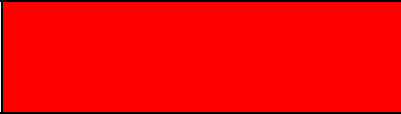






OCEAN HOUSING
QUARTERLY PERFORMANCE BULLETIN
REPORTING PERIOD – Quarter 2 to end of September 2022

Key:

Colour Code	Colour	Definition
Red		Board attention required or target unlikely to be achieved by year end
Amber		Board awareness of trend required, but target expected to be achieved by year end
Green		Board to note progress with target/ activity on track

Section A Customer Experience and Tenant Involvement

Section B Tenant Anniversary Satisfaction Survey

Section C Neighbourhood and Communities

Section D Income Management

Section E Asset Management

Section F New Homes

#	CEX & TI Activity	Total Year end 21/22	Q1	Q2	Q3	Q4	Total YTD	Target 22/23	Volume	Trend ↑ ↓ →
1	No. of digital communications	43885	8049	7468			15517	N/A	7468	↓
2	NEW - Percentage of digital transactions compared to telephone calls	N/A	43%	43%			43%	50%	10027 calls 7468 digital	→
3	NEW - Percentage of digital transactions resolved at the first point of contact	N/A	95%	96%			96%	80%	5289 of 5498	↑
4	No. 'My Ocean' logins	21876	10010	9749			19759	N/A	9749	↓
5	Telephone calls dealt with at first point of contact	86%	87%	88%			87%	80%	7011 of 7995	↑
6	Satisfaction rating with telephone response	83%	83%	86%			85 %	80%	1127	↑
7	Formal Complaints completed within policy target times	89%	100%	97%			98%	90%	32	→
8	NEW - Satisfaction rating with complaint handling	N/A	-	47%			47%	N/A	4 of 18	N/A
9	No. engaged tenants (New Panel/ VIP/ Monitors	338	353	368			368	400	368	↑

Narrative

- Complaint handling satisfaction is available for the first time in quarter 2 however only 3 of the 18 surveys sent were completed. From previous experience it is hard to get high levels of returns.

SECTION B TENANT ANNIVERSARY SATISFACTION SURVEY

#	% tenants either fairly or very satisfied	Total Year end 21/22	Q1	Q2	Q3	Q4	Total YTD	Target 22/23	Volume	Trend ↑ ↓ →
1	Overall quality of the home	83%	82%	78%			80%	85%	170	↓
2	Their home that is safe and secure	86%	87%	85%			86%	85%	169	↓
3	Repairs service	82%	78%	77%			78%	85%	93	↓
4	Neighbourhood as a place to live	84%	89%	80%			84%	85%	171	↓
5	Rent provides value for money	91%	93%	93%			93%	90%	166	→
6	Complaints handling	70%	74%	65%			70%	75%	126	↓
7	Easy to deal with	83%	82%	81%			82%	85%	171	↓
8	Listens to tenants views	72%	71%	66%			69%	75%	155	↓
10	Keeps tenants informed	81%	83%	77%			80%	85%	168	↓
11	Friendly and approachable staff	91%	91%	92%			91%	90%	164	→
12	Trusts Ocean Housing	83%	84%	82%			83%	85%	168	↓
13	The overall service (Sector Scorecard)	85%	84%	79%			82%	86%	171	↓
14	Would contact Ocean if they had a problem	94%	93%	93%			93%	90%	168	→
15	Aware of service standards	41%	39%	37%			38%	50%	169	↓
16	Aware of how to challenge service standards	56%	59%	52%			56%	60%	58	↓

Narrative

- Satisfaction levels in Q2 have been adversely affected by a markedly lower than average level of satisfaction in August. IFF Research has confirmed that there is no underlying reason why this was the case.
- Repairs Service satisfaction has reduced reflecting the delays due to the backlog of jobs (400+) created by Storm Eunice and staff shortages. Feature in Summer Street Talk to explain challenges.
- Awareness of service standards is always an area which requires continual promotion with tenants and residents and as such will feature in the next edition of StreetTalk magazine.

#	Neighbourhoods and Communities	Total Year end 21/22	Q1	Q2	Q3	Q4	Total YTD	Target 22/23	Volume	Trend ↑ ↓ →
1	Average calendar days for standard re-lets	27	31	28			28	19	74	↑
2	Tenants satisfied with letting process	96%	88%	100%			95%	98%	Q2- 33 returns	↑
4	Number of Cause for Concerns raised/of which support already in place or referral made to agency	279	73 of which: 19 x support in place 8 x referral made 6 x duplicate 40 x NSO investigation	65 of which: 3x support in place 15 x referral made 5 x duplicate 46 x NSO /IHMS			138	NA		↑
5	Tenants satisfied with the outcome of their ASB case	58%	75%	66%			71%	80%	Q2 – 3 out of 7 returns	↓
6	ASB cases successfully resolved	100%	100%	100%			100%	95%	Q2 – 7 cases closed	→
7	Tenants satisfied with the handling of their ASB case	69%	75%	0%			43%	75%	Q2 – 3 out of 7 returns	↑
8	Tenants satisfied with the Grounds Maintenance service – annual survey 2021/22	91%	42.6%	NA			42.6%	85%	359 responses	↓
9	Tenants satisfied with the Communal Cleaning service – annual survey 2021/22	86%	51.1%	NA			51.1%	90%	73 responses	↓
10	Tenant Monitors satisfied with Grounds Maintenance service	90%	92%	85%			90%	95%	202 returns	↓

11	Tenant Monitors satisfied with Communal Cleaning service	92%	96%	90%			90%	90%	56 returns	↓
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Narrative

Tenants satisfied with the outcome of their ASB case

The one dissatisfied was unhappy as the problem had started again after words of advice had been offered to the person causing the ASB. The IFF price for doing these surveys is not attractive so they will continue to be done internally, using email and telephone.

Tenants satisfied with the handling of their ASB case

All three tenants who responded to the survey in Q2 said they were neither satisfied nor dissatisfied with how the matter had been handled.

Tenant monitor satisfaction with the Grounds Maintenance service

- 14% of monitors were neither satisfied nor dissatisfied. 3% expressed outright dissatisfaction
- Additional Ocean quality checks have not revealed any notable issues with the grounds maintenance service. The team are now carrying out the winter works programme.
- A boot camp session will be held on both grounds maintenance and cleaning to garner ideas from tenant monitors and other tenants on how improvements could be made

Average calendar days for standard re-lets

Although the position has improved slightly the issues remain as reported in Q1, along with delays in preparing properties for re-letting due to resourcing and volume of voids, especial those requiring major works. The team had let 134 homes in total at the end of Q2 including new builds and homes subject to major works.

#	Income Management and income generation	Total Year end 21/22	Q1	Q2	Q3	Q4	Total YTD	Target 22/23	Volume	Trend ↑ ↓ →
1	Total current rent arrears as a percentage of total rent due	0.90%	1.62%	2.07%			2.07%	1.00%	£477,377	↓
2	Non UC current rent arrears as a percentage of total rent due	0.47%	0.91%	1.01%			1.01%	0.57%	£148,043	↓
3	UC rent current arrears as a percentage of total rent due	1.75%	2.96%	3.91%			3.91%	1.65%	£329,334	↓

Narrative

- Combined current rent arrears were over the profiled target by 0.26% at Q3.
- The team are now using possession action and eviction as tools to manage arrears but are adhering to the National Housing Federation commitment that 'No one will be evicted from a housing association home as a result of financial hardship, where they are working (or engaging) with their housing association to get their payments back on track'.

SECTION E ASSET MANAGEMENT

Statutory requirement (S) Non Statutory requirement (NS)

#	Repairs, Maintenance and Improvements	Total Year end 21/22	Q1	Q2	Q3	Q4	Total YTD	Target 22/23	Volume	Trend ↑ ↓ →
1	Dwellings failing to meet Decent Homes Standard (S)	0.88%	0.88%	0.88%			0.88%	0%	*37 from 4,192	→
2	Repairs completed on time	85.5%	95.83%	98.47%			97.18%	95.0%	5,254 from 6,055	↑
3	Repairs completed right first time	88.6%	90.94%	90.27%			90.50%	95%	4,298 from 4,749	↓
4	Tenants satisfied with the repairs service	100%	100%	99.9%			99.9%	99%	2,141 from 6,055	→
5	Tenants satisfied with the planned maintenance service	100%	100%	100%			100%	96.5%	42 from 119	→
6	Tenant satisfied with empty property standard	80%	69%	84%			78%	90%	58 returns from 80 lets	↑
7	Stock Condition Surveys against annual target (% and No.)	374	230	385			61% 615	100% 1,000	615 from 1,000	↑
8	Rented properties Energy Performance Certificate Band C or above	46.5%	49.8%	52%			52%	50%	2,182 from 4,192	↑

**37 tenant refusals allowable*

Statutory requirement (S) Non Statutory requirement (NS)

#	Health & Safety Compliance	Total Year end 21/22	Q1	Q2	Q3	Q4	Total YTD	Target 22/23	Volume	Trend
1	Gas Safety (S)	100%	100%	100%			100%	100%	1,373 from 1,901	→
2	Incidence of Gas Safety record renewed late (S)	0%	0%	0%			0%	0%	0 from 767	→
3	Electrical Safety - 10 years (S)	99.9%	100%	100%			100%	100%	N/A	→
4	Electrical Safety - 5 years (NS)	732	213	206			419	900	419 From 900	↓
5	Fire Safety - Communal areas (S)	100%	100%	100%			100%	100%	126 from 170	→

6	Fire Safety - household checks (NS)	99.6%	99.83%	100%			100%	100%	2,329 from 4,183	↑
7	Passenger lift safety checks(S)	100%	100%	100%			100%	100%	14 from 28	→
8	Stock with Asbestos Management Surveys	60.6%	64.9%	69%			69.9%	70%	2,274 from 3,186	↑
9	Completed Legionella Risk Assessments	132	30	4			34	100	34 from 100	↓
10	NEW - flatted schemes under third party management evidencing full compliance for communal/external areas (S) *	N/A	2 out of 3	2 out of 3			2 out of 3	3 of 3 fully compliant	3 schemes: White River Place, Jadeana Court, Nicholl House	→

Narrative

Electrical Safety - 5 years (NS):

- Slightly behind target at end of Q2 due to ongoing vacancies and contractor liquidation. We are seeking to procure a new external contractor to support and ensure target achieved at year end. Improvement expected in Q3.

Flatted schemes under third party management (S):

- White River Place is not compliant due to the existence of combustible external wall finishes. A Building Safety Fund application has been approved to fund remedial works and the developer is being pursued for costs.

SECTION F NEW HOMES STRATEGY

#			Q1	Q2	Q3	Q4		Volume	Trend
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	Tenant Satisfaction	Total Year end 21/22					Total YTD	Target 22/23		↑ ↓ →
1	New tenants satisfied with their new affordable homes	81%	N/A	97%			N/A	96%	20 responses from 35 surveys sent	↑

New Homes Build Completions						
Tenure	22/23 Target	Complete	Rating	23/24 Target	On site	Rating
Affordable Rent	50	26	↓	79	33	→
Affordable Shared Ownership	26	5	↑	43	27	→
Totals	76	31	↓	122	60	→

Narrative

- We are currently trying to finalise a deal with Verto Homes for 8 s106 homes at Mylor, of which 6 will complete this financial year, and so predicted completions are expected to change.
- We expect to complete on 55 rented homes and 16 shared ownership homes. Should the Mylor scheme be approved, this will increase to 60 rented completions and 17 shared ownership completions.
- The 4 unsold shared ownership are at Polgrean Phase 6 which completed on 28 September 2022. All are reserved and in conveyancing.