



Operational Guide to using Covalent

Public Use

If you encounter any problems with Covalent or would like more information then please contact ENEHL Performance and Improvement Team on 0113 2476140


LOGGING INTO COVALENT

Log into East North East Homes website. www.enehl.org.uk

The screenshot shows the homepage of the East North East Homes website. At the top, there is a navigation bar with the company logo, a tagline 'A company with a passion for communities', and contact information. Below this is a main content area with a navigation menu on the left, a central news section, and a right-hand sidebar with service buttons and a news item.

east north east homes leeds
A company with a passion for communities
Telephone: 0800 915 1600 Email: enehl.enquiries@enehl.org.uk Search


Use our energy switch service to compare your gas and electricity prices

Home	Home
Let Us Know	<p>Welcome to East North East Homes Leeds: We manage and maintain a range of homes across a diverse area of east and north east Leeds. For all enquiries call us for free on 0800 915 1600 or on 0113 398 4711 from mobile phones.</p> <p> ENEHL's Audit Inspection Result has been published:</p> <p>ENEHL has been rated as 'good' with 'promising prospects for improvement' according to an independent report released on the 14/1/10 by the Audit Commission.</p> <p>ENEHL's strengths included:</p> <ul style="list-style-type: none">• Customers are involved in decision-making• The ALMO has demolished unpopular homes and will bring the rest up to the government's Decent Homes Standard by December 2010• Most services are effective and the ALMO is working hard to deal with anti-social behaviour and address financial exclusion• The ALMO has done well in delivering value for money savings <p>Weaknesses include:</p> <ul style="list-style-type: none">• Customer satisfaction remains relatively low
A - Z of Publications and Website	
About Us	
Anti Social Behaviour	
Contact ENEHL	
How we can help you	
Equality and Diversity	
Improvements, Adaptations and Regeneration	
Finding a property with ENEHL	
Get Involved	
Leaseholders	
Living in Your Home	
Paying your rent	
Repairs and Gas Safety	
Independent Living and Support	



Pay Rent ▶
Rent a home ▶
Request a repair ▶
Contact us ▶

NEWS

2009 - 2010 Painting Programme



This information represents the ENEHL 2009 - 2010 Painting

Address http://www.enehl.org.uk/Home/About_Us.aspx Go Links >>


A company with a passion for communities


Telephone: 0800 915 1600 Email: enehl.enquiries@enehl.org.uk Search


ENEHL Construction Services now has its own freephone number 0808 156 3990 if you need to contact their helpdesk when you have reported a repair.

<p>Home</p> <ul style="list-style-type: none"> Let Us Know A - Z of Publications and Website About Us Aims, Themes and Strategies At your service - ENEHL Service Standards ALMO Management Team Annual Report Audit Commission Inspection Awards and Accreditations Board and Governance Communication and Information Data Protection and Freedom of Information Act ENEHL Business Plan ENEHL Publication Scheme Housing Acquisitions and 	<p>Home > About Us</p> <p>About Us</p>  <p>Since 1 April 2007 your home is managed by an Arms Length Management Organisation (ALMO) for Leeds City Council.</p> <p>This ALMO is East North East Homes Leeds.</p> <p>East North East Homes Leeds is responsible for:</p> <p>your local housing office</p>	<p>Pay Rent</p> <p>Rent a home</p> <p>Request a repair</p> <p>Contact us</p> <p>Downloads</p> <p>About East North East Homes Leeds</p> <p>Site links</p> <p>Aims and Values</p> <p>ALMO Management Team</p>
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javascript: doPostBack('ctl00\$UcHeader\$FontSizeControler1\$btnLarge','') Internet


On the left hand side of the screen double click on About Us.

Address http://www.enehl.org.uk/Home/About_Us/Performance.aspx Go Links >>







east north east
homes leeds

A company with a passion for communities



Telephone: 0800 915 1600 Email: enehl.enquiries@enehl.org.uk Search

Use our energy switch service to compare your gas and electricity prices

About Us	Home > About Us > Performance	 Pay Rent ▶  Rent a home ▶  Request a repair ▶  Contact us ▶
Aims, Themes and Strategies	Performance	
At your service - ENEHL Service Standards	East North East Homes Leeds (ENEHL) are committed to improving performance in all areas of our business. We use a balanced scorecard approach to help us manage the company and have a performance management framework to help us improve the services we provide to our customers.	
ALMO Management Team	ENEHL closely monitors its performance to ensure that services are delivered in an efficient and effective manner that delivers positive outcomes for our residents and their communities.	
Annual Report	We have developed a Business scorecard which is used by the Board and the Management team to manage the services we provide. Underpinning that area a series of subordinate service scorecards which are used by individual managers to manage their areas of responsibilities. All of these are driven through our Performance Management system (covalent) which provides real time analysis of how we are performing.	
Audit Commission Inspection		
Awards and Accreditations		
Board and Governance		
Communication and Information		
Data Protection and Freedom of Information Act		
ENEHL Business Plan	ENEHL's Performance and Improvement Team is responsible for the collection and reporting of this information to our customers, staff, managers, Directors, Board, partners in service and to Leeds City Council.	
ENEHL Publication Scheme		
Housing Abbreviations and Terms		
Investors in People	For further information please contact the team by email at: ENEHLPI@enehl.org.uk	
News	ENEHL Business Scorecard and Service Scorecards	
Partners		

Site links

- [Best Value and Local Performance Indicators](#)
- [Performance Management Framework](#)
- [Performance Reports](#)
- [Tenant Satisfaction Survey](#)
- [ISO 9001-2000](#)

On the left hand side of the screen double click on Performance. You may need to scroll down the page to see this.

On the left hand side of the screen double click on **Covalent – Check our Performance Statistics**. (You may need to scroll down towards the bottom of the page to view this header).

The screenshot shows a web browser window displaying the East North East Homes Leeds website. The address bar shows the URL: http://www.enehl.org.uk/Home/About_Us/Performance/Covalent__Check_our_Performance_Statistics.aspx. The website header features the East North East Homes Leeds logo and the tagline "A company with a passion for communities" alongside a family photo. Below the header is a navigation bar with contact information: Telephone: 0800 915 1600, Email: enehl.enquiries@enehl.org.uk, and a search bar. A banner below the navigation bar reads: "Use our energy switch service to compare your gas and electricity prices". The main content area is titled "Covalent - Check our Performance Statistics" and includes a breadcrumb trail: Home > About Us > Performance > Covalent - Check our Performance Statistics. The page text states: "All East North East Homes Leeds customers can now view our performance statistics on line." and provides instructions on how to access the statistics. A public view login section is visible with the following details:

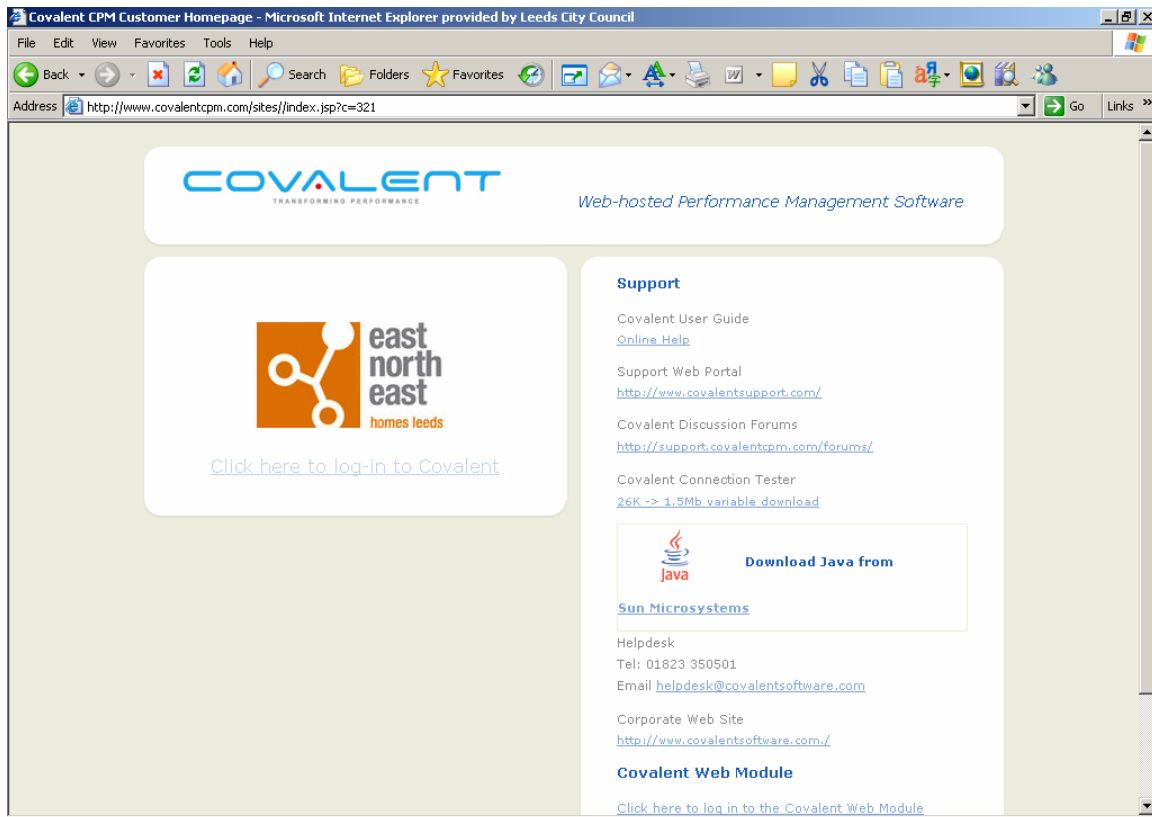
- Username: 1234
- Password: user

Additional instructions include: "Once the password has loaded click on the PI icon on the bottom left hand corner of the screen.", "Then select the top option which is 'PI List', this will display a list of all East North East Homes Leeds performance indicators.", "Simply click on the indicator you would like to view in more detail and a display screen will open on the right hand side.", and "To log out click 'Logout' in the top right hand corner of the screen." A sidebar on the right contains service links: "Pay Rent", "Rent a home", "Request a repair", and "Contact us". A "Translate this site" section is also present at the bottom left.

This screen will give you the Public View Login details as well as some basic instructions:

Then left double click on the link

[COVALENT - ENEHL PERFORMANCE STATISTICS](#)



This screen will then appear. You need to click under the East North East Homes Logo where it says **Click here to log into Covalent**

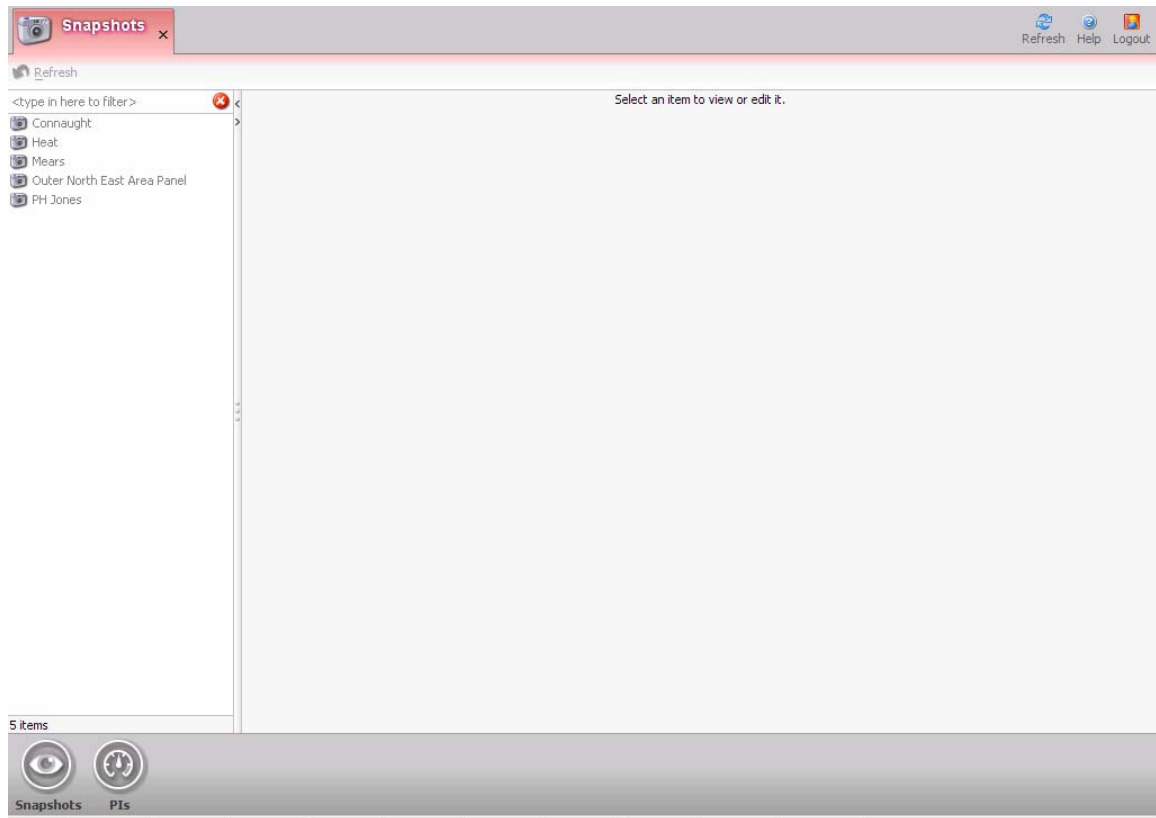


This will bring up the login screen. Please enter the login. (Details below).

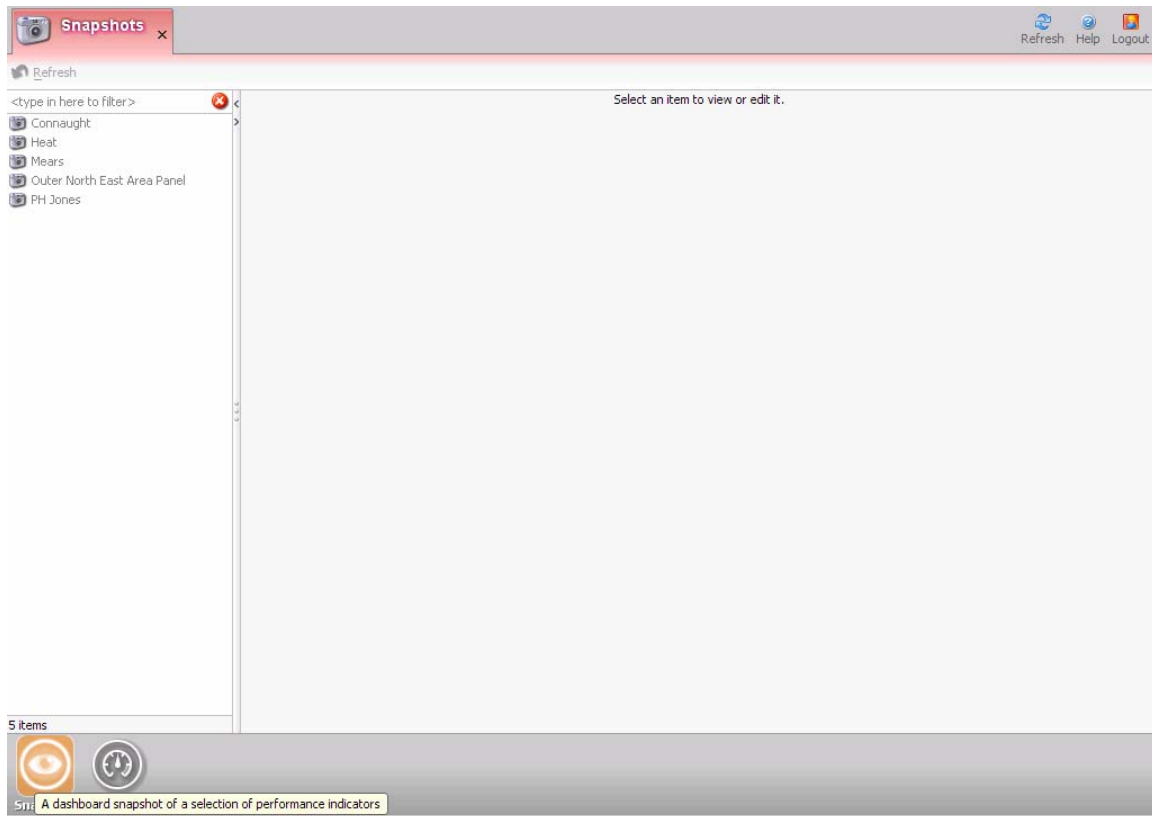
- Username:1234
- Password :user

Then click on the login button.

SNAPSHOTS



Covalent is now open and ready to use. This is the first screen that will appear when you have logged in.



To view Snapshots left click on the Snapshot icon at the bottom of the page.

Snapshots give a summary/Overview of PI's (Performance Indicators). The Snapshots that you will have access to view are:

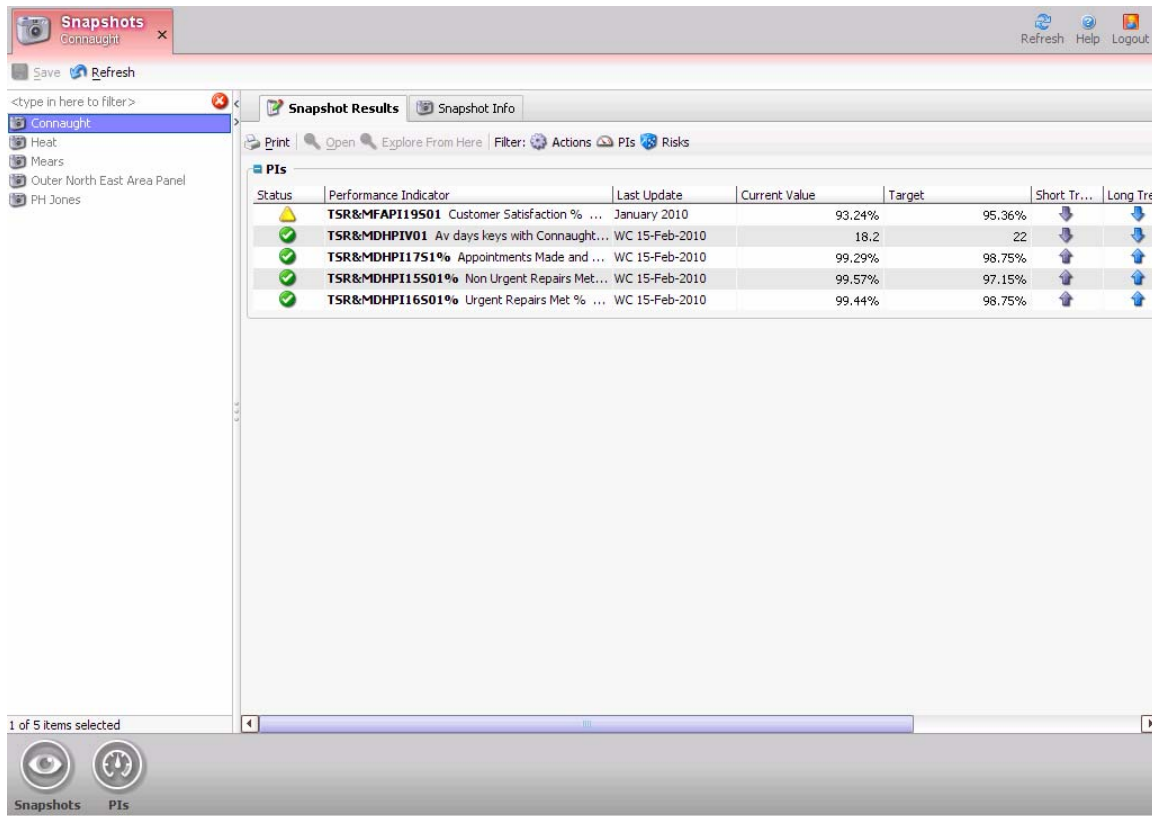
Connaught (Repairs Contractor)

Heat (Gas Repairs Contractor)

Mears (Repairs Contractor)

Outer North East Area Panel

Housing Management



To view a Snapshot Left click on the snapshot you wish to view (on the left hand side of the screen).

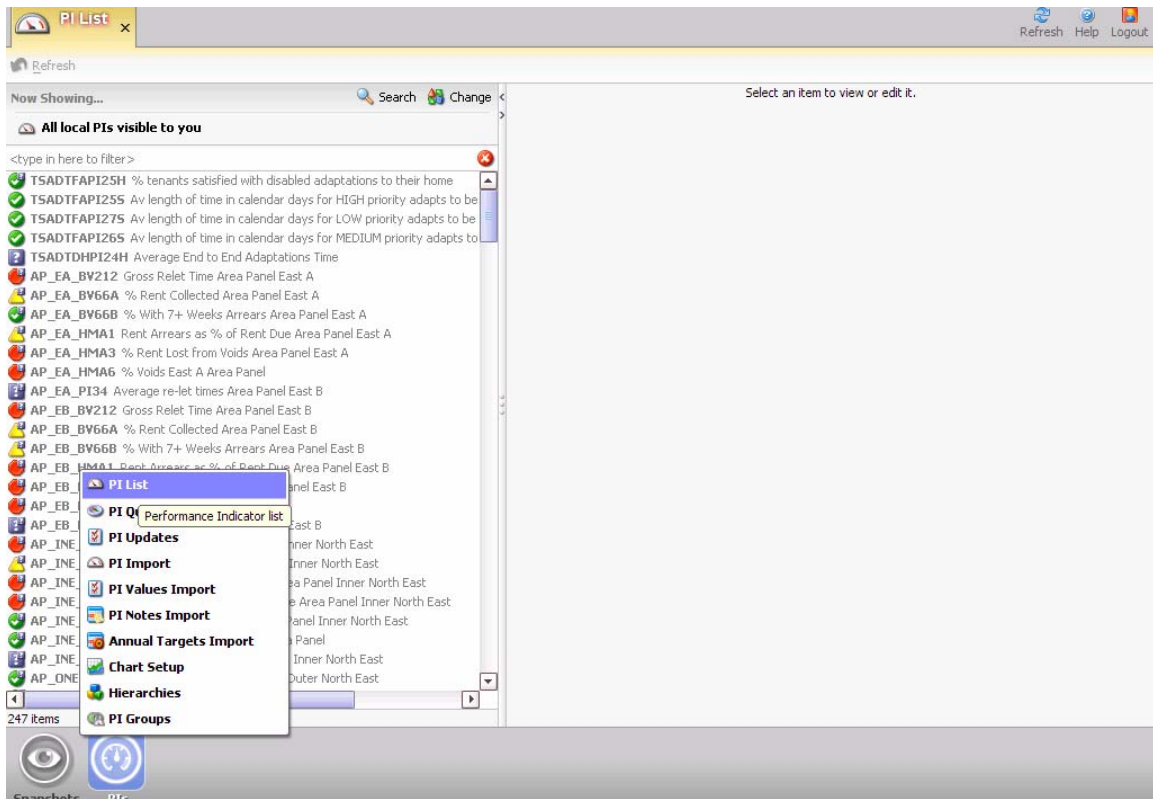
This will then open the details up on the right hand side of the screen displaying any associated PI's (Performance Indicators), the last update and information about that particular PI.

You will also be able to view the current value and target of each PI displayed.

The key to the status column is:-

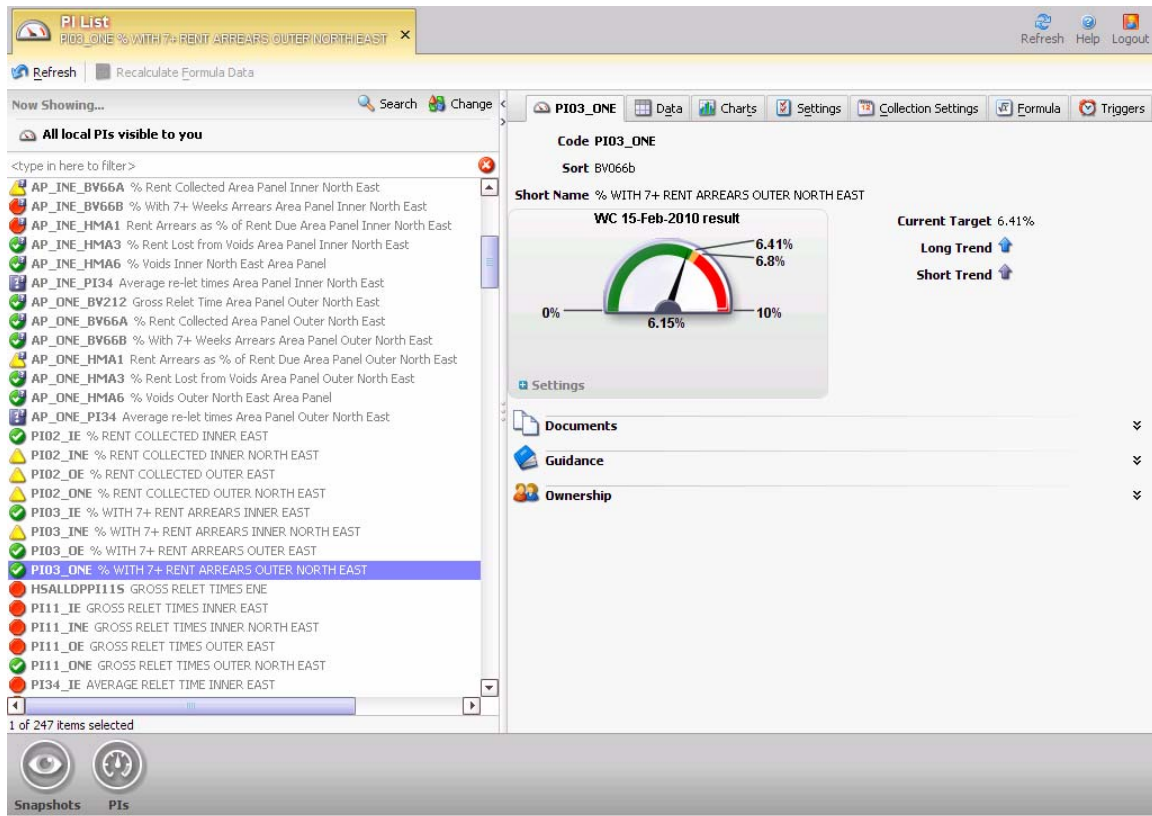
- | | |
|--|--|
| Green circle with a white tick | On or better than target. |
| Yellow Triangle | Close to target (within a 6% threshold) |
| Red Circle | Over target (over the 6% threshold) |
| Blue square white question mark | PI cannot be calculated |

PERFORMANCE INDICATOR LIST



To view a list of PI's (Performance Indicators) left click on the PI's icon at the bottom of the screen. This will then bring up a drop down list.

At the top of the list there is **PI list** left click this.



To view an Individual PI (Performance Indicator) Left double click on the one you wish to view, this will then open up all the associated information on the right hand side of the screen.

The symbols alongside the list of PI's show if they are on target, not on target or close to target.

- | | |
|--|--|
| Green circle with a white tick | On or better than target. |
| Yellow Triangle | Close to target (within a 6% threshold) |
| Red Circle | Over target (over the 6% threshold) |
| Blue square white question mark | PI cannot be calculated |

PI List
 P103_0NE % WITH 7+ RENT ARREARS OUTER NORTH EAST

Refresh Recalculate Formula Data

Now Showing... Search Change

All local PIs visible to you

<type in here to filter>

- AP_INE_BV66A % Rent Collected Area Panel Inner North East
- AP_INE_BV66B % With 7+ Weeks Arrears Area Panel Inner North East
- AP_INE_HMA1 Rent Arrears as % of Rent Due Area Panel Inner North East
- AP_INE_HMA3 % Rent Lost from Voids Area Panel Inner North East
- AP_INE_HMA6 % Voids Inner North East Area Panel
- AP_INE_P134 Average re-let times Area Panel Inner North East
- AP_ONE_BV212 Gross Relet Time Area Panel Outer North East
- AP_ONE_BV66A % Rent Collected Area Panel Outer North East
- AP_ONE_BV66B % With 7+ Weeks Arrears Area Panel Outer North East
- AP_ONE_HMA1 Rent Arrears as % of Rent Due Area Panel Outer North East
- AP_ONE_HMA3 % Rent Lost from Voids Area Panel Outer North East
- AP_ONE_HMA6 % Voids Outer North East Area Panel
- AP_ONE_P134 Average re-let times Area Panel Outer North East
- PI02_INE % RENT COLLECTED INNER EAST
- PI02_INE % RENT COLLECTED INNER NORTH EAST
- PI02_OE % RENT COLLECTED OUTER EAST
- PI02_ONE % RENT COLLECTED OUTER NORTH EAST
- PI03_IE % WITH 7+ RENT ARREARS INNER EAST
- PI03_INE % WITH 7+ RENT ARREARS INNER NORTH EAST
- PI03_OE % WITH 7+ RENT ARREARS OUTER EAST
- PI03_0NE % WITH 7+ RENT ARREARS OUTER NORTH EAST
- HSALLDPP111S GROSS RELET TIMES ENE
- PI11_IE GROSS RELET TIMES INNER EAST
- PI11_INE GROSS RELET TIMES INNER NORTH EAST
- PI11_OE GROSS RELET TIMES OUTER EAST
- PI11_0NE GROSS RELET TIMES OUTER NORTH EAST
- PI34_IE AVERAGE RELET TIME INNER EAST

1 of 247 items selected

Speedo 6.15%

Show from 2008 until 2009

Pre-audited Long Trend Status Short Trend

Time Period Value Activated Target Note Short Tr...

Time Period	Value	Activated	Target	Note	Short Tr...
WC 15-Feb-2010	6.15%	✓	6.41%		↑
WC 08-Feb-2010	6.2%	✓	6.41%		↑
WC 01-Feb-2010	6.26%	✓	6.41%		↑
WC 25-Jan-2010	6.33%	✓	6.41%		↑
WC 18-Jan-2010	6.43%	✓	6.41%		↑
WC 11-Jan-2010	6.47%	✓	6.41%		↑
WC 04-Jan-2010	6.45%	✓	6.41%		↑
WC 28-Dec-2009	6.53%	✓	6.41%		↑
WC 21-Dec-2009	6.73%	✓	6.41%		↑
WC 14-Dec-2009	6.96%	✓	6.41%		↑
WC 07-Dec-2009	6.96%	✓	6.41%		↑
WC 30-Nov-2009	6.86%	✓	6.41%		↑
WC 23-Nov-2009	7.05%	✓	6.41%		↑
WC 16-Nov-2009	6.76%	✓	6.41%		↑
WC 09-Nov-2009	6.86%	✓	6.41%		↑
WC 02-Nov-2009	6.92%	✓	6.41%		↑
WC 26-Oct-2009	6.94%	✓	6.41%		↑
WC 19-Oct-2009	6.93%	✓	6.41%		↑
WC 12-Oct-2009	7.08%	✓	6.41%		↑
WC 05-Oct-2009	7.01%	✓	6.41%		↑
WC 28-Sep-2009	6.66%	✓	6.41%		↑
WC 21-Sep-2009	6.88%	✓	6.41%		↑

Snapshots PIs

To view the most up to date information on the PI list click on the data tab situated near the top on the right hand side of the screen. You can then view the performance indicator and how it has performed in the past.

The screenshot shows the Covalent 10.0 interface. On the left, a search box contains the text "PI02_IE % RENT COLLECTED INNER EAST". Below the search box, a list of items is displayed, with "PI02_IE % RENT COLLECTED INNER EAST" selected. On the right, the detailed view for this item is shown. It includes a gauge chart titled "WC 15-Feb-2010 result" with a needle pointing to 97.64%. To the right of the gauge, the "Current Target" is listed as 97.5%, with "Long Trend" and "Short Trend" indicators. The interface also shows various toolbars and navigation options.

If you know the description which is associated with a PI, then to find it quicker you can type all or just a few letters in the box above. Once you have typed in some text press return and it will show the PI's which have that text within them.

An example is shown below using 'rent coll'

This screenshot shows the same Covalent 10.0 interface with a search for "rent coll". The search results list 14 items, including "AP_EA_BV66A % Rent Collected Area Panel East A", "AP_EB_BV66A % Rent Collected Area Panel East B", "AP_INE_BV66A % Rent Collected Area Panel Inner North East", "AP_ONE_BV66A % Rent Collected Area Panel Outer North East", "PI02_IE % RENT COLLECTED INNER EAST", "PI02_INE % RENT COLLECTED INNER NORTH EAST", "PI02_OE % RENT COLLECTED OUTER EAST", "PI02_ONE % RENT COLLECTED OUTER NORTH EAST", "HSICMVRP137HM % Rent Collected Excl Arrears", "HSICMVRP1025M % Rent Collected ENE", "HSICMVRP102IESM % Rent Collected IE", "HSICMVRP102INESM % Rent Collected INE", "HSICMVRP102OESM % Rent Collected OE", and "HSICMVRP102ONESM % Rent Collected ONE". The status bar at the bottom indicates "14 of 14 items selected (233 filtered)".