

**DEFENCE ESTATES HOUSING DIRECTORATE**  
**MONTHLY PROGRESS REPORT AND QUARTERLY RETURN**  
**AS AT 30 APRIL 2009**  
 This Report is produced on a monthly basis by DE D Ops (H) and MD MHS and shows the current progress of the management of Service Families Housing in England and Wales

Ser	Item	Note	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Comments																																																
1	<b>Properties for Occupation:</b>																																																														
	a. Applications acknowledged within 2 working days of receipt	1	94.7% (of 1811)																																																												
	b. Allocation offers sent to applicants within 15 days of receipt of SFA required within 4 months.	1	82.2% (of 1858)																																																												
	c. Allocation offers made with a SFA availability date within 28 days of the required date	1	84.3% (of 1214)																																																												
	d. SFA refusals (Top 3)		(Code)	(Code)	(Code)	(Code)	(Code)	(Code)	(Code)	(Code)	(Code)	(Code)	(Code)	(Code)	Code - A: Personal Reasons. B: No Longer Required. C: Service Reasons. D: Offer other SFA																																																
	1	A																																																													
	2	B																																																													
	3	C																																																													
	e. SFA offer withdrawals (Top 3)		(Code)	(Code)	(Code)	(Code)	(Code)	(Code)	(Code)	(Code)	(Code)	(Code)	(Code)	(Code)	Code - A: Error. B: No Longer Required. C: Offer Other SFA. D: SFA Not Available																																																
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3	C																																																														
f. Non-availability certificates issued		26																																																													
g. Passed Move-In Standard.	2	97.85% (of 839)												Compliance to the Move In standard is at the highest level recorded by MHS and reflects the drive to attain 100% adherence to the Move In standard.																																																	
h. Passed Move-Out Standard.	3	78.53%												Move Out Standard against properties vacated in month as well as those occupied in month is reported here. This metric is NOT within MHS control																																																	
i. Significant Defects within 14 days of Move-In.	4	123												The number of SD's shows an overall increase in year and can be attributed to the implementation of an enhanced reporting system. The numbers of SD's raised are currently monitored on a daily basis to ensure that accurate reporting and now ALL defects to the categories are reported.																																																	
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th>East</th> <th>L'don</th> <th>North</th> <th>SE</th> <th>SW</th> <th>West</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Cooking</td> <td>1</td> <td>1</td> <td>2</td> <td>6</td> <td>11</td> <td>1</td> <td>22</td> </tr> <tr> <td>Heating</td> <td>10</td> <td>5</td> <td>7</td> <td>9</td> <td>13</td> <td>2</td> <td>46</td> </tr> <tr> <td>Plumbing</td> <td>10</td> <td>9</td> <td>4</td> <td>12</td> <td>18</td> <td>1</td> <td>54</td> </tr> <tr> <td>Move In Clean</td> <td>0</td> <td>0</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> <td>1</td> </tr> <tr> <td><b>Total</b></td> <td><b>21</b></td> <td><b>15</b></td> <td><b>14</b></td> <td><b>27</b></td> <td><b>42</b></td> <td><b>4</b></td> <td><b>123</b></td> </tr> </tbody> </table>																	East	L'don	North	SE	SW	West	Total	Cooking	1	1	2	6	11	1	22	Heating	10	5	7	9	13	2	46	Plumbing	10	9	4	12	18	1	54	Move In Clean	0	0	1	0	0	0	1	<b>Total</b>	<b>21</b>	<b>15</b>	<b>14</b>	<b>27</b>	<b>42</b>	<b>4</b>	<b>123</b>
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2	a. Calls answered 30 secs or less		96% (of 22836)																																																												
	b. Customer Satisfaction - HIC service														Under development																																																
	c. Average waiting time for call to be answered (sec)		22																																																												
	d. Percentage of calls abandoned		2.4																																																												
	e. Average call duration (mins)		3.13																																																												
3	<b>Helpdesk:</b>																																																														
	a. Calls answered - 10 secs or less.		83.77% (of 30497)												In month the Helpdesk have exceeded their internal target of 80% of calls to be answered within 10 seconds.																																																
	b. Calls answered - 30 secs or less		92.1% (of 30497)												In month the Helpdesk have exceeded their internal target of 90% of calls to be answered within 30 seconds.																																																
	c. Calls answered - 2 mins or less.		99.34% (of 30497)												The Helpdesk continues to exceed the KPI target of 95% of calls to be answered within 2 minutes.																																																
d. Customer satisfaction - helpdesk service.		96.32% (of 2551)												Occupant satisfaction with Helpdesk service continues to show little fluctuation and demonstrate that in excess of 96% of those occupants surveyed in month rated the Helpdesk service as Satisfactory or above.																																																	
4	<b>Maintenance and Repair Services:</b>																																																														
	a. Response Maintenance:	5																																																													
	i. Response Orders 'Right 1st Time'		87.73%												Of those orders closed within the month, 87.73% were completed within one visit with no requirement for follow up calls.																																																
	ii. Achievement of Emergency Repairs within agreed timescales.		99.14%												April sees the 1st full month of automated data gathering as a result of implementing mobile technology which allows works to be sent and received by engineers electronically. The result of this is that performance data is generated via electronic means, and is therefore more robust.																																																
	iii. Achievement of Urgent Repairs within agreed timescales.		85.52%												The performance in month has fallen and is a result of changes within the supply chain and the implementation of mobile technology and the resultant automated data gathering. An action plan is in place to ensure performance improvement in the coming month.																																																
	iv. Achievement of Routine Repairs within agreed timescales.		94.07%												The performance in month has fallen and is a result of changes within the supply chain and the implementation of mobile technology and the resultant automated data gathering. An action plan is in place to ensure performance improvement in the coming month.																																																
	v. Occupant satisfaction of response maintenance services.		92.67% (of 2521)												There is little fluctuation month on month, although MHS are now gathering outbound satisfaction calls within 30 mins of work completion. This is possible due to realtime systems update from engineer's PDA's.																																																
	b. Pre-planned Maintenance:																																																														
	i. Gas Certificates:																																																														
	1. Expired (occupied).		18												An action plan is in place to ensure the 18 overdue CP12's are addressed and appointments to carry out the tests are made.																																																
	2. Red carded.		777																																																												
	ii. Electrical systems.		1,342												In month 843 2.5 yearly tests have been undertaken together with 499 5 yearly. This is in line with the current testing regime.																																																
	iii. Oil systems.		44												In month 44 tests have been carried out in line with the current testing regime.																																																
c. Defects	6	NA												<b>THIS IS NOT A CONTRACTUAL METRIC</b>																																																	
d. Missed appointments	7	1402 (5.7% of orders)												As anticipated the number of missed appointments has increased as a result of PDA implementation. This means that missed appointments are now collected via engineer's PDA's and not reliant on being reported via occupant or Supply chain. An action plan is in place to ensure a reduction in this number over the coming month.																																																	
e. Occupant no shows																																																															
5	<b>Major Works:</b>																																																														
	a. SFP Progress.	8													SFP 7 Year Rolling Programme: currently under further development, to include an objective priority status for each line item. SFP Programme Year 4: has been agreed. Pre construction works are underway. SFP WORKS: Pibrigh Doors (08/09 Continuation); 22 properties have been handed over (out of a total of 23); access has prevented the completion of the final property; Bradsham Beches (08/09 Continuation); 35 properties have been completed (total to complete 38); Haverfordwest Boilers, cocks and showers (08/09 Continuation); works are underway, with 135 properties completed (out of a total of 153). Warmminster Boilers (08/09 Continuation); works are underway, with 225 properties completed (out of a total of 244). Upson Roofing (08/09 Continuation); 77 properties are complete (out of a total of 78). Ashchurch Roofing; works have commenced on the first flat roof, with work to remove boilers substantially complete. Middlehill Doors and Windows; works are now underway. SFP Projects completed this year: Plymouth Rewires - Total of 65 properties handed over (final 2 completed this year). Pre construction works continue with 09/10 projects, which are being packaged and / or with the procurement team.																																																
	b. Upgrade Progress.														Chester, Blandford, High Wycombe, Aldershot (Quetta Park), Colchester, Bulford, Leeming, Catterick, Putney, Chichsands, Abingdon and Warmminster are on-going programmes (939). Target of 800 (England, Wales, Scotland & NI) to be achieved.																																																
	c. Number of Upgrades Completed.		64																																																												
d. Asset Condition Surveys Undertaken.		2,000												Cumulative total.																																																	
6	<b>Complaints:</b>																																																														
	a. No. of complaints received - MHS.		532												<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2">MHS Complaints</th> </tr> </thead> <tbody> <tr> <td>Open during Month (MHS)</td> <td>532</td> </tr> <tr> <td>Closed during Month (MHS)</td> <td>534</td> </tr> <tr> <td>Closing Balance as at 30/04/09</td> <td>55</td> </tr> <tr> <th>Complaint type</th> <th>Number</th> </tr> <tr> <td>SFP Related</td> <td>1</td> </tr> <tr> <td>Missed Appt / Appointment</td> <td>80</td> </tr> <tr> <td>PFM related</td> <td>7</td> </tr> <tr> <td>Awaiting Parts</td> <td>3</td> </tr> <tr> <td>Compensation - General</td> <td>12</td> </tr> <tr> <td>Helpdesk</td> <td>8</td> </tr> <tr> <td>Carpets</td> <td>1</td> </tr> <tr> <td>DE Complaint</td> <td>11</td> </tr> <tr> <td>ESCM related</td> <td>102</td> </tr> <tr> <td>Duration of On-Going Works</td> <td>267</td> </tr> <tr> <td>Administration</td> <td>5</td> </tr> <tr> <td>MHS Complaints</td> <td>35</td> </tr> </tbody> </table> <p>The number of outstanding complaints to 30/04/09 has decreased from 57 last month to 55 this month, showing an overall decrease in month of 2.</p>	MHS Complaints		Open during Month (MHS)	532	Closed during Month (MHS)	534	Closing Balance as at 30/04/09	55	Complaint type	Number	SFP Related	1	Missed Appt / Appointment	80	PFM related	7	Awaiting Parts	3	Compensation - General	12	Helpdesk	8	Carpets	1	DE Complaint	11	ESCM related	102	Duration of On-Going Works	267	Administration	5	MHS Complaints	35														
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