

Appendix C

Exeter City Council Local Offers

These are the five key Pledges identified & performance measures as agreed with the Performance Scrutiny Partnership:

1. Repairs & Maintenance:

"We pledge to provide safe, well maintained homes."

How we would measure

1. % of gas services completed
2. No. of properties at Decent Homes Standard
3. Repairs completed on time by priority
4. No. of various key programmed works areas completed against target (kitchens, bathrooms and heating systems for example).

2. Neighbourhood & Community:

"We pledge to work in partnership with other organisations to create neighbourhoods which are safe and well maintained, and where people want to live."

How we would measure

1. Number of reported ASB cases per 1000 properties
2. Number of ASB cases resolved
3. % of residents satisfied with outcome following report of ASB
4. Analysis of refusal reasons which may indicate areas which are less popular due to neighbourhood issues

3. Tenancy:

"We pledge to work with tenants and leaseholders to ensure all terms and conditions of our tenancies are understood and complied with."

How we would measure

1. Number of visits completed as part of the property inspection programme
2. Analysis of legal action taken to enforce tenancy conditions
3. Number and value of works recharged to tenant
4. Number and %age of 6 month new tenant visits completed



4. Lettings:

“We pledge to let our properties promptly, fairly and consistently in order to meet housing need and help create sustainable communities.”

How we would measure

1. Turnaround on void properties
2. Number and percentage of lettings in band B
3. Number of lets to BME applicants against number on housing register
4. Position on shortlist of applicants who have bid successfully

5. Equality, Diversity & Access:

“In order to meet all our pledges we will involve our residents, and provide services which are fair, equitable and accessible.”

How we would measure

1. Number of people referred, waiting and who have had adaptations completed
2. Number of involved residents
3. Results of STAR survey (every 2 years)