



**OCEAN HOUSING
 QUARTERLY PERFORMANCE BULLETIN
 REPORTING PERIOD – Quarter 4 January to March 2024**

Note: The Regulatory Tenant Satisfaction Measures have been incorporated into the Performance Bulletin using the technical guidance reference numbers and shared in blue.

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

Trend	Definition
→	Performance unchanged from previous quarter
↑	Performance improved from previous quarter
↓	Performance worse than previous quarter

Content:

- Section A** Customer Experience and Tenant Involvement
- Section B** Tenant Anniversary Satisfaction Survey
- Section C** Neighbourhood and Communities
- Section E** Asset Management
- Section F** New Homes

Section A Customer Experience and Tenant Involvement Financial

#	CEX & TI Activity	Total Year end 22/23	Q1	Q2	Q3	Q4	Total YTD	Target 23/24	Volume Q4	Trend ↑ ↓ →
1	No. of digital communications	32820	9239	8816	10503	13407	41965	35000	13407	↑
2	Percentage of digital transactions compared to telephone calls	44%	48%	48%	54%	55%	51%	50%	11007 calls 13407 digital	↑
3	Percentage of digital transactions resolved at the first point of contact	96%	97%	83%	88%	84%	88%	90%	9736 of 11572	↓
4	Telephone calls dealt with at first point of contact	43140	91%	79%	82%	79%	83%	85%	10428 of 13125	↓
5	Satisfaction rating with telephone response	88%	83%	86%	87%	78%	84%	83%	479 of 612 surveys	↓
CH01 (A)	Complaints relative to the size of the landlord – Stage 1	N/A	8.04	8.05	10.18	10.61	36.78	12.07	156	↓
CH01 (B)	Complaints relative to the size of the landlord – Stage 2	N/A	1.89	2.13	3.08	2.59	9.67	1.2	41	↑
CH02 (A)	Complaints responded to within Complaint Handling Code timescales – Stage 1	94%	88%	94%	84%	98%	91%	90%	142 of 156	↑
CH02 (B)	Complaints responded to within Complaint Handling Code timescales – Stage 2	N/A	100%	89.89%	100%	100%	97.56 %	95%	40 of 41	→
New 6	Number of outstanding Housing Ombudsman investigations	4	5	7	3	1	1	N/A	N/A	↑
7	Satisfaction rating with complaint handling	49%	60%	N/A*	70%	N/A*	65%	50%	N/A	↑

8	No. engaged tenants (New Panel/ VIP/ Monitors)	382	387	389	389	389	389	420	389	→
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*surveys sent three times but no responses received.

SECTION B TENANT SATISFACTION

#	% tenants either fairly or very satisfied	Total Year end 22/23	Q1	Q2	Q3	Q4	Total YTD	Target 23/24	Volume	Trend ↑ ↓ →	Nov 23 House Mark (Median)
TP01	Overall service provided by Ocean Housing	82%	78%	82%	80%	72%	78%	85%	174	↓	72%
TP02	Satisfaction with repair	80%	73%	80%	84%	76%	78%	85%	110	↓	75%
TP03	Time taken to complete the most recent repair	N/A	66%	67%	82%	72%	70%	79%	110	↓	70%
TP04	Home well maintained	N/A	75%	79%	86%	74%	78%	77%	170	↓	72%
TP05	Provides a home that is safe	87%	83%	84%	89%	80%	83%	87%	172	↓	79%
TP06	Listens to views and acts upon them	71%	69%	70%	73%	67%	69%	72%	151	↓	61%
TP07	Keeps you informed about things that matter	83%	81%	79%	84%	71%	78%	82%	153	↓	71%
TP08	Treats tenants fairly and with respect	N/A	85%	87%	88%	84%	86%	87%	165	↓	78%
1	Easy to deal with	83%	82%	80%	83%	81%	82%	85%	173	↓	N/A
2	Trust Ocean Housing	81%	74%	70%	74%	68%	72%	85%	162	↓	N/A
TP09	Approach to complaints handling	62%	29%	35%	35%	38%	34%	65%	64	↑	34%
TP10	Keeps communal areas clean and well maintained	N/A	66%	77%	85%	69%	73%	76%	85	↓	66%

TP11	Makes a positive contribution to the neighbourhood	85%	68%	72%	71%	61%	67%	69%	124	↓	64%
TP12	Approach to handling anti-social behaviour	N/A	65%	66%	69%	63%	66%	69%	101	↓	58%
3	Rent provides value for money	93%	86%	83%	84%	84%	84%	93%	167	→	N/A

SECTION C NEIGHBOURHOODS AND COMMUNITIES

#	Neighbourhoods and Communities	Total Year end 22/23	Q1	Q2	Q3	Q4	Total YTD	Target 23/24	Vol	Trend ↑ ↓ →
1	Average calendar days for standard re-lets	30 days	22 days	20 days	14 days	17 days	19 days	23 days	123 standard re-lets	↓
2	Tenants satisfied with letting process	94%	100%	100%	100%	94%	99%	98%	85 returns	↓
3	Number of Cause for Concerns raised/of which support already in place or referral made to agency	296	70 of which: 6 x support in place 11 x referrals made 9 x duplicate 31 x for NSO 13 x existing CFC	75 of which: 7 x Support in place 4 x referrals made 11 x duplicate 41 x for NSO 12 x existing CFC	51 of which: 5 x support in place 3 x duplicate cases X 42 for NSO X1 existing case	89 of which: 2 x support in place 3 x duplicate 74 x for NSO 10 x existing case	285	NA	285	NA
NM01 (1)	ASB cases relative to the size of the landlord**	N/A	5.63 (24 cases)	8.19 (35 cases)	7.25 (31 cases)	8.81 (38 cases)	29.67	<23.5	128 ASB cases opened	↓
NM01 (2)	ASB Cases which involve hate	N/A	0	0	0.23	0	0.23	NA	1 case opened	→

	incidents, relative to size***				(1 case)						
4	Tenants satisfied with the outcome of their ASB case	64%	80% 4 of 5 returns	0% 0 of 5 returns	80% 4 of 5 returns	81% 9 of 11 returns	65%	80%	63 cases closed 17 satisfied from 26 returns	↑	
5	Tenants satisfied with the handling of their ASB case	36%	100% 5 satisfied from 5 returns	0% 0 satisfied from 5 returns	80% 4 satisfied from 5 returns	64% 7 satisfied from 11 returns	62%	75%	63 cases closed 16 satisfied from 26 returns	↓	
6	Tenants satisfied with the Grounds Maintenance service – annual survey 2022/23	42.6%	49%	NA	NA	NA	49%	85%	246 responses	↑	
7	Tenants satisfied with the Communal Cleaning service – annual survey 2022/23	51.1%	47%	NA	NA	NA	47%	90%	47 responses	↓	
8	Tenant Monitors satisfied with Grounds Maintenance service	87%	82%	89%	88%	91%	87%	87%	383 returned surveys YTD	↑	
10	Tenant Monitors satisfied with Communal Cleaning service	93%	90%	91%	95%	88%	91%	93%	124 returned surveys YTD	↓	

** NM01 (1) definition - TSM definition says "Total number of anti social behaviour cases opened by or on behalf of the provider during the reporting year (including any ASB cases that involve hate incidents)"

*** NM01 (2) definition - Number of anti social behaviour cases (as reported in part 1) that involved hate incidents opened by or on behalf of the provider during the reporting year

For both indicators, the number of cases is to be divided by the relevant social housing stock at the year end and multiplied by 100

SECTION E ASSET MANAGEMENT

Statutory requirement (S) Non Statutory requirement (NS)

#	Repairs, Maintenance and Improvements	Total Year end 22/23	Q1	Q2	Q3	Q4	Total YTD	Target 23/24	Volume	Trend ↑ ↓ →
1	Homes that do not meet Decent Homes Standard (S) ***	0%	0%	0%	0%	0%	0%	0%	12*** from 4,241	→
2	Non emergency repairs completed on time	98.35%	80%	80%	92%	74%	82%	95%	N/A	↑
3	Emergency responsive repairs completed on time	100%	99%	99%	100%	99%	99%	100%	2,737 from 2,759	↓
4	Repairs completed right first time	91%	91%	89%	91%	92%	91%	95%	11,499 from 12,657	↑
5	Tenants satisfied with the kitchen and bathroom programme	100%	100%	100%	100%	100%	100%	97%	236 from 236 returns	→
6	Tenants satisfied with empty property standard	80%	70%	78%	89%	84%	80%	90%	70 Returns YTD	↓
7	Stock Condition Surveys against annual target (% and No.)	97% 969	6% 50	26% 222	79% 669	103% 880	103% 880	100% 850	880 from 850	↑
8	Rented properties Energy Performance Certificate Band C or above	53%	62%	62%	63%	63%	64%	56%	2,686 from 4,241	→

New 9	Live Disrepair / unfitness claims non DMC related	5	2	6	0	0	0	NA	0	→
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*** tenant refusals allowable

Statutory requirement (S) Non Statutory requirement (NS)

#	Health & Safety Compliance	Total Year end 22/23	Q1	Q2	Q3	Q4	Total YTD	Target 23/24	Volume	Trend ↑ ↓ →
1	Gas Safety (S)	100%	100%	100%	100%	100%	100%	100%	1955 from 1,955	→
2	Incidence of Gas Safety record renewed late (S)	0%	0%	0%	0%	0%	0%	0%	0 from 1,955	→
3	Electrical Safety - 10 years (S)	100%	100%	100%	100%	100%	100%	100%	4,312 from 4,312	→
4	Electrical Safety - 5 years (NS)	950	253	217	210	308	988	950	988 from 950	↑
5	Fire Safety - Communal areas Risk Assessments (S)	100%	100%	100%	100%	100%	100%	100%	577 from 577	→
6	Fire Safety - Communal areas Alarm checks	100%	100%	100%	99%	100%	100%	100%	128 from 128	↑
7	Fire Safety - household checks (NS)	100%	100%	100%	100%	100%	100%	100%	4,208 from 4,208	→
8	Stock with Asbestos Management Surveys	80%	83%	85%	85%	86%	86%	100% from 3,176	2,720 from 3,176	→
9	Water Safety Checks (medium risk) Legionella	42	0	0	0	42	42	42 of 42	42 from 42	↑
10	Passenger lift safety service checks(S)	100%	100%	100%	100%	100%	100%	100%	88 from 88	→
11	Water Safety Checks (low risk) - Legionella	539	19	80	105	379	797	100	797 from 100	↑

12	(New) Communal fire safety door checks for high rise building	100%	100%	100%	100%	100%	100%	100%	Park House	→
13	Flatted schemes under third party management evidencing full compliance for communal/ external areas (S)	2 out of 3	2 out of 3	2 out of 3	2 out of 3	2 out of 3	2 out of 3	3 of 3 fully compliant	White River Place, Jadeana Court, Nicholl House	→
14	(New) Issues identified from second line of defence checks Statutory Property Compliance	0 from 360	0 from 90	0 from 90	0 from 90	0 from 90	0 from 360	0 from 360	360 checks	→

#	Repairs, Maintenance and Improvements	Total Year end 22/23	Total Year end March 24	Target 23/24	Volume	Trend ↑ ↓ →
RP01	Homes that do not meet Decent Homes Standard (S)	0%	0%	0%	12*** from 4,241	→
RP02 (A)	Non emergency repairs completed on time	N/A	82%	95%	N/A	↓
RP02 (B)	Emergency responsive repairs completed on time	100%	99%	100%	2,737 from 2,759	↓
BS01	Gas Safety Checks (year end)	100%	100%	100%	1,955 from 1,955	→
BS02	Fire Safety - Communal areas Risk Assessments	100%	100%	100%	577 from 577	→
BS03	Stock with Asbestos Management Surveys	80%	86%	86%	2,720 from 3,176	→
BS04	Legionella Risk Assessments	42	625	20%	839 from 4241	↑

BS05	Passenger lift safety service checks	100%	100%	100%	88 from 88	→
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Damp, Mould and Condensation

	Damp and Mould Hazards	Total Year End 22/23	Q1	Q2	Q3	Q4	YTD Total	Target 23/24	Volume	Trend ↑ ↓ →
1.	Damp and Mould Cat 1 raised	3	0	0	0	0	0	0		→
	Of which completed		0	0	0	0	0	0		
	% completed on time		N/A	N/A	N/A	N/A	N/A	N/A		
2.	Number of properties where DMC inspections raised during period	490	200	183	289	637	1,309	N/A	1,309	↑
3.	Number of inspections completed during period	N/A	150	198	247	474	1,069	N/A	1,069	↑
4.	% of inspections completed on time	-	59%	67%	86%	87%	79%	N/A	825 from 1,043	↑
5.	Number of DMC repair orders raised	-	377	274	1,019	2,918	4,588	N/A	4,588	↑
6.	Number of repair orders completed	-	437	267	605	989	2,298	N/A	2,298	↑
7.	% completed on time	-	32%	36%	76%	65%	52%	N/A	52%	↓
8.	Number of repair orders in progress	-	8	20	124	499	651	N/A	651	↑
9.	Number of 5% post-inspection calls made	-	-	-	14	25	25	N/A	25	↓

10.	Percentage of calls satisfied with the outcome	-	-	-	28%	33%	31%	N/A	8 from 25	↑
11.	Live Disrepair/ Unfitness DMC related Claims (Cumulative)	14	19	25	30	45	45	N/A	45	↓
12.	Formal Complaints	1	3	2	16	11	32	N/A	32	↑

Health and Safety (H&S)

#	Health and Safety	Year End 22/23	Q1	Q2	Q3	Q4	YTD	Target 2023/24	RAG
1	OHL Reporting of Injuries, Diseases and Dangerous Occurrences Regulations - RIDDOR	1	0	0	0	1	1	<5	↓
2	OHL Minor Injuries	8	0	0	1	1	2	<25	↓
3	Property Services Inspections	107	24	32	24	36	116	90	↑
4	Health and Safety Executive Investigations	0	0	0	0	0	0	0	→

SECTION E NEW HOMES STRATEGY

#	Tenant Satisfaction	Total Year end 22/23	Q1	Q2	Q3	Q4	Total YTD	Target 23/24	Volume	Trend ↑ ↓ →
1	New tenants satisfied with their new affordable homes	97%	N/A	82%	100%	93%	93%	96%	8 schemes completed, 39 surveys received of 93 sent	↓

New Homes Build Completions						
Tenure	23/24 Target	Complete	Rating	24/25 Target	On site	Rating
Affordable Rent	54	47	↓	85	67	↑
Affordable Shared Ownership	39	38	↓	67	58	↑
Totals	93	85	↓	152	125	↑