

Corporate Property Management Service Development Action Plan 2006–07

Half Year Progress Report

CO – Corporate Plan Objective, HO – Housing Strategy Objective

Item	Action	Relevant Corporate Objective	Priority	Completion Target Date	Customer Focused Outcome	Progress as at 30th September 2006
Void HRA Dwellings						
1	Achieve an average HRA dwelling re-let period, in accordance with BVPI 212, of 30 calendar days (4.3 weeks)	CO 3 HO 2	H	March 2007	Council properties re-let speedily allowing more people to be housed.	Green -Performance for first five months of year is an average re-let time of 22 days. In the same time period 252 properties became void [including properties in the Camp Hill demolition area] and 236 properties were let.
Repair & Maintenance of Occupied Council HRA Dwellings						
2	Complete 98% of emergency repairs within target timescale.	CO 3 HO 2	H	Ongoing	Repairs carried out speedily to tenants' satisfaction.	Amber -Performance for first five months of year is 92.8% with performance for August being 98.1%.
3	Complete 95% of Govt. defined urgent works within timescales (Former BVPI 72)	CO 3 HO 2	H	Ongoing	Repairs carried out speedily to tenants' satisfaction.	Amber -Performance for first five months of year is 89.7% with performance for August being 98.0%.
4	Complete routine repairs within an average of 13 calendar days. (Former BVPI 73)	CO 3 HO 2	H	Ongoing	Repairs carried out speedily to tenants' satisfaction.	Green -Performance for first five months of year is an average of 8.6 days.
5	* Keep at least 98% of appointments made for repair jobs	CO 3 HO 2	H	Ongoing	We turn up to carry out works when we say we will.	Green -Performance for first five months of year is an average of 99.6%.