



Strategic Asset Management Review 2020/21

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2020 - 2021

Executive Summary

Positives

- + Co-location prior to pandemic
- + Longevity of staff
- + Reporting systems
- + I.T integrity
- + Void delivery
- + Increased compliance performance
- + Local employment
- + Apprenticeship

Neutral

- = KPI performance
- = Complaints received
- = Compliments

Negatives

- Covid-19
- Material shortages
- Resource shortage

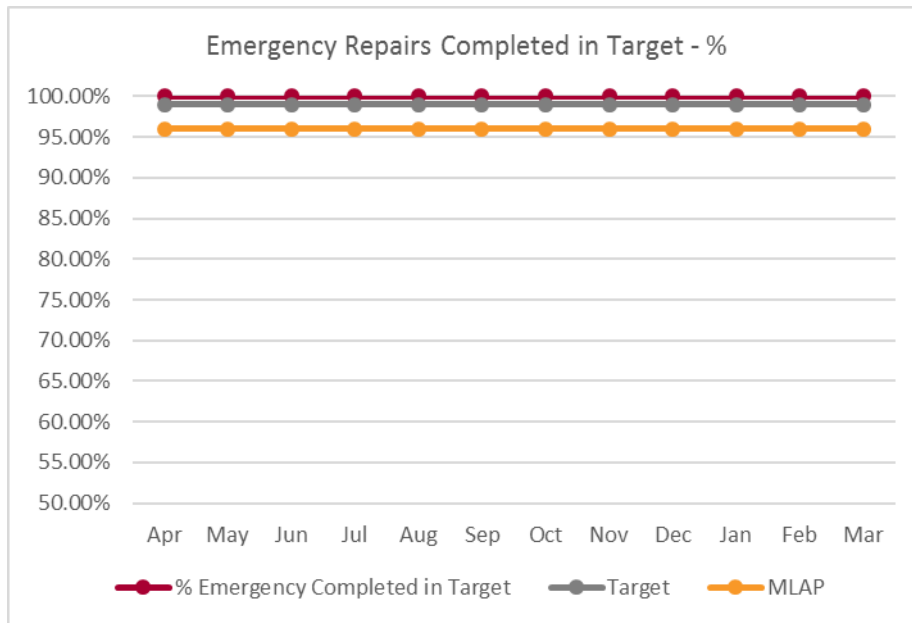
Introduction

This report is intended to provide an overview of performance information, demand analysis, and efficiency of the contract for both repairs and gas.

It covers the financial year April 2020 to March 2021 inclusive.

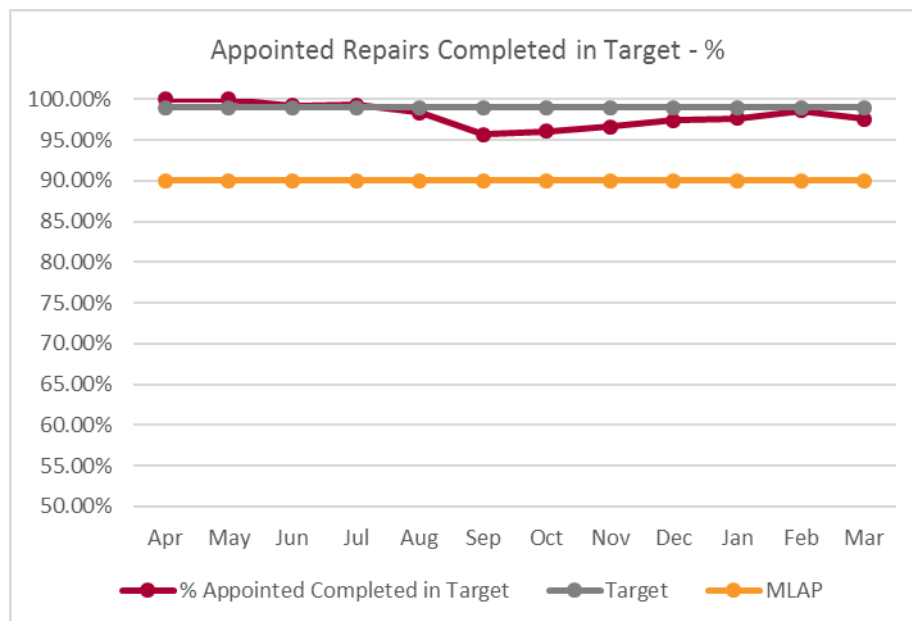
Repairs & Maintenance

Repairs Completed in Target



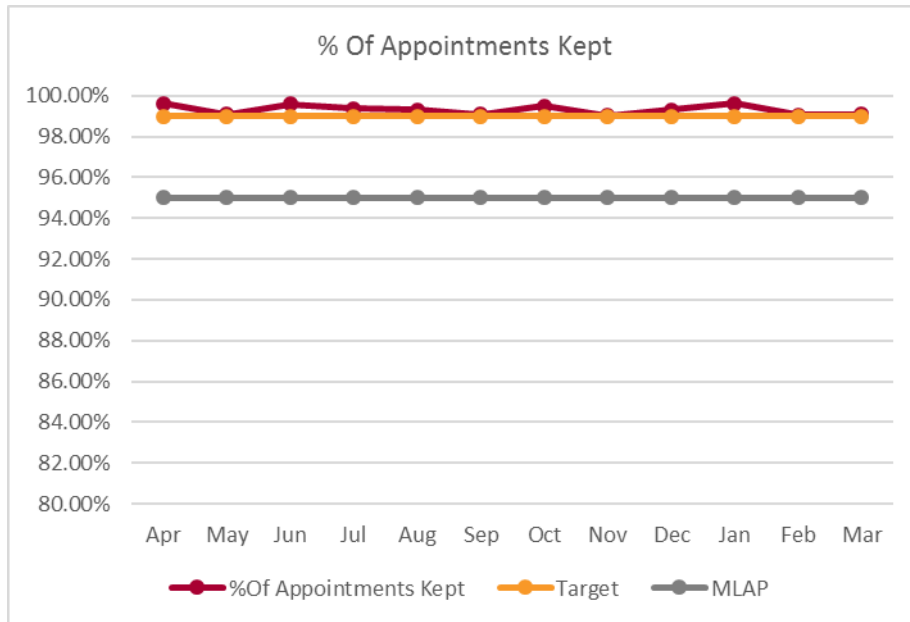
*MLAP Min Level of Acceptable Performance

Emergency repairs completed in target orders achieved 98.95% average for the financial year of 2020-2021.



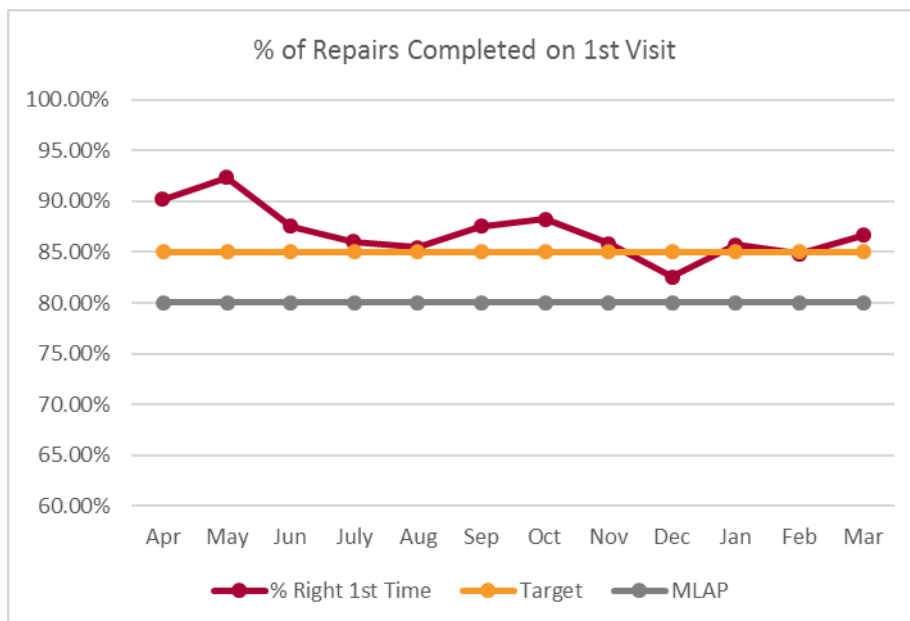
Appointed repairs completed in target orders achieved 97.78% average for the financial year of 2020-2021. Resource availability effected by Covid-19 symptoms, track and trace and self-isolation due to other household members.

Appointments Kept



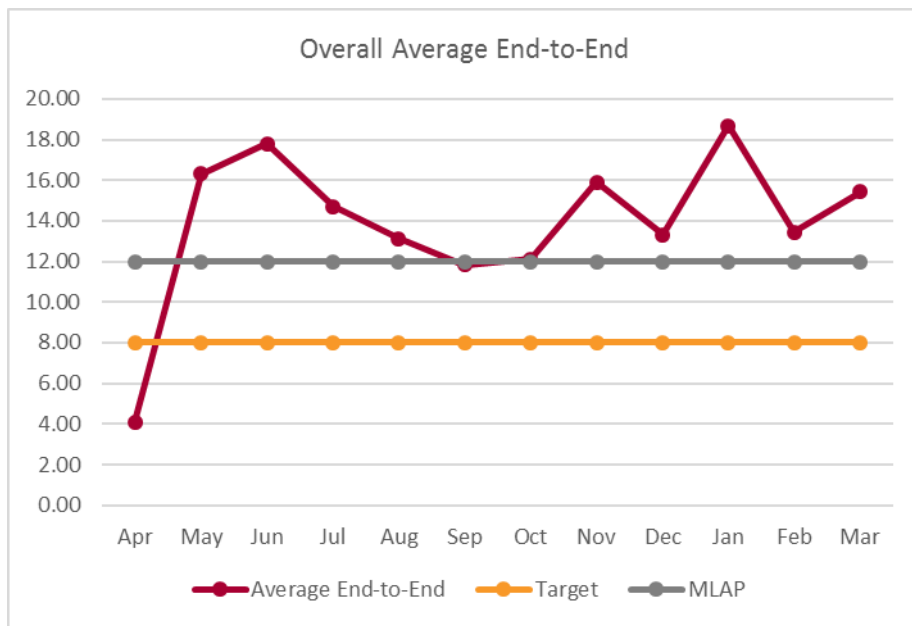
Brentwood achieved an average of 99.30% for appointments kept for the financial year.

Orders Completed First Time



Brentwood achieved an average 86.54% for first time fix. Due to material and production logistics, this KPI will become under increased pressure to maintain.

Average End to End



Overall orders on Brentwood repairs achieved an average of 14.25 days end to end.

Post Inspections

	Post Inspections 20-21													
	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Total	
Site post inspections	20	23	28	31	19	20	18	19	17	18	21	22	256	
Ticket review	180	158	198	234	289	310	420	463	389	406	392	413	3852	
Voids Post Inspections	18	22	20	23	19	16	19	21	14	19	21	25	237	
													Total inspection	4345

Site post inspections

These are generally all orders over £500 and are a review of customer satisfaction, quality of repair and financial recharge costings. They are also used as a feedback cycle if a negative response is recorded.

Ticket review

This is a desk operation to review all orders via our mobile data base system. The reviewer is given the opportunity to check the financial costings, quality of repair and material usage from the stored before/during/after pictures.

Voids inspections

All voids are post inspected prior to hand back to ensure the lettable standard has been achieved. This also includes before and after pictorial evidence to support lettings.

Text Message Surveys

Breakdown

March

282
No. of Surveys

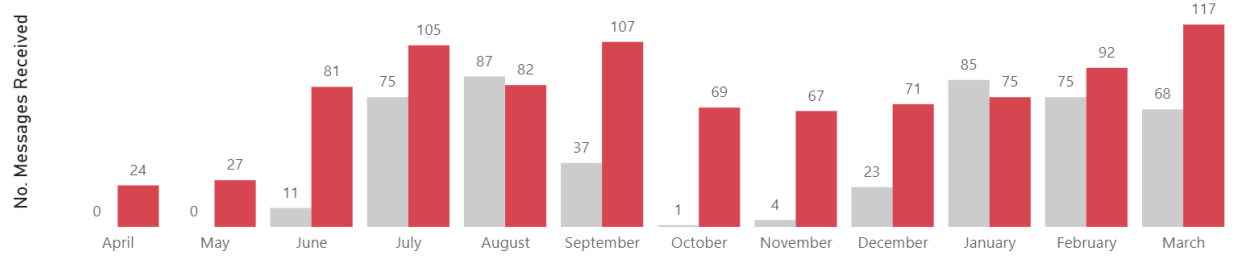
97
No. of Positive Responses

7
No. of Negative Responses

93.3%
SMS Satisfaction %

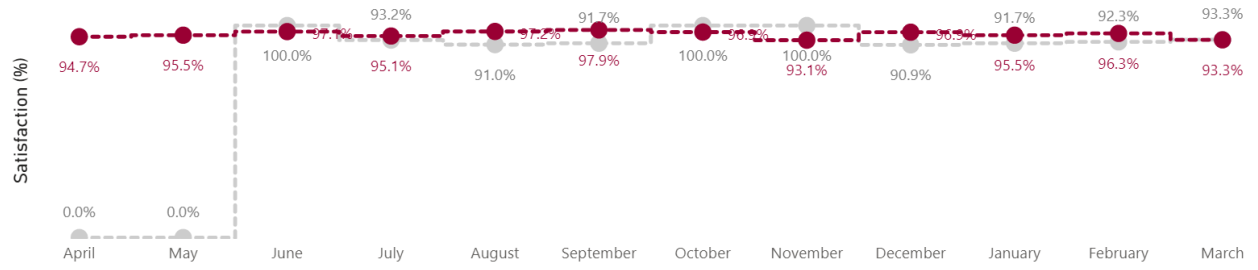
Messages Received

Fiscal Year ● FY 19/20 ● FY 20/21



SMS Satisfaction Rate

Fiscal Year ● FY 19/20 ● FY 20/21



Breakdown

Financial Year

2,336
No. of Surveys

766
No. of Positive Responses

33
No. of Negative Responses

95.9%
SMS Satisfaction %

Undefined Responses to Text Survey

Contract	Contract Prefix	Job Number	Date Created	Message	Message Type	Prc
BRENTWOOD	BBPPP	BBPP011880	10/03/2021	Absolutely the chap today was brilliant!	3 - Undefined	BR
BRENTWOOD	BBPPP	BBPP011649	01/03/2021	BBPP011649 yes	3 - Undefined	BR
BRENTWOOD	BBPPP	BBPP011152	12/03/2021	I am only in from 3 a note was put on the system	3 - Undefined	BR
BRENTWOOD	BBPPP	BBPP011880	10/03/2021	I'm at home	3 - Undefined	BR
BRENTWOOD	BBPPP	BBPP011727	04/03/2021	No didn't ring the bell never showed up	3 - Undefined	BR
BRENTWOOD	BBPPP	BBPP012011	31/03/2021	Okay	3 - Undefined	BR
BRENTWOOD	BBPPP	BBPP012231	26/03/2021	Repair work done yesterday	3 - Undefined	BR
BRENTWOOD	BBPPP	-	04/03/2021	The water heater does not heat up, its still very cold since the electrician left to change the switch / board. It lits up when turned but the water does not get hot. It must be the boiler that has a problem.	3 - Undefined	
BRENTWOOD	BBPPP	BBPP012085	18/03/2021	Very good	3 - Undefined	BR
BRENTWOOD	BBPPP	-	05/03/2021	We got hot water already since this morning. Thank you ever so much!	3 - Undefined	
BRENTWOOD	BBPPP	BBPP011649	01/03/2021	What are they doing today	3 - Undefined	BR
BRENTWOOD	BBPPP	BBPP012076	26/03/2021	Work completed to a very high standard by two very tidy and friendly plumbers.Thank you	3 - Undefined	BR
BRENTWOOD	BBPPP	BBPP010582	15/03/2021	YEA	3 - Undefined	BR

Example of undefined responses that have been received.

Complaints

There were 43 stage 2 complaints registered within the year.

Breakdown of complaints:

- 10 x Length of time to effect repair
- 12 x Resident expectation of renewal against repair
- 9 x Complex leak issues
- 3 x Complex leak issues involving third parties
- 2 x Issues over access
- 2 x Quality of repair
- 5 x Failure to respond

Compliments

During the period, 48 compliments were received as follows:

- 19 x Supply chain partners
- 23 x Directly employed trades staff
- 6 x Office based staff members

Call Centre Performance

In Hours (Weekdays 8am-5pm)

Date	Total Calls	Abnd Calls	Abnd Rate	Avg Answer Time	Avg Handling Time	Max Answer Time	Service Level
April	435	74	17.01%	00:01:22	00:05:04	00:37:09	73.33%
May	612	76	12.42%	00:01:18	00:04:34	00:32:34	80.07%
June	918	72	7.84%	00:01:07	00:04:30	00:15:14	83.99%
July	1072	81	7.56%	00:00:57	00:04:38	00:19:30	86.10%
August	1180	91	7.71%	00:01:11	00:04:42	00:16:38	83.56%
September	1427	142	9.95%	00:01:33	00:05:07	00:13:17	77.72%
October	1525	267	17.51%	00:02:41	00:05:11	00:31:56	62.69%
November	1222	72	5.89%	00:01:19	00:04:37	00:17:48	84.12%
December	1032	55	5.33%	00:01:12	00:04:35	01:00:36	86.14%
January	1022	58	5.68%	00:01:14	00:04:38	00:13:55	83.86%
February	1076	68	6.32%	00:01:30	00:04:27	00:15:36	82.43%
March	1267	71	5.60%	00:01:26	00:04:30	00:20:13	82.95%

Out of Hours (Weekdays 5pm-8am, Weekends and Bank Holidays)

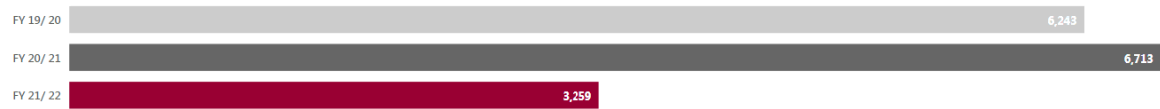
Date	Total Calls	Abnd Calls	Abnd Rate	Avg Answer Time	Avg Handling Time	Max Answer Time	Service Level
April	112	11	9.82%	00:00:21	00:03:26	00:03:45	90.18%
May	123	16	13.01%	00:01:01	00:03:09	00:19:19	82.11%
June	115	12	10.43%	00:00:29	00:03:12	00:04:36	88.70%
July	110	16	14.55%	00:00:33	00:03:03	00:05:02	84.55%
August	133	20	15.04%	00:00:58	00:02:37	00:14:52	81.20%
September	163	27	16.56%	00:00:44	00:03:09	00:09:56	80.98%
October	216	59	27.31%	00:02:23	00:03:25	00:45:00	60.19%
November	126	23	18.25%	00:01:34	00:03:28	00:12:25	73.81%
December	174	27	15.52%	00:01:55	00:02:59	00:30:04	71.26%
January	123	17	13.82%	00:01:51	00:03:28	00:17:16	73.17%
February	212	49	23.11%	00:03:07	00:03:22	00:34:58	58.49%
March	113	5	4.42%	00:01:11	00:03:05	00:09:31	88.50%

Out of Hours (OOH's) calls in February heavily effected by Gas queries coming through to the wrong call queues.

Order Demand

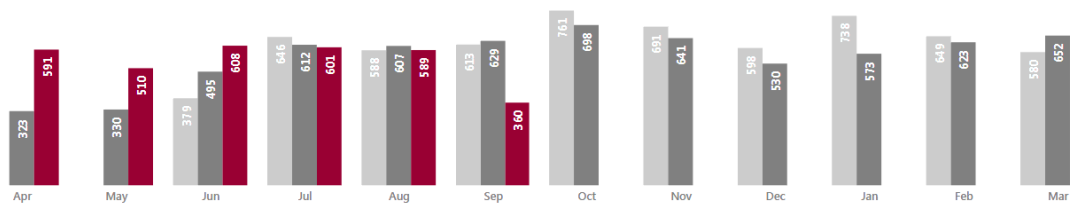
Demand over the last one month can be seen below.

Order volume by financial year



Order volume by financial year and month

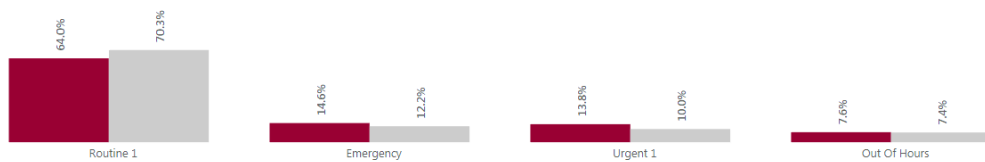
Fiscal Year ● FY 19/20 ● FY 20/21 ● FY 21/22



The composition of orders by priority for Brentwood is shown below for March and YTD – majority is Routine 1.

Order volume | previous month vs. same month last year by priority (top 10)

● Previous Month ● Same Month Last Year

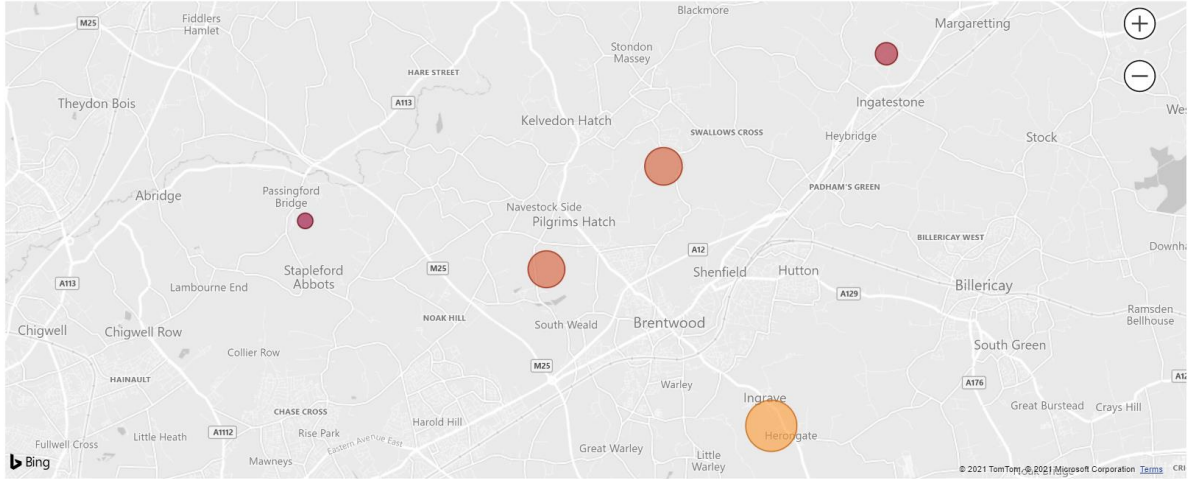


Areas of work

Order volume by area

Fiscal Year	FY 20/ 21												
Post Code Area	April	May	June	July	August	September	October	November	December	January	February	March	Total
CM13	133	118	205	287	239	259	295	275	217	232	254	266	2,780
CM15	86	88	122	151	180	161	168	167	141	146	157	157	1,724
CM14	74	86	132	138	151	147	179	154	126	159	150	170	1,666
CM4	30	35	36	36	37	62	54	44	46	36	59	59	534
RM4	0	3	0	0	0	0	2	1	0	0	3	0	9
Total	323	330	495	612	607	629	698	641	530	573	623	652	6,713

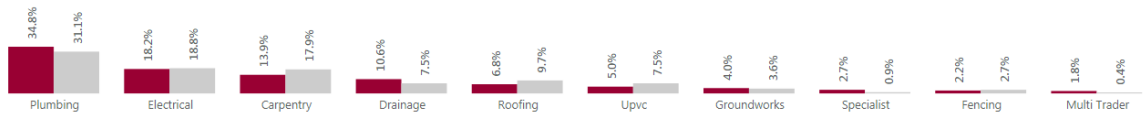
Order volume by area (mapped)



Type of Work

Order volume | previous vs. same month last year by trade (top 10), as % of total

● Previous Month ● Same Month Last Year



Order volume | previous vs. same month last year by trade (top 10), as % change

Multi Trader	Specialist	Drainage	Plumbing	Groundworks	Electrical	Fencing	Carpentry	Roofing	Upvc	Total
400.0%	200.0%	40.5%	10.9%	10.0%	-3.8%	-20.0%	-23.0%	-29.6%	-33.3%	-0.7%

Top 10 Properties

Order volume and value | Dwellings*

Property Ref.	No. Orders Raised	Order Value
BREN34482	28	£3,200.16
+ 14 Tollesbury Court, Woodland Avenue, Hutton, Brentwood,	28	£3,200.16
BREN33147	20	£2,160.54
+ 4 Wadham Close, Ingatestone, , ,	20	£2,160.54
BREN31884	19	£1,339.52
+ 4 Orchard Avenue, Brentwood, , ,	19	£1,339.52
BREN30870	17	£2,537.45
+ 7 Blenheim Road, Pilgrims Hatch, Brentwood, ,	17	£2,537.45
BREN34030	17	£2,590.57
+ 12 Whittington Road, Hutton, Brentwood, ,	17	£2,590.57
BREN35096	17	£1,722.22
+ 25 Railway Square, Brentwood, , ,	17	£1,722.22
BREN32402	16	£2,997.23
+ 67 Hutton Drive, Hutton, Brentwood, ,	16	£2,997.23
BREN35568	16	£1,490.55
+ 12 Juniper Court, Beech Avenue, Ingrave, Brentwood,	16	£1,490.55
BREN33066	15	£945.48
+ 44 Masefield Court, VICTORIA ROAD, Warley, Brentwood,	15	£945.48
BREN33719	15	£1,078.65
+ 90 Western Road, Brentwood, , ,	15	£1,078.65
BREN31637	13	£768.28
+ 34 Gibraltar House, THE DRIVE, GREAT WARLEY, Brentwood,	13	£768.28
BREN33010	13	£869.89
+ 24 Masefield Court, VICTORIA ROAD, Warley, Brentwood,	13	£869.89
Total	5,790	£724,274.09

* - as defined in the data model.

Order volume and value | Communals*

Property Ref.	No. Orders Raised	Order Value
BREN30790	71	£10,357.06
+ Juniper Court, Beech Avenue, Ingrave, Brentwood,	71	£10,357.06
BREN30761	68	£24,672.39
+ Gibraltar House, THE DRIVE, GREAT WARLEY, Brentwood,	68	£24,672.39
BREN30758	63	£32,104.08
+ Drake House, Sir Francis Way, Brentwood, ,	63	£32,104.08
BREN30765	61	£23,583.05
+ Masefield Court, VICTORIA ROAD, Warley, Brentwood,	61	£23,583.05
BREN30762	57	£12,729.62
+ St Georges Court, Highwood Close, Brentwood, ,	57	£12,729.62
BREN30791	45	£6,619.60
+ The Gables, Essex Way, GREAT WARLEY, Brentwood,	45	£6,619.60
BREN30782	34	£4,489.89
+ Victoria Court, VICTORIA ROAD, Warley, Brentwood,	34	£4,489.89
BREN30756	32	£13,646.90
+ Chichester House, Sir Francis Way, Brentwood, ,	32	£13,646.90
BREN30766	27	£13,052.98
+ Mayflower House, THE DRIVE, GREAT WARLEY, Brentwood,	27	£13,052.98
BREN37221	23	£2,699.42
+ Railway Square, Railway Square, Brentwood, ,	23	£2,699.42
BREN30759	22	£14,442.04
+ Elizabeth House, Albany Road, Pilgrims Hatch, Brentwood,	22	£14,442.04
BREN30773	22	£10,606.36
+ Tendring Court, Woodland Avenue, Hutton, Brentwood,	22	£10,606.36
BREN30768	21	£4,587.09
+ Wealden House, Elizabeth Road, Pilgrims Hatch,	21	£4,587.09
Total	1,340	£381,183.38

Note: the no. of orders and order values seen above are non-chargeable and cover a 12 month period.

Void Performance

During the period, 205 void refurbishments were undertaken

89 Minor Voids @ 8.9 days average turnaround

106 Major Voids @ 18.7 days average turnaround

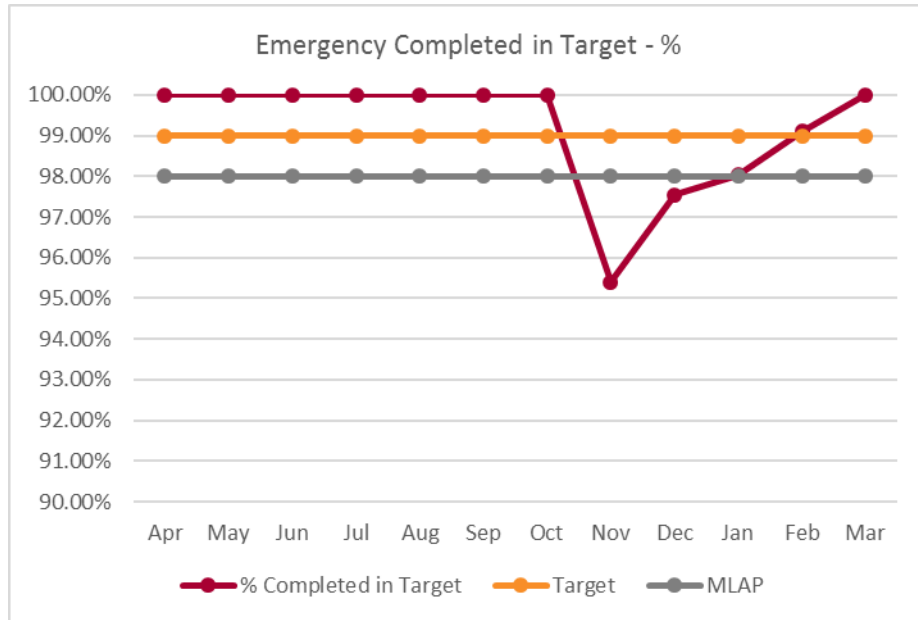
There were also a further 15 project voids requiring complete refurbishment at an average cost 17k

Community investment

- £20,000 committed to Brentwood local investment
- Employment to date of three local Brentwood residents
- Sponsorship of virtual fun days
- Hutton community centre kitchen refurbishment via our Axis charity foundation
- Reach Foundation funding via our Axis charity foundation
- Attendance to Brentwood schools to provide careers advice
- Refurbishment of Ingleton house fishpond
- Brentwood connect trailer support days
- Brentwood Fun Day support
- Stars of Brentwood Showcase sponsor

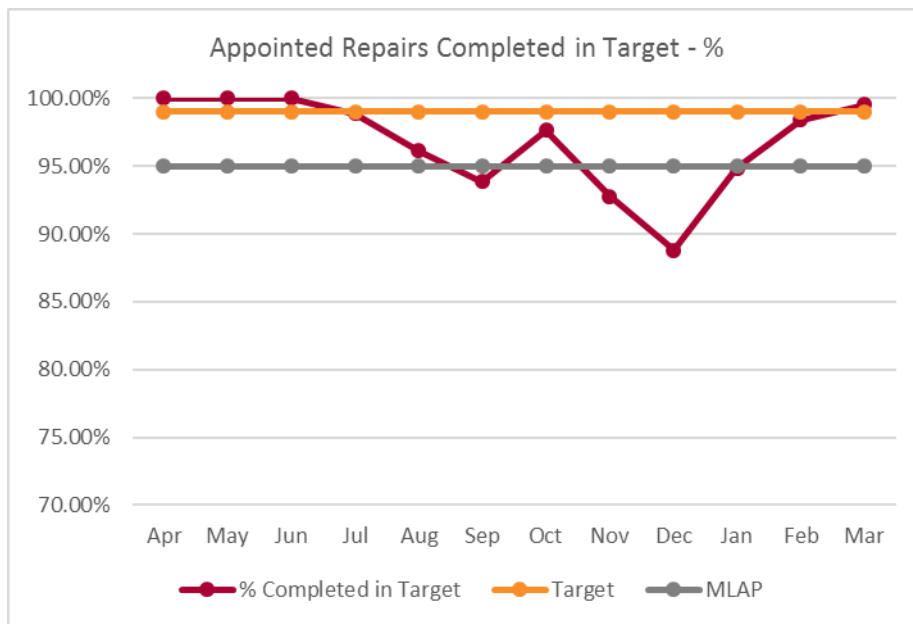
Gas

Emergency repairs completed in target



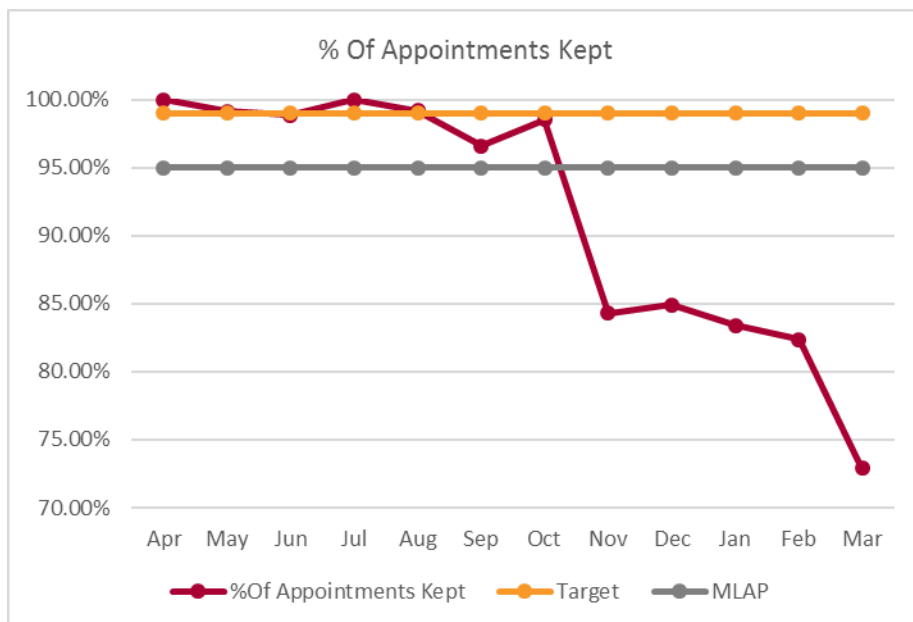
Emergency repairs completed in target orders achieved 98.95% average for the financial year of 2020-2021. Whilst the target has dropped for 4-hour attendance, all properties were attended on the day of registered emergency. Due to over-whelming numbers, whilst recorded as an emergency, all orders were triaged to ensure vulnerability concerns were addressed.

Appointed repairs completed in target



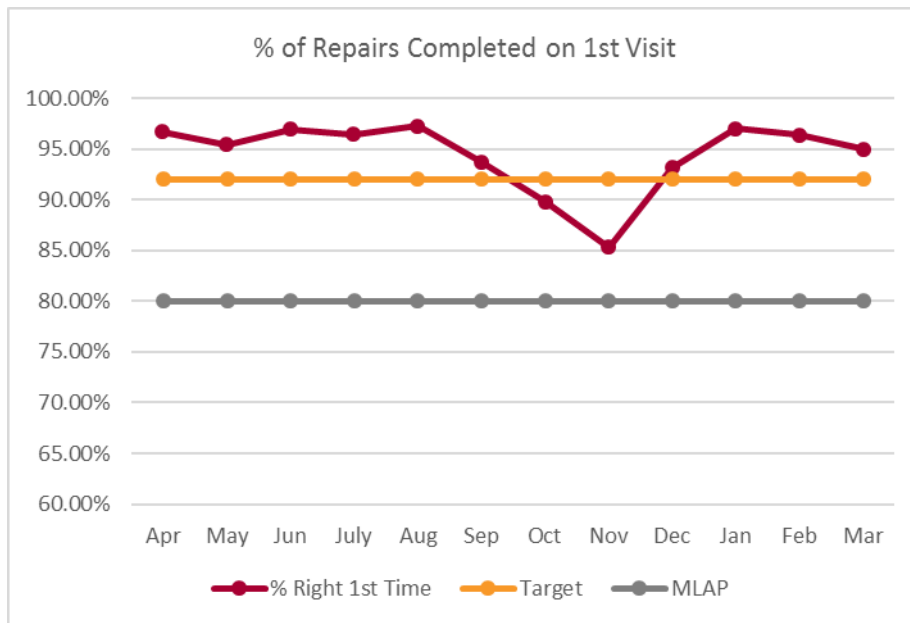
Appointed repairs completed in target orders achieved 96.42% average for the financial year of 2020-2021. Target not achieved due to overwhelming numbers. All appointments were attended, but a number were outside the 2-hour window.

Appointments Kept



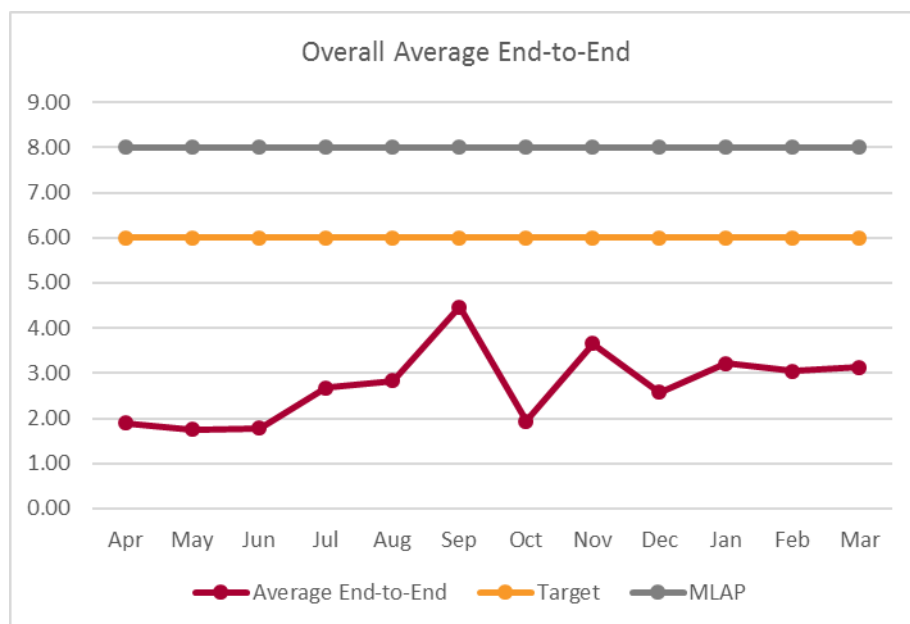
Appointments made and kept achieved 88.82% average for the financial year of 2020-2021. Target not achieved due to overwhelming numbers. All appointments were attended but a number were outside the 2-hour window.

Orders completed first time



Repairs completed on the first visit achieved 93.99% average for the financial year of 2020-2021.

Average End to End



Average end to end achieved 2.87 average for the financial year of 2020-2021.

Gas performance during the period of September to March was compromised by the effects of Covid-19. Due to the Government instruction of home working and schools being closed, this meant that families remained with their properties up to 20 hours a day.

The effect on this was that boiler usage increased by 60% over the expected period of working hours. This meant that a number of boilers were in operation 14-16 hours a day. The bi-product of such an increase of usage meant that breakdown numbers escalated dramatically.

During this period, a number of boilers also failed completely due to age and were beyond economical repair (BER), or parts were no longer available. A total of 93 boilers were replaced as BER as well as the day to day repairs. Each installation taking up to 7-9 hours including asbestos removal, power flushing and part p upgrades.

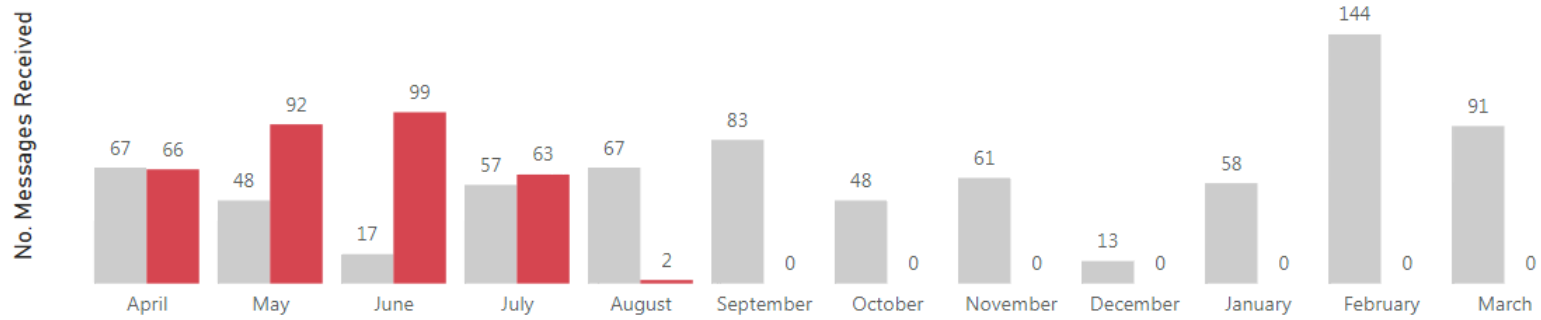
Overall, including the planned works boiler upgrade programme. A total of 190 boilers were replaced with the associated amendments.

Customer Satisfaction

Text Message Surveys

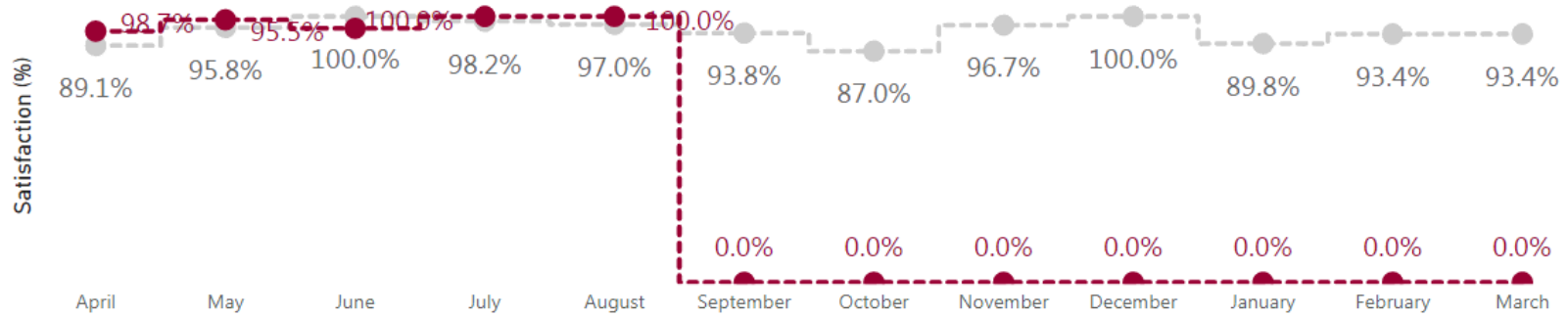
Messages Received

Fiscal Year ● FY 20/ 21 ● FY 21/ 22



SMS Satisfaction Rate

Fiscal Year ● FY 20/ 21 ● FY 21/ 22



Undefined Responses to Text Survey

Contract	Contract Prefix	Job Number	Date Created	Message	Message Type	Property Ref.
BRENTWOOD - GAS	BBGBR	BBGB006626	31/03/2021	Y E S	3 - Undefined	BREN33526
BRENTWOOD - GAS	BBGBR	BBGB006564	30/03/2021	Unknown	3 - Undefined	BREN33909
BRENTWOOD - GAS	BBGBR	BBGB006601	29/03/2021	Very good	3 - Undefined	BREN33306
BRENTWOOD - GAS	BBGBR	BBGB006529	29/03/2021	No one has come	3 - Undefined	BREN31046
BRENTWOOD - GAS	BBGBR	BBGB006581	26/03/2021	Yds	3 - Undefined	BREN33974
BRENTWOOD - GAS	BBGBR	BBGB006525	25/03/2021	I hope that tomorrow he will come to finish his work. The worker was polite and did his job well.	3 - Undefined	BREN33301
BRENTWOOD - GAS	BBGAX	BBGX000823	19/03/2021	CANCEL	3 - Undefined	BREN31707
BRENTWOOD - GAS	BBGSE	BBGS004873	18/03/2021	Hi there I am not home	3 - Undefined	BREN33760
BRENTWOOD - GAS	BBGSE	BBGS004985	17/03/2021	Today no one came to solve my problem with the boiler	3 - Undefined	BREN30987
BRENTWOOD - GAS	BBGSE	BBGS004985	17/03/2021	I'm ok	3 - Undefined	BREN30987
BRENTWOOD - GAS	BBGSE	BBGS004950	12/03/2021	reference BBGS004950 NO.	3 - Undefined	BREN33902
BRENTWOOD - GAS	BBGSE	BBGS004950	12/03/2021	I'd already spoken to a warden to say I wouldn't be home as I work. I responded to the text CANCEL and yet you still sent someone?!?! He luckily caught me as I was off to work. He literally looked at two pipes leading to a disconnected meter that's no longer there and left!!! Seriously? If I'd have taken time off for that visit I'd have been fuming! Pretty much 1/10. Got the 1 for turning up although he wasn't meant to. I've never been impressed with AXIS and even less so now!	3 - Undefined	BREN33902
BRENTWOOD - GAS	BBGBR	BBGB006389, BBGB006384	11/03/2021	CANCEL	3 - Undefined	
BRENTWOOD - GAS	BBGSE	BBGS004950	10/03/2021	CANCEL	3 - Undefined	BREN33902
BRENTWOOD - GAS	BBGBR	BBGB006164	08/03/2021	No.job not done again	3 - Undefined	BREN33001
BRENTWOOD - GAS	BBGBR	BBGB006185	28/02/2021	CANCEL	3 - Undefined	BREN31786
BRENTWOOD - GAS	BBGBR	BBGB006159	26/02/2021	Very good	3 - Undefined	BREN33306
BRENTWOOD - GAS	BBGSE	BBGS004798	26/02/2021	BBGS004798 yes	3 - Undefined	BREN34667
BRENTWOOD - GAS	BBGSE	BBGS004798	26/02/2021	Ok	3 - Undefined	BREN34667
BRENTWOOD - GAS	BBGBR	BBGB006139	25/02/2021	A pomp qa	3 - Undefined	BREN30995
BRENTWOOD - GAS	BBGSE	BBGS004438	24/02/2021	Ye s	3 - Undefined	BREN33526
BRENTWOOD - GAS	BBGBR	BBGB006069	19/02/2021	Very satisfied thank you very much.	3 - Undefined	BREN32426
BRENTWOOD - GAS	BBGSE	BBGS004376	19/02/2021	AXIS :: UPDATE. Raechel Goddard ! She actually rung me, no apology thou, I said you signed the bloody letters, Replying that the letters are computer generated and she doesn't see them, the council sent two emails to them she said they never received them. Disgusting attitude, poor customer care: (copy on Facebook)	3 - Undefined	BREN30798
BRENTWOOD - GAS	BBGSE	BBGS004376	18/02/2021	Engineer was first class, he even Apologised for the treatment I have been receiving from AXIS. But on the negative side you ignored the council's directive that it had to be after 1pm as I'm bed bound. I rang you and the nice and polite receptionist changed the appointment to after 1 what time did they arrive 11 am. Hilarious (posted on Facebook)	3 - Undefined	BREN30798

Gas Call Centre Performance

In Hours (Weekdays 8am-5pm)

Date	Total Calls	Abnd Calls	Abnd Rate	Avg Answer Time	Avg Handling Time	Max Answer Time	Service Level
April	232	23	9.91%	00:01:22	00:05:16	00:16:46	78.02%
May	263	32	12.17%	00:01:05	00:04:35	00:11:46	78.33%
June	307	24	7.82%	00:01:13	00:06:05	00:23:02	84.04%
July	391	54	13.81%	00:01:21	00:05:17	00:18:50	77.24%
August	403	48	11.91%	00:01:47	00:05:04	00:20:39	75.43%
September	712	276	38.76%	00:05:43	00:06:38	00:38:36	36.52%
October	903	507	56.15%	00:14:15	00:07:47	01:21:33	10.96%
November	780	174	22.31%	00:04:11	00:07:10	00:32:15	47.05%
December	850	254	29.88%	00:07:05	00:07:26	00:36:54	33.41%
January	948	310	32.70%	00:06:05	00:05:49	00:42:29	33.23%
February	861	166	19.28%	00:04:00	00:05:49	00:49:56	54.47%
March	597	46	7.71%	00:01:41	00:05:18	00:16:03	78.89%

Out of Hours (Weekdays 5pm-8am, Weekends and Bank Holidays)

Date	Total Calls	Abnd Calls	Abnd Rate	Avg Answer Time	Avg Handling Time	Max Answer Time	Service Level
April	53	3	5.66%	00:00:46	00:03:48	00:07:17	88.68%
May	47	5	10.64%	00:00:47	00:03:57	00:06:41	85.11%
June	38	6	15.79%	00:00:32	00:03:06	00:03:16	84.21%
July	39	6	15.38%	00:00:27	00:03:39	00:02:37	84.62%
August	73	7	9.59%	00:01:51	00:02:47	00:15:33	78.08%
September	101	13	12.87%	00:01:22	00:03:20	00:15:38	79.21%
October	125	41	32.80%	00:03:28	00:03:23	01:19:19	52.00%
November	81	17	20.99%	00:01:57	00:04:28	00:12:07	65.43%
December	182	29	15.93%	00:02:21	00:03:56	00:27:24	71.43%
January	149	23	15.44%	00:01:51	00:03:52	00:23:07	70.47%
February	224	76	33.93%	00:05:27	00:03:41	01:18:12	43.30%
March	88	8	9.09%	00:01:35	00:03:22	00:16:18	76.14%

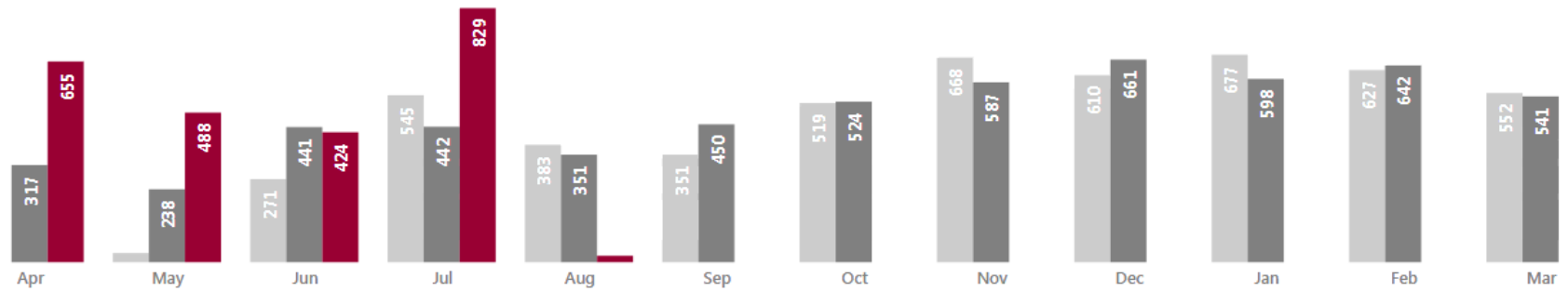
Order Demand

Order volume by financial year



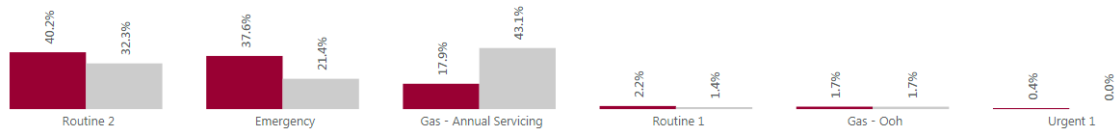
Order volume by financial year and month

Fiscal Year ● FY 19/20 ● FY 20/21 ● FY 21/22

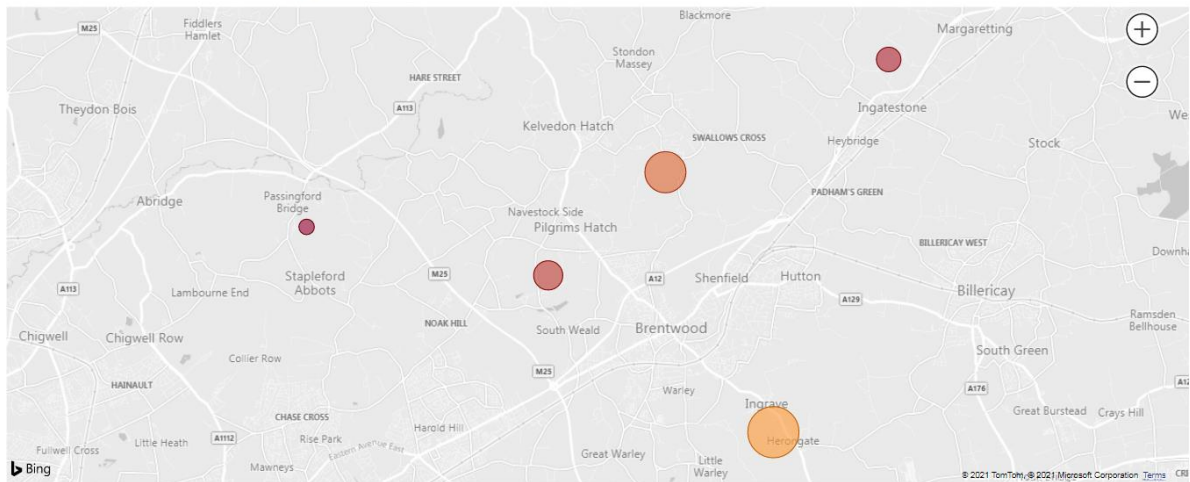


Order volume | previous month vs. same month last year by priority (top 10)

● Previous Month ● Same Month Last Year

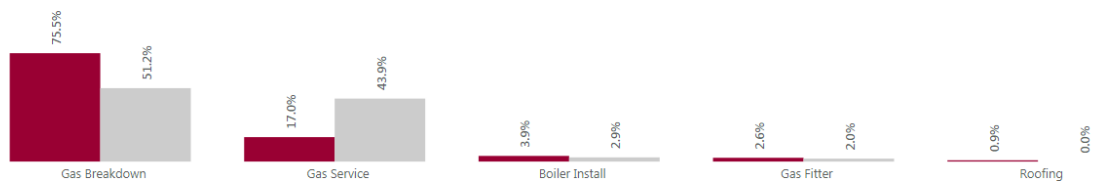


Order volume by area (mapped)



Order volume | previous vs. same month last year by trade (top 10), as % of total

● Previous Month ● Same Month Last Year



Order volume | previous vs. same month last year by trade (top 10), as % change

Trade	% Change
Carpentry	0.0%
Groundworks	0.0%
Recall	0.0%
Roofing	0.0%
Gas Breakdown	-1.7%
Boiler Install	-10.0%
Gas Fitter	-14.3%
Gas Service	-74.2%
Metalworks	-100.0%
Total	-34.6%

Top 10 Properties

Order volume and value | Dwellings*

Property Ref.	No. Orders Raised	Order Value
BREN33656	16	£752.49
3 Farrow House, Doddinghurst Road, Brentwood, ,	16	£752.49
BREN34092	16	£3,433.96
53 Fairview Avenue, Hutton, Brentwood, ,	16	£3,433.96
BREN34482	16	£706.11
14 Tollesbury Court, Woodland Avenue, Hutton, Brentwood,	16	£706.11
BREN30993	15	£796.67
37 Harewood Road, Pilgrims Hatch, Brentwood, ,	15	£796.67
BREN32169	15	£581.11
5 Colet Road, Hutton, Brentwood, ,	15	£581.11
BREN33796	15	£719.82
39A Elizabeth Road, Pilgrims Hatch, Brentwood, ,	15	£719.82
BREN31225	14	£5,159.72
98 Hawthorn Avenue, Brentwood, , ,	14	£5,159.72
BREN33974	14	£3,074.83
109 Whittington Road, Hutton, Brentwood, ,	14	£3,074.83
BREN31580	13	£468.47
17 Mayflower House, THE DRIVE, GREAT WARLEY, Brentwood,	13	£468.47
BREN31873	13	£574.11
80 Orchard Avenue, Brentwood, , ,	13	£574.11
BREN32063	13	£4,934.36
15 The Meads, Ingatestone, , ,	13	£4,934.36
BREN32566	13	£504.12
15 Four Oaks, Ingrave Road, Brentwood, ,	13	£504.12
Total	6,827	£633,657.54

* - as defined in the data model.

Order volume and value | Communals*

Property Ref.	No. Orders Raised	Order Value
BREN30758	28	£25,620.23
Drake House, Sir Francis Way, Brentwood, ,	28	£25,620.23
BREN30762	24	£13,028.43
St Georges Court, Highwood Close, Brentwood, ,	24	£13,028.43
BREN30782	22	£64,685.26
Victoria Court, VICTORIA ROAD, Warley, Brentwood,	22	£64,685.26
BREN30788	9	£4,228.27
Ingleton House, Stock Lane, Ingatestone, ,	9	£4,228.27
BREN30756	8	£4,319.40
Chichester House, Sir Francis Way, Brentwood, ,	8	£4,319.40
BREN30791	8	£9,505.29
The Gables, Essex Way, GREAT WARLEY, Brentwood,	8	£9,505.29
BREN30781	6	£1,556.41
Oldfields, VICTORIA ROAD, Warley, Brentwood,	6	£1,556.41
BREN30761	4	£101,029.52
Gibraltar House, THE DRIVE, GREAT WARLEY, Brentwood,	4	£101,029.52
BREN37110	4	£203.40
Four Oaks Block 1-12 & 17-19, Four Oaks, Ingrave Road, ,	4	£203.40
BREN37319	4	£206.25
Harewood Road Communal Hall, Harewood Road, Pilgrims Hatch, Brentwood,	4	£206.25
BREN30770	3	£8,812.02
Four Oaks, Ingrave Road, Brentwood, ,	3	£8,812.02
BREN37317	2	£136.01
Rowan Green Communal Hall, Rowan Green East, Brentwood, ,	2	£136.01
Total	126	£398,499.16

Note: the no. of orders and order values seen above are non-chargeable and cover a 12 month period.