

Capital Programme - Q1 - Apr May Jun 2023/24

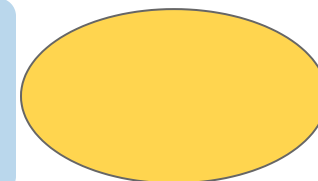
Key questions

- Are we forecast to spend 80% of the capital budget by the end of the financial year?
- Do we have the right contracts in place to spend the capital budget?
- What action are we taking on homes that do not meet Decent Homes Standard?

TLS's strategic goals and values

- 100% of homes meet the Decent Homes Standard
- To invest capital budget appropriately into our properties
- For all properties to be rated EPC C and above.

Overall RAG



Q1 Commentary

1. At the end of Q1 we have spent 4.83% of our capital budget. This is less than what we would have anticipated. Reasons for this include:

- Windows and doors contract was being mobilised during Q1, therefore minimal spend. We will complete the programme by the end of this financial year

- Kitchen and Bathroom contract is being procured during Q1 and will be awarded during Q2, with mobilisation during Q3. We have an interim contract that is also due to be awarded during Q2. This means we can complete 30% of this year's programme and outstanding urgent replacements this financial year. This budget will need to be reprofiled due to the previous contractor going into administration and having no contract in place.

- Other urgent structural works that need to be carried out require consultant feed into the specification so that we can procure the works contract.

- The contract to refurbish the lifts at Invicta House is being procured during Q1 and will be awarded during Q2.

- Looking to award 2 x contracts wooden windows contracts in Q2, that will address properties that have an urgent requirement for replacement.

2. There are currently 545 properties without an EPC. This programme will be started again in Q2 to complete outstanding properties

3. Royal Crescent procurement campaign was void. Will need to go out to procurement again.

4. For many projects, we require input from specialist consultant surveyors. The time taken to procure a consultant for each project is adding delays to overall progress and therefore we are looking at a strategy to address this.

Q1 2023/24

% of Capital spend

4.83%

% properties with an EPC

82.1%

Target 100%

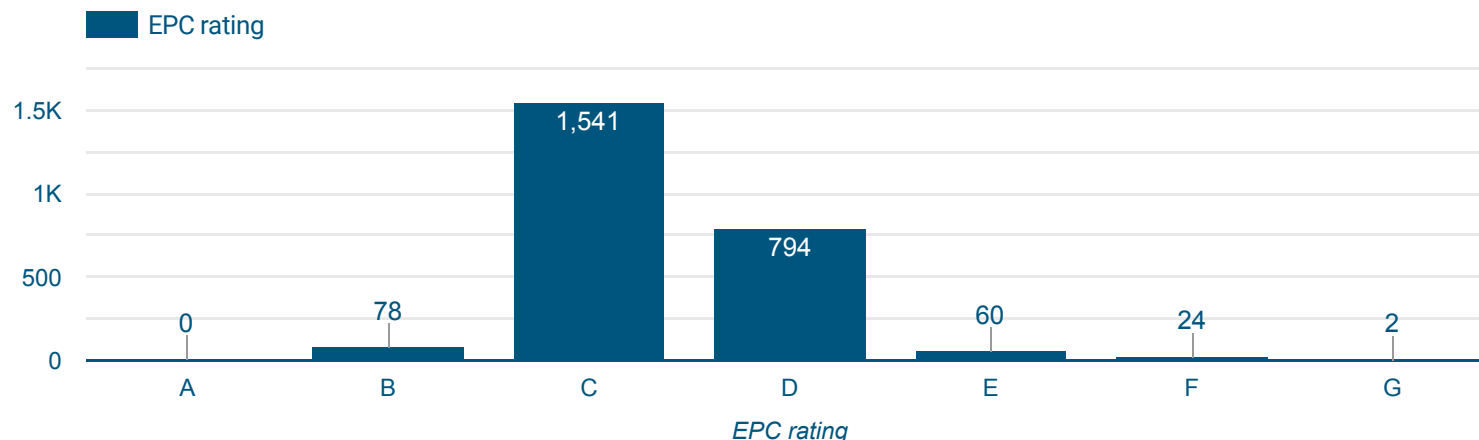
% meet decent homes standard

Currently No Data

Capital Spend 2023/24

	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24
Percentage of capital programme spent	4.83% Actual			
£ Total capital programme spent	£321,808 Actual			

Current EPC rating



Income / Arrears - Q1 - Apr May Jun 2023/24

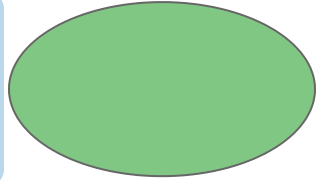
Key questions

- What are the current tenant arrears?
- How has this changed from previous period?
- How has this changed from this time last year?
- Have usual behavioural trends affected our performance?
- How much former tenant arrears have been written off?

TLS's strategic goals and values

- Reduce current tenant arrears and leasehold service charge arrears
- Working with tenants and leaseholders to clear debt in an affordable way
- To reduce debt by avoiding court action where possible
- To give residents access to benefit and money advice
- To help residents access additional funding in times of crisis

Overall RAG



Q1 Commentary

1. Current rent arrears for the period are 4.31%
2. This is an improvement of 0.48% from the previous period
3. There has been an improvement of 0.98% from the same time last year.
3. This has been achieved by:
 - The introduction of anyday direct debits, which gives us more security on payments
 - Essential court action and evictions have taken place
 - The officers are fully trained and confident with their duties in post
4. £0 HouseHold Support Fund in Q1. We have achieved £6,000 worth of backdated benefits and DHP.
5. No former tenant arrear have been written off this quarter.
6. A review of the FTA policy and procedure has taken place. This has introduced a new step in locating previously untraceable former tenants.
7. We expect to see an increase in arrears in Q2. This has been the usual trend as the bar chart demonstrates.

Q2 2022/23

% of projected rent
5.60%
⬆️ 0.31% last QTR

Q3 2022/23

% of projected rent
5.39%
⬇️ -0.21% last QTR

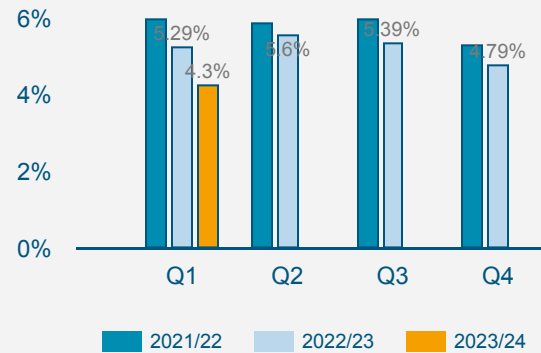
Q4 2022/23

% of projected rent
4.79%
⬇️ -0.60% last QTR

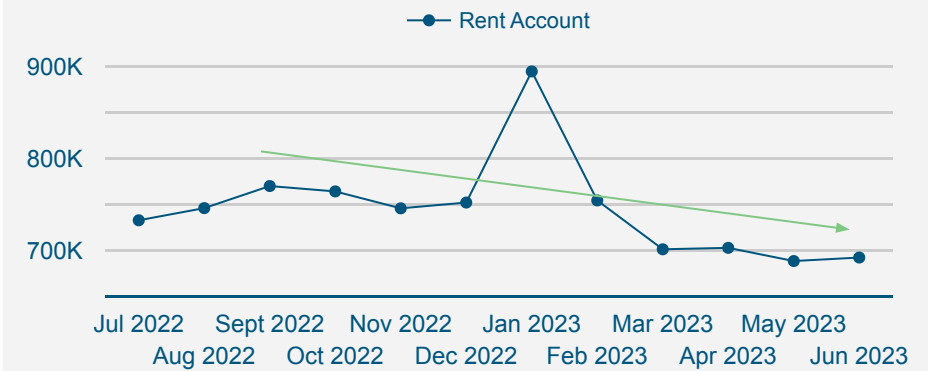
Q1 2023/24

% of projected rent
4.30%
⬇️ -0.49% last QTR

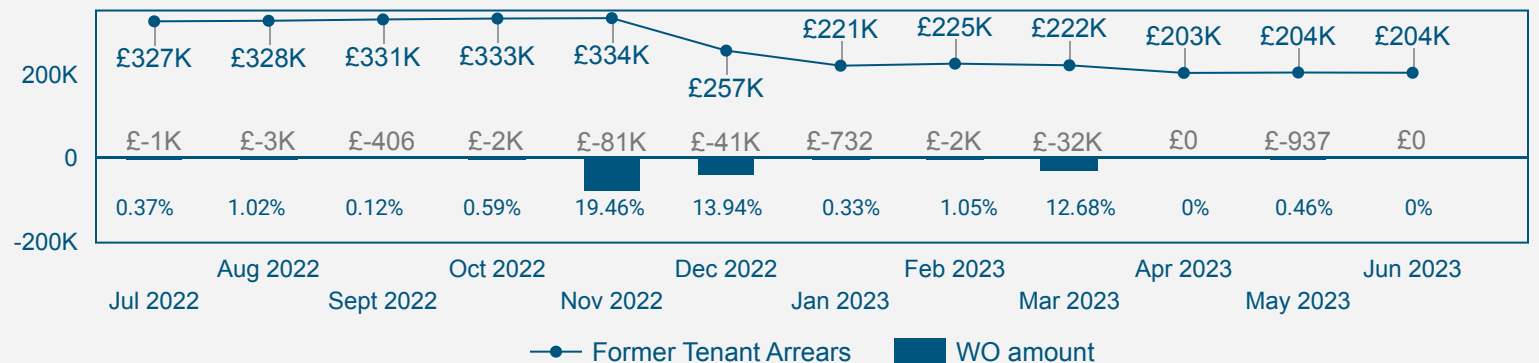
Arrears as a % of projected annual rent income



Current Tenant Arrears by Month



Former Tenant Arrears and Write Offs



Tower block refurbishment and retrofit- Q1 - Apr May Jun 2023/24

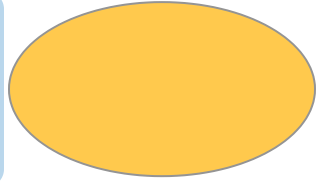
Key questions

- Are we meeting our budget forecast?
- How have we engaged with residents in this period?
- What are the key risks and challenges?
- What is the plan for next quarter?

TLS's strategic goals and values

- To reduce our greenhouse gas emissions and contribute to central governments Net Zero pledge.
- To improve fire safety and ensure compliance with building safety legislation.
- To improve internal comfort for residents and reduce energy usage.

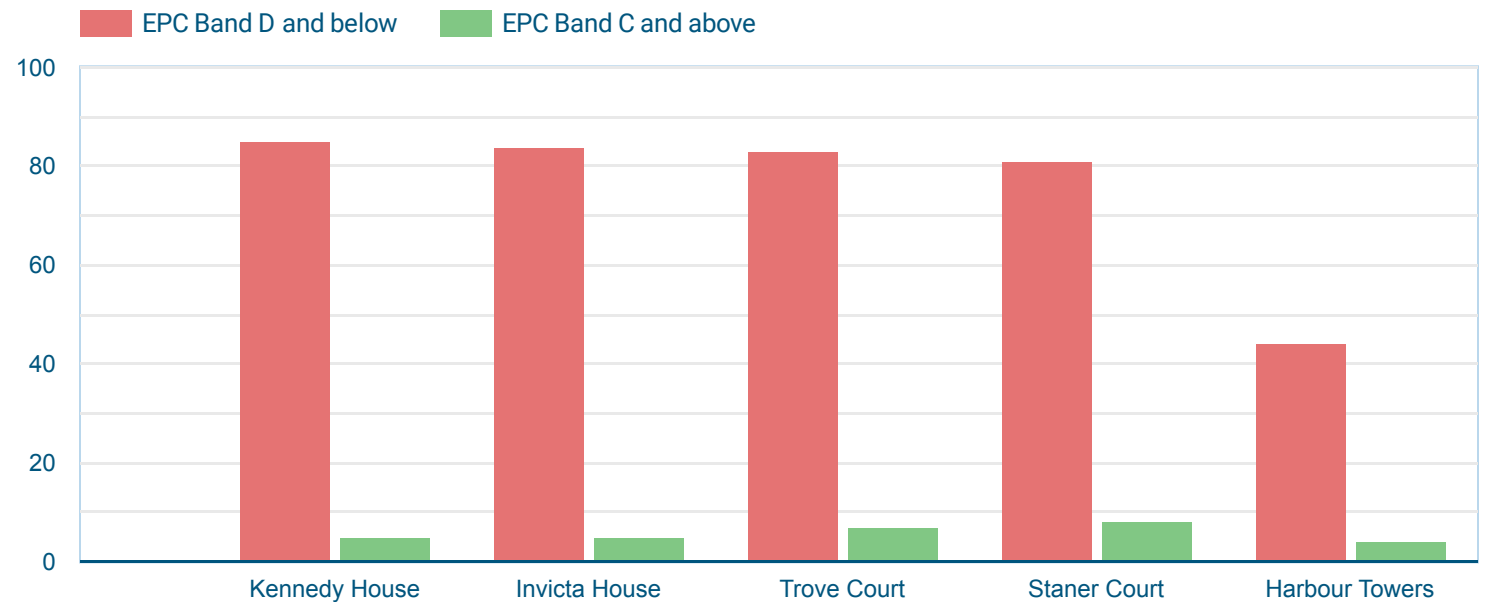
Overall RAG



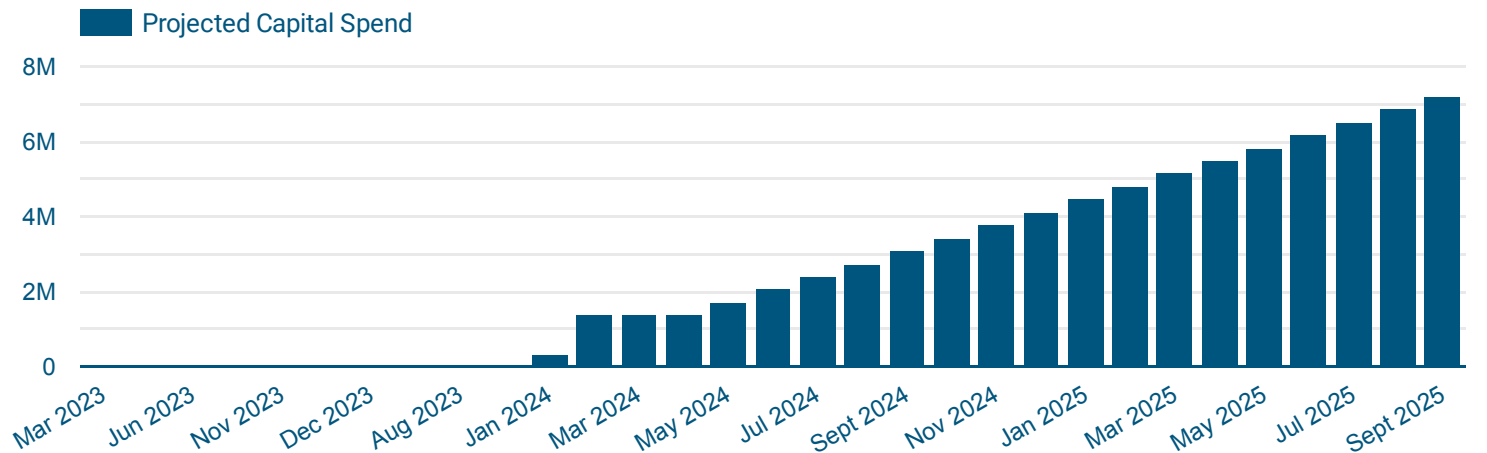
Commentary

1. Our budget forecast for Q1 is Zero. This is because we are in the design phase of the project and therefore do not expect capital spend.
2. 89% of properties have had the PAS2035 Retrofit Assessment. (This assessment is required to secure the funding, give a baseline of carbon emissions and feed into appropriate design of measures)
3. We are where we would expect to be with the design of measures and we are continuing to liaise with the architect to ensure progress on cladding design.
4. We are progressing the draft contract with Mears, this is slightly behind where we want to be but have a plan in place for Q2 to bring this back on track.
5. All tower blocks have communications equipment on their roofs. We have started negotiations with owners to remove the equipment while we carry out the roof works. This is posing a risk to this element of the programme as some equipment owners are not engaging as we would want. This issue could also come with a cost implication if TDC are responsible for the cost of temporary removal. We are working with other TDC departments to improve our position.
6. Our current ancillary spend up to July is £5653.74. This is due to be a lot more over the next coming months with invoices due.
7. Our plan for Q2:
 Progress cladding designs & specifications for other elements (ie roof/ventilation/heaters)
 Contact KCC to start discussions on road closures (only for Harbour Towers where the roads are narrow & residents double park).
 First meeting of the resident focus group
 Hold community partnership days on all sites
 Continue to send monthly newsletter

Tower Blocks current EPC rating



Capital spend forecast



Mears - Responsive repairs - Q1 - Apr May Jun 2023/24

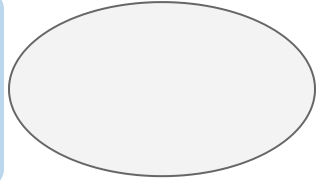
Key questions

- Is the contractor meeting their KPI?
- Are residents satisfied with the service provided?
- Are we meeting our budgetary targets?

TLS's strategic goals and values

- Provide a cost-effective repairs and maintenance service that is aligned to our Repairs Standard.
- Meet statutory requirements for health and safety of residents in their homes.
- Foster a true partnership working between TDC, our partnering contractors and consultative resident groups

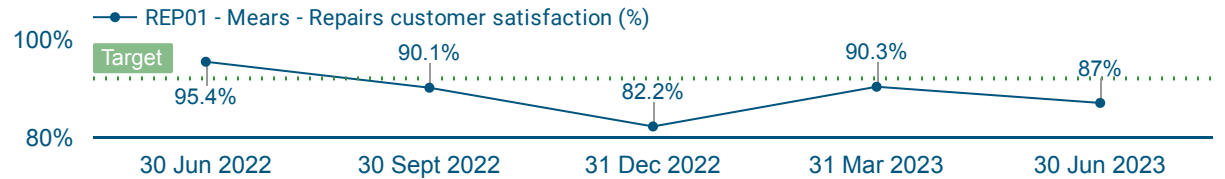
Overall RAG



Q1 Commentary

1. Steady demand resulted in a stable period of service. This is reflected in the positive indicators measuring repair completions and a reduction in the average days taken to complete non urgent repairs.
2. Current focus has been to analyse and reduce overdue order performance. Mears now produce data detailing their entire work in progress (WIP) which enables weekly checks on overdues and those approaching jeopardy.
3. Mears have significantly reduced and sustained WIP at ca.350 orders for a number of months evidencing control of demand and a reliable service.
4. Customer satisfaction remains steady averaging 87% for the period.
5. The budget position for responsive repair expenditure is on target with no forecast overspend.
6. Mears contract expires in March 2025. We have appointed a consultant to review our service and provide us with an options appraisal to help shape the procurement process.

Mears Customer Satisfaction



Mears Q1 Performance

% Emergency jobs completed on time (4/24hr)	% Urgent Jobs completed on time (7 days)	% Routine jobs completed on time (28days)	Average days to complete non-urgent works	% Appointments made and kept	% Work completed in one visit
99.66%	98.21%	96.35%	12.87 Days	96.83%	82.88%
↓ -0.34% Target 100%	↓ -1.79% Target 100%	↓ -1.7% Target 98%	↓ -2.13 Target 15 days	↑ 0.9% Target 96%	↑ 2.88% Target 80%

Mears Quarter on Quarter comparison

QTR	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24
REP01 - Mears - Repairs customer satisfaction (%)	90.1%	82.2%	90.3%	87%
REP02 - Mears - % Emergency job completed on time (4hr & 24hr)	100%	100%	99.84%	99.66%
REP03 - Mears - % Urgent Jobs completed on time (7 days)	97.02%	97.2%	96%	98.21%
REP04 - Mears - Routine jobs completed on time (28 days)	96.78%	92.86%	95.11%	96.35%
REP06 - Mears - % Appointments made and kept	97.15%	97.29%	96.2%	96.83%
REP07 - Mears - Repairs % Work completed in one visit	80.28%	79.58%	80.93%	82.88%

BSW - Gas repairs - Q1 - Apr May Jun 2023/24

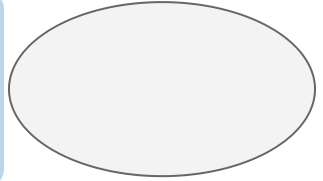
Key questions

- Is the contractor meeting their KPI?
- Are residents satisfied with the service provided?
- Are we meeting our budgetary targets?

TLS's strategic goals and values

- Provide a cost-effective repairs and maintenance service that is aligned to our Repairs Standard.
- Meet statutory requirements for health and safety of residents in their homes.
- Foster a true partnership working between TDC, our partnering contractors and consultative resident groups.

Overall RAG



Q1 Commentary

1. The contract with Gas Call came to an end in March 23. We awarded the new contract to BWS and they started working with us in April 2023.

2. As this is a contract with a new supplier, we have taken the decision to not compare BSW's KPI statistics with Gas Call's as the methodology for gathering the KPI differs.

3. The % volume of repairs completed within the timescale is recorded at 95%. It has been picked up that there have been some slippages on appointments and delays with completing follow on works. This has been evidenced by residents complaints.

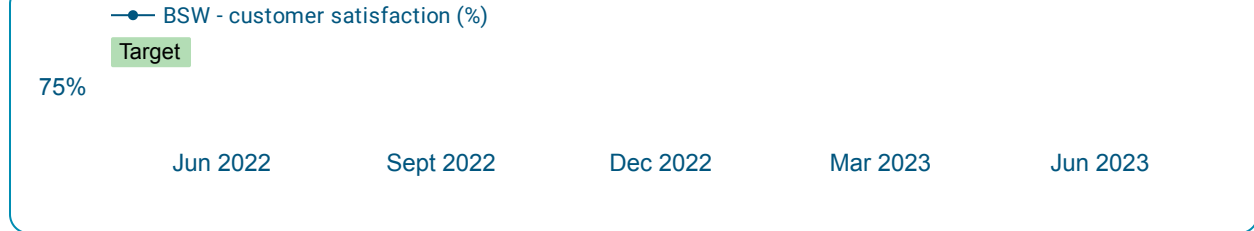
The issue is being closely monitored by the Senior Repairs Supervisor and it will be interesting to see if this has an impact on the Q2 statistic.

4. We have strong lines of communication with BSW but need to ensure we outline and embed our expectations at this early and critical stage of the contract.

5. BSW are working on providing Customer satisfaction data, this is will be available in Q2.

6. The budget position for BSW at the end of Q1 is on target with no forecast overspend

BSW (Gas Call) Customer Satisfaction



BSW Q1 Performance

% Appointments mad and kept

94%

↓ -2.00%

Target 96%

% All jobs completed on time

95%

↓ -3.00%

Target 98%

% Repairs completed in one visit

87%

↑ 7.00%

Target 80%

BSW Quarter on Quarter comparison

QTR	Q1 2023/24
BSW - customer satisfaction (%)	0%
BSW - The % volume of repairs completed within the timescales	95%
BSW - Repairs % Work completed in one visit	87%
BSW - % of number of appointments made by phone or letter that were kept	94%

Void properties - Q1 - Apr May Jun 2023/24

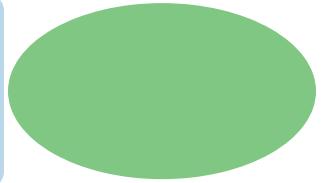
Key questions

- What is the average time taken from end of tenancy to new tenancy starting (key to key letting period)?
- How will we meet our target of 35 days for our key to key letting period?
- What is the average spend per void property?

TLS's strategic goals and values

- Reduce rent loss by improving key to key turn around times.
- Ensure homes meet our published Lettings Standard
- Ensure a good new tenant experience, supported by a relevant tenant information pack

Overall RAG



Q1 Commentary

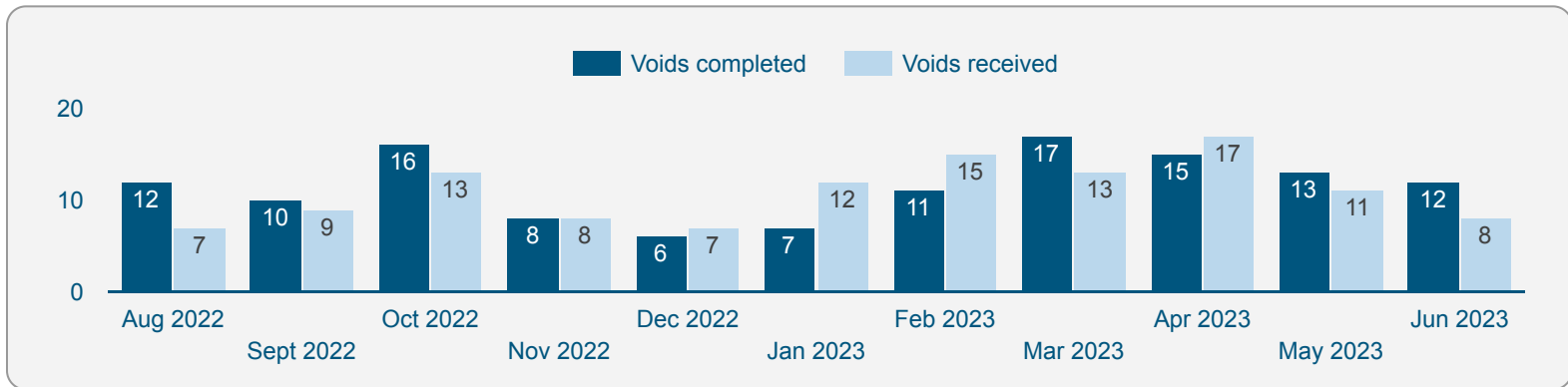
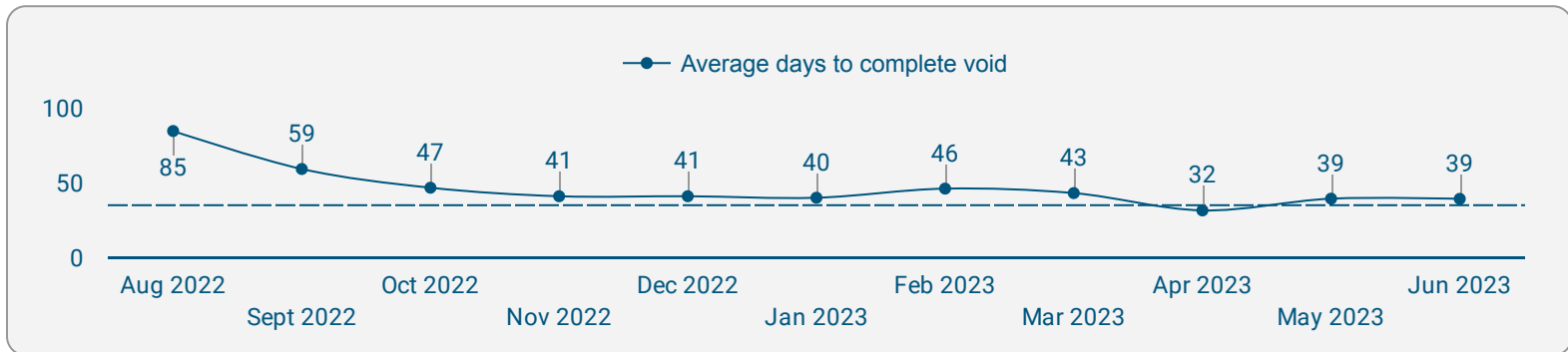
1. A '**void property**' is the period of time that a property is empty when a tenant hands back their keys, until a new tenant moves in.
2. Due to the low volume of minor voids our new report will show all voids as one KPI. This will simplify the reports going forward.
3. The table '*average days to complete void*' shows that our overall void performance has improved. This is due to:
 - Increased resourcing from our contractor
 - reduction in demand in June
4. Following on from award the gas servicing and repairs contract to BSW, we are experiencing good communication with BSW, linking into our voids service and operational meetings.
5. A majority of void properties are returned to us in poor condition. Our contractors are aware that this is now BAU and therefore will ensure they have adequate resource to cope with refurbishment type voids. This will help drive down our turn around time.
6. The average cost of voids is remaining steady at £9,000 and this is reflective of the refurbishment type voids that we are seeing
7. We have developed a new tenant hand book. This will be ready to be part of the new tenant pack by Q3.

1 Aug 2022 - 30 Jun 2023

Q1 voids completed
40

Q1 ave. void days
37

Q1 Lost Rent
£20,532



Ave TDC cost for period
£9K

Ave Tenant charge
£986

