

BITMO Aim: Build a Stronger, Safer, Greener Community

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Aims	Goals	Owner	Indicators of progress	Curr target annual	Q1-4 2022-23	Q1-4 2023-24	RAG	New Comments
Build a Stronger and Safer Community	Make homes and the environment as safe and secure as possible	Repairs and Maintenance	All homes have a current gas safety certificate (Gas safety checks)	100%	98.75%	98.25%	A	18 of 1832
			Percentage of homes with a Gas safety certificate overdue for 0-4 weeks	0%	0.65%	0.16%	A	3 of 1832
			Percentage of properties with a Gas safety certificate overdue for 1-3 months	0%	0.60%	0.49%	A	9 of 1832
			Percentage of properties with a Gas safety certificate overdue for over three months	0%	0.00%	0.05%	A	1 property
			All homes have a current electric periodic inspection certificate (Electrical safety checks)	100%	77.56%	89.52%	A	LBS contracted to bring to 100%. 192 o/s.
			Fire Safety inspections to communal areas (Fire safety checks)	100%	100%	100%	G	157 areas checked
			Asbestos safety checks - new	100%	TBA	69.87%	A	1280 completed of 1832. 86 Communal areas identified for Re-inspections and done in Sept.
			Water safety checks - new	100%	100%	100%	G	Sayes done 14.9.23 (5 items). Due annually.
			Annual green spaces and footpath inspection (100% per year)	100%	100%	100%	G	Annual inspections complete.
	Expect tenants to abide by their tenancy agreements and hold them to their responsibilities	Repairs / Tenancy Support / Comm Dev	Respond to tenant permission requests within 10 days (See Permissions log)	100%	100%	100%	G	81 received and responded to within 10 days.
			Annual Tenancy Contacts - Combined	100%	69.1%	N/A	N/A	Now split between General, Priority & RL
			Annual Tenancy Contacts - General	33%	N/A	33.68%	G	489 of 1,452 visited (33% target)
			Annual Tenancy Contacts - Priority	100%	N/A	88.89%	A	240 of 270 vsited = 88.89%
			Percentage of new tenant visits completed within 28 day target	75%	TBC	81.4%	G	92 out 113 for year = 81.4% Q1 8 of 17 – 47.1% / Q2 28 of 33 – 84.8% / 21 of 27 – 77.8% / Q4 35 of 36 – 97.2%
	Tackle anti-social behaviour quickly and effectively	Tenancy Support	ASB - number of cases opened	N/A	79	93	N/A	18% increase
			ASB - number of cases closed	N/A	82	85	N/A	4% increase
			ASB cases relative to the size of the landlord	N/A	4.30%	5.08%	N/A	Low in comparison to LCC ASB figures.
			Support - opened and closed	N/A	23/29	37/31	N/A	
			LASBT Number of cases closed - situation improved	66.67%	Not available	65.71%	A	35 closed / 23 improved.
			LASBT Number of cases opened	N/A	Not available	26	N/A	26 cases opened / 35 closed