivered in liaison with the Independent Living Service to ensure the needs of the resident and requirements of Occupational Health are addressed and delivered.

Tenant Involvement and empowerment standard

1. Customer Service, Choice and Complaints

Required outcomes:

Landlords shall:

- (a) provide choices, information and communication that is appropriate to the diverse needs of their tenants in the delivery of all standards

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(b) have an approach to complaints that is clear, simple and accessible that ensures that complaints are resolved promptly, politely and fairly.

Examples of basis of compliance:

- There are varying ways for tenants to access our services in a way and time that suits them. We have simple contact methods through our contact centre, area offices and online
- GYBC have contracts with translation / interpreting and transcribing organisations to enable staff to provide information in alternative formats (e.g. INTRAN or GYROS).
- The Tenancy team are actively capturing and do hold some information on resident's communication preferences including partially sighted and language preference.
- Twice-yearly resident magazine containing key service information and other articles of interest.
- Each policy has due regard to Equality and Diversity as an integral part of policy formation and Equality assessments are completed.
- GYBC has a clear corporate policy and process for receiving and responding to complaints.
- Completed the Housing Ombudsman self-assessment on the Complaint Handling Code see [here](#).
- Ensuring that the learning from complaints is used to improve service delivery.

2. Tenant Involvement and Empowerment

Required Outcomes:

Landlords will ensure that tenants are given a wide range of opportunities to influence and be involved in:

- (a) the formulation of their landlord's housing related policies and strategic priorities;
- (b) the making of decisions about how housing related services are delivered, including the setting of service standards;
- (c) the scrutiny of their landlord's performance and the making of recommendations to their landlord about how performance might be improved;
- (d) the management of their homes, where applicable;
- (e) the management of repair and maintenance services, such as commissioning and undertaking a range of repair tasks, as agreed with landlords, and the sharing in savings made; and
- (f) agreeing local offers for service delivery.

Examples of basis of compliance:

There are flexible ways for tenants to be involved and influence service delivery and these are set out on our website and forthcoming Resident Engagement Strategy. They include:

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- Your Area including Community Reps and estate monitors focusing on the local environment.
- Your Voice – engagement online and focus on communications.
- Your Service – including scrutiny and performance challenge to support accountability across the borough.

3. Understanding and responding to the diverse needs of tenants

Required Outcomes:

Landlords will:

- (a) treat all tenants with fairness and respect; and
- (b) demonstrate that they understand the different needs of their tenants, including in relation to the seven equality strands and tenants with additional support needs.

Examples of basis of compliance:

- The Equality Policy and a senior designated manager who ensures that GYBC is compliant with all legislation and good practice.
- Where we have a right to do so, we collect and collate data across all equality strands and use this data to help shape services.
- A programme of Equality Impact Assessments with rolling reviews of existing processes and all new process/policies having such an assessment before being implemented.
- All committee reports have a section on equality and diversity.
- GYBC has clear values, expected behaviours and diversity training to promote our commitment to equality and diversity.

Rent Standard

Required outcome

Registered providers must set rents from 1 April 2020 in accordance with the Government's Policy Statement on Rents for Social Housing 2018 (hereafter Rent Policy Statement) which can be found on the Ministry of Housing, Communities and Local Government (MHCLG) website.

Examples of basis of compliance:

- The Council is committed to providing value for money homes that are well maintained and using funds where possible to provide further social housing in the borough to meet the needs of its residents.
- Right to Buy Retained Receipts are being used to buy additional homes in the borough.

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- Social and Affordable Rents are charged, with Affordable Rents capped at Local Housing Allowance rates when set.
- There is strong governance in its practices with any changes in rent or service charges approved by Council
- During the implementation of the rent setting process quality assurance checks are completed and a 6-monthly audit around September/October of new accounts to ensure they meet the new formula rent levels set is undertaken.
- Rents setting was completed within the Rent Standard Guidance of CPI + 1% (total of 2.7% – for 2020/21).
- Individual service charges (excluding caretaking service charges) are charged on a cost basis.

Annual complaints summary 2020/21

1.0 Introduction

- 1.1 This appendix provides an overview of the number, type and outcomes of complaints handling in 2020/21 for the Council's landlord and repair functions. Please note that due to the timescale of complaints, the stage a complaint is recorded at may fall across more than one financial year.

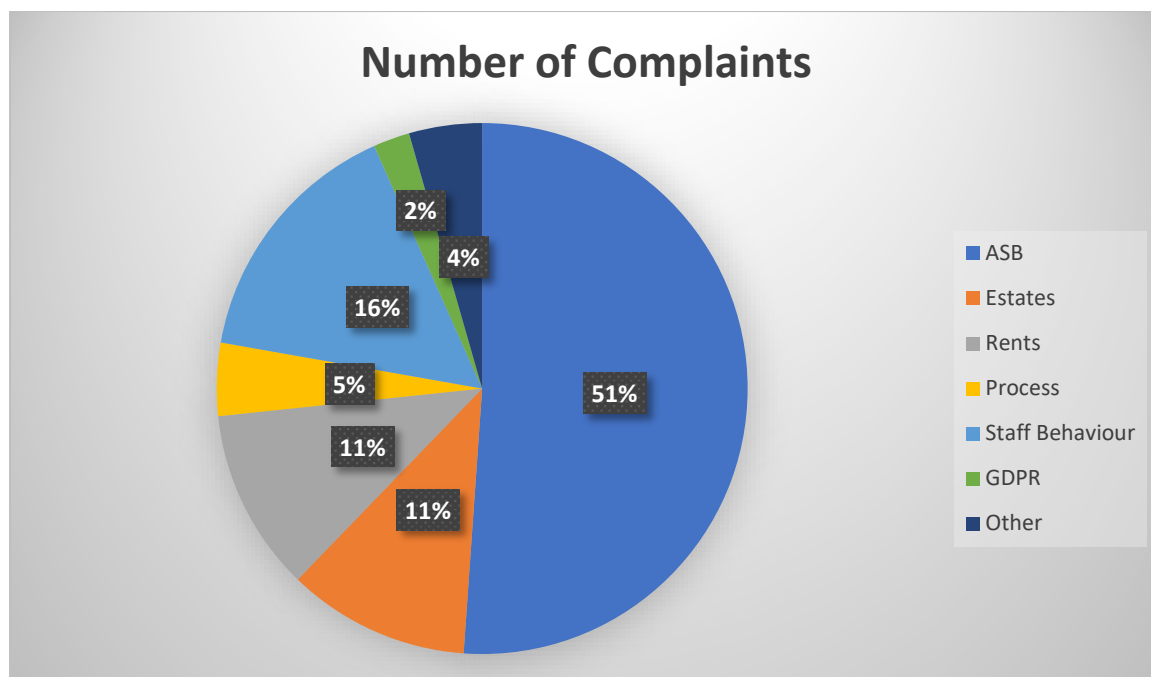
	Housing Services – Landlord function	Repairs (GYN)
Number of complaints received	45	73
Number of Stage 1 complaints	32 (13 were service requests)	73
Number of Stage 2 complaints	5	4
Number of Stage 3 complaints	0	0
Number of complaints escalated to Housing Ombudsman	2	0
Number of complaints responded to at Stage 1 within timescales (including agreed extension)	25 (78%)	32 (44%)

2.0 Complaints Handling Performance

- 2.1 The total number of complaints received in relation to the Council's landlord services at Stage One was 32, with 5 Stage Two complaints and 2 cases considered by the Housing Ombudsman. The repairs service recorded 73 Stage 1 complaints of which 24 remain open complaints and 4 Stage 2 complaints.

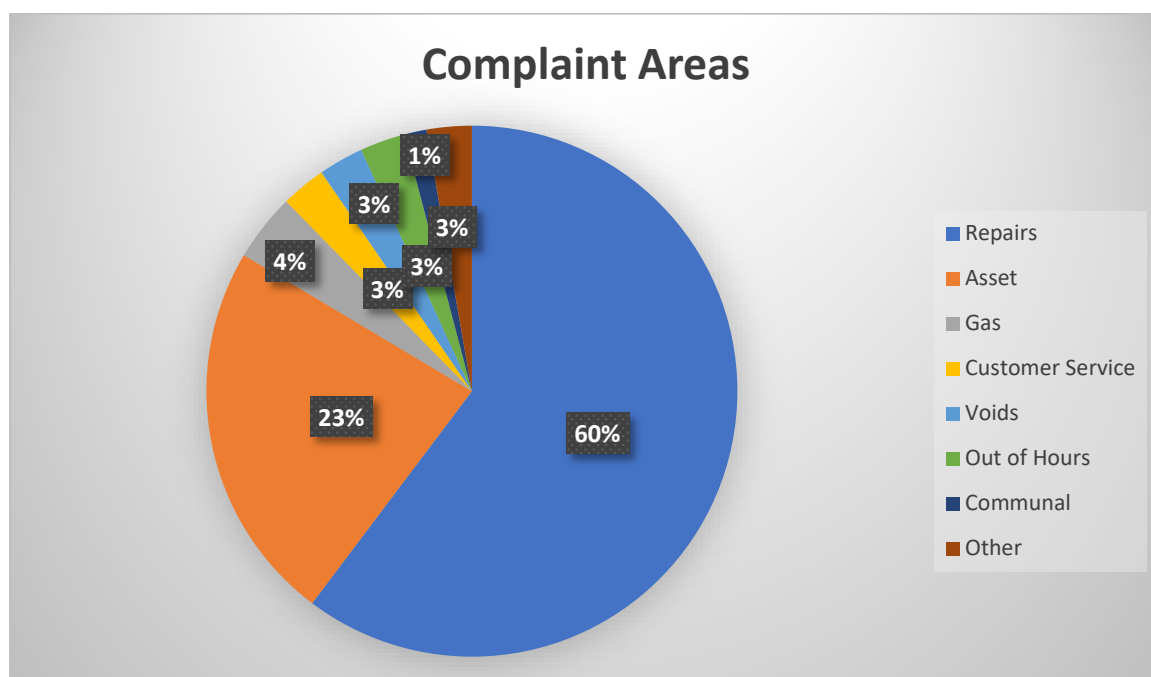
3.0 Analysis of reason for complaint – landlord services

- 3.1 The graph below provides an analysis of the reason(s) for complaints received in relation to the Council's landlord services, some complaints have a number of aspects.



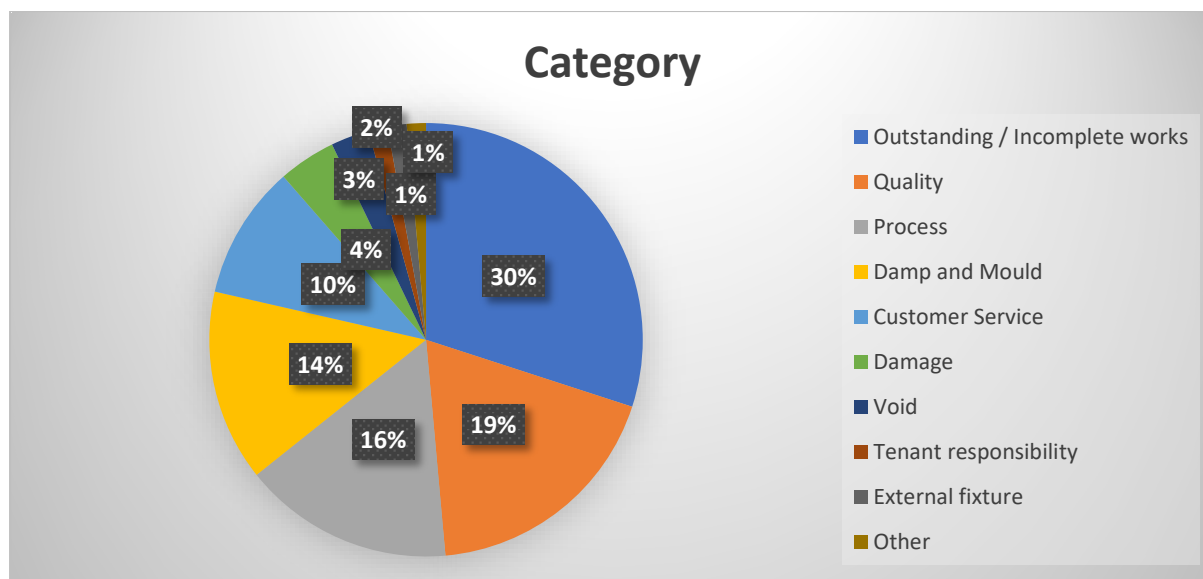
4.0 Repairs and Asset Management

4.1 The graph below provides an analysis of the reason(s) for complaints received in relation to the services provided by GYN.



4.2 GYN Complaint Category

Each complaint is assigned a category to support learning from the complaints received.



Appendix 3

Theme	Proposed Measure	Current GYBC Measure	Performance at 31 March 2021
Keeping properties in good repair	Decent Homes Standard (DHS) compliance	Percentage of homes meeting DHS at year end	95%
	Repairs completed right first time	Percentage and number of responsive repairs which are completed 'right first time'	93.31%
	Tenant satisfaction with repairs	HN05: Percentage of residents very or fairly satisfied with the repairs service they received	92.40%
Maintaining building safety	Gas Safety	Percentage of properties with a valid gas certificate	99.20%
	Electrical Safety	Properties with a valid electrical test in the last 5 years	98.82%
	Fire Safety	FRA's overdue for review	76
	Asbestos	Percentage of communal areas with an asbestos test	100%
	Water Safety	Percentage of water hygiene assessments carried out	99.83%
	Lift Safety	Percentage of lift servicing carried out	100%
	Tenant Satisfaction with Health & Safety of home	Not currently collected - awaiting guidance on measure	
Effective handling of complaints	Number of complaints received	Number of complaints received	123
	Complaints responded to within agreed timescale	Not currently reported	78%
	Tenant satisfaction with complaints handling	Not currently collected - awaiting guidance on measure	
Respectful and helpful engagement	Number of complaints related to fairness and/or respect	Not currently reported	n/k
	Tenant satisfaction that landlord listens to views and takes notice	Satisfaction with views being listened to and acted upon by tenure	65% *
	Tenant satisfaction with engagement	Not currently collected - awaiting guidance on measure	
Responsible neighbourhood management	Communal areas meeting required standard	Quality Assurance checks (score out of 4)	3.49 / 4
	Number of complaints relating to communal areas	Not currently reported	4
	Tenant satisfaction with communal areas	Not currently collected - awaiting guidance on measure	
	Tenant satisfaction with landlord contribution to the neighbourhood	Not currently collected - awaiting guidance on measure	

	Number of complaints relating to anti-social behaviour	Not currently reported	750
	Tenant satisfaction with handling of anti-social behaviour	How satisfied are you with the handling of your complaint?	52%
Overall	Tenant Satisfaction with overall service	Overall how satisfied are you with the overall service provided?	83%*

* - data source - STAR survey completed October 2019