



Quarter One Performance Report

July 21

We share our Quarterly Performance report with the Tenant Voice Panel 4 times a year and ask them for any comments or questions around our performance. This year has been a little different and we have had to adapt to the challenges that Covid has given us, which has impacted on certain areas in relation to performance.

Overall, the Tenant Voice Panel remain assured that our performance is excellent, as are the measures that are in place to protect both staff and tenants.

Although we have an excellent working relationship with the panel, we may not be able to implement all their suggestions, and where we can't, we will provide a reason why.

You can find a copy of the Performance report here; <https://www.berneslaihomes.co.uk/about-berneslai-homes/berneslai-homes-performance/berneslai-homes-performance-reports/berneslai-homes-performance-reports/>

Below are the comments made by the Tenant Voice Panel and the responses;

TVP Question/Comment	Berneslai Homes response
<p>Call Centre</p> <p>It's good to know that KickStart members of staff will be assisting the Call Centre, in a hope to improve performance. How long will this process take?</p>	<p>Unfortunately, the recruitment process was unsuccessful, as no one was appointed to take the calls. However, it was identified that successful applicants would first benefit from carrying out a course/qualification in customer service skills. After that, Contact Centre managers will look at their skill sets and agree a way forward suitable for the individual and us.</p>
<p>Voids</p> <p>Are these targets achievable, 24 day void target?</p> <p>With regards to shortage of supplies/backlog potentially affecting the figures, would it be possible to start tenancies and do work around the tenants?</p>	<p>Whilst the void target is challenging this is something that we are striving to achieve and at the end of March 2020 achieved performance of 23.84 and as of March 21 was 40.28.</p> <p>Whilst on occasions we carry out work on planned works after the tenancy has commenced, in certain cases this is dependent on the extent of work required. In addition, it depends on the current condition of the property as to whether this would be reasonable to let whilst the incoming tenant await their repairs being completed.</p>
<p>Rents/Arrears</p> <p>Acknowledge that rent arrears are increasing and it is encouraging to see that strategies in place to counteract the cessation of furlough scheme and the £20 UC uplift.</p>	<p>We have done a large campaign of reaching out to 2 groups of customers – all our UC claimants (in arrears and credit) and all non-benefit customers. We have written to and sent text messages to both groups informing them about UC uplift and Furlough coming to an end and encouraged customers to contact us for support. Also added information on e-bulletins and social media.</p>

<p>One member pointed out that regarding the measure in place to counteract the removal of the UC uplift, lots of people in receipt of UC do work/have jobs already – what measures can we put in place to support them? If we see an increase in the number of evictions as a result where will they go?</p>	<p>As customers contact us we have having more detailed conversations, recording income and expenditure information, setting up affordable payment plans and making relevant referrals to Tenancy Support service for benefit and financial advice, including budgeting advice and access to other benefits and funds, CAB services and ESF service for employment and training advice and support.</p> <p>This is an ongoing campaign, maintaining communication with customers both pro-actively and re-actively to the schemes ending.</p> <p>We are monitoring any increase in incoming calls weekly by week and the reason for the call. We are also monitoring officer activity to identify increase in number of support referrals and voluntary arrangements and then we are monitoring number of arrangements defaulting.</p> <p>Starting legal proceedings and as far as evictions is always an action we would take as an absolute last resort. As long as customers are engaging and working with us we will not pursue legal action. We have a clear understanding on customer who cannot pay and customers who will not pay.</p> <p>We work closely with shelter/crisis organisations as well as our in-house lettings and housing options teams and proactively inform them of any tenants due for eviction. we have had a few evictions over the last month and the majority had already abandoned the property, so we were unable to refer to support services before or after.</p>
<p>Tenancy Support ESF</p> <p>The area of service provides some really good results, and we would like some more information on this service</p>	<p>The Project Manager for ESF, has been invited to speak with the Panel invited in November 2021</p>

