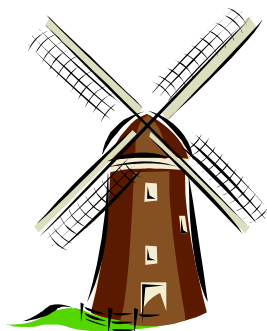


# Blenheim Gardens RMO

## Annual Report 2008/9 Performance Digest



**In partnership with**



*If you would like this information in large print, Braille, another format or another language, please contact us on 020 7926 0158.*

**Español:** *Si desea esta información en otro idioma, rogamos nos llame al 020 7926 0158.*

**Français:** *Si vous souhaitez ces informations dans une autre langue veuillez nous contacter au 020 7926 0158.*

**Português:** *Se desejar esta informação noutro idioma é favor telefonar para 020 7926 0158*

**Twí:** *Se wope saa nkaeboy yi wo kasa fofo mu a fre 020 7926 0158.*

**Yoruba:** *Tí ẹ ba fẹ ìmoràn yí, ní èdè Òmíràn, ẹjọ, ẹ kàn wà l'ágogo 020 7926 0158.*

## ***Our Operational Performance***

BGRMO places a particular importance on performance management. Reports are regularly provided to the Management Board, who set and monitor performance against agreed targets. URH has a critical role to play in the monitoring and reporting of performance.

Our analysis of current performance shows some areas of strength and some areas requiring improvement.

### **Responsive Repairs**

Responsive repairs represent our key customer facing service area and it is a service our customers (BGRMO's tenants) consistently priorities. The general theme with regard to performance in this area of activity is that BGRMO performs well when undertaking repairs work in house or with our appointed contractors, either on or exceeding target. When we factor in performance for repairs undertaken out of hours (the retained responsibility of LB Lambeth) our performance declines.

### **Non-Urgent Repairs**

Non-urgent repairs are fully undertaken by BGRMO and/or our appointed repairs contractors. The following table shows our performance compared to the URH average and that of the LB Lambeth

<b>The average number of calendar days to complete non-urgent repairs</b>				
	<b>Performance yr end 08/09</b>	<b>Target 2008/09</b>	<b>Target 2009/10</b>	<b>Target 2010/11</b>
Blenheim Gardens	8.6 days	11 days	11 days	10 days
URH (average)	10.4 days	11 days	11 days	10 days
LB Lambeth	14.7 days	12 days	12 days	12 days

### **Urgent Repairs**

Our monitoring shows that performance for jobs undertaken by BGRMO is good, achieving 100% completion on target.

Blenheim Gardens and the other TMOs within URH operate the responsive repairs system within LB Lambeth's SX3 integrated housing management system. URH TMOs have experienced serious problems and limitation in relation to the performance functionality of the SX3 system as configured by LB Lambeth.

% of urgent repair jobs which are completed within timescale				
	Performance yr end 08/09	Target 2008/09	Target 2009/10	Target 2010/11
Blenheim Gardens	100.0%	90.0%	90.0%	90.0%
URH (average)	89.3%	90.0%	90.0%	90.0%
LB Lambeth	94.3%	90.0%	90.0%	90.0%

### Void Turnaround Time

Whilst the overall performance of the URH TMOs is significantly short of the 2008/9 target, BGRMO performs significantly better than the 36 days target for void turnaround.

Average number of days to turn around void property				
	Performance yr end 08/09	Target 2008/09	Target 2009/10	Target 2010/11
Blenheim Gardens	21.0	28.0	28.0	23.0
URH (average)	51.1	28.0	28.0	23.0
LB Lambeth	113.2	35.0	TBC	TBC

### Rent / Service Charge and Arrears Management

Overall performance of the URH TMOs is close to that of LB Lambeth, both of which are significantly short of the 2007/08 target. BGRMO performance shows that we currently exceed the 92% target by 5.2%.

Rent collected as a proportion of rent owed				
	Performance yr end 08/09	Target 2008/09	Target 2009/10	Target 2010/11
Blenheim Gardens	97.6%	92.0%	92.0%	94.0%
URH (average)	89.0%	92.0%	92.0%	94.0%
LB Lambeth	90.5%	94.0%	95.0%	96.0%

### Service Charge Collection Rate

	Performance yr end 08/09	Target 2008/09	Target 2009/10	Target 2010/11
Blenheim Gardens	85.1%	102.0%	103.0%	103.0%
URH (average)	94.9%	102.0%	103.0%	103.0%
LB Lambeth	86.4%	103.0%	103.0%	103.0%

### Service Charge

During the 2008/9 year, URH undertook to client monitoring function from Lambeth Council and produce the end of year accounts and estimates. There were a number of procedural delays on the actual data being uploaded on SX3 and this requested in a number of adjustments having to be made. Since for long periods the data recorded on SX3 was not accurate, it was not possible for the RMO to undertake arrears recovery work during this period which impacted on our end of year collection figures. During the 2007/8 year for examples, the RMO collection rate was well over 100%

### Gas Servicing

Gas Servicing				
	Performance yr end 08/09	Target 2008/09	Target 2009/10	Target 2010/11
Blenheim Gardens	100.0%	100.0%	100.0%	100.0%
URH (average)	*	100.0%	100.0%	100.0%
LB Lambeth	93.4%	100.0%	100.0%	100.0%

The figures for the other offices are Loughborough 98.13% (18 services out 965 missed) Waltham 99.43% (one service out of 174 missed).

### Customer Care

#### Customer Care – Complaints answered on time

	Performance yr end 08/09	Target 2008/09	Target 2009/10	Target 2010/11
Blenheim Gardens	100.0%	90.0%	90.0%	90.0%
URH (average)	48.6%	90.0%	90.0%	90.0%
LB Lambeth	83.1%	90.0%	90.0%	90.0%