

## Appendix A

### Monthly Performance Monitoring December 2018

PI Number	Description	Target Figure 2018/19	Year to Date Previous Month	Year to Date Figure	Year to Date	Monthly Performance
<b>Repairs</b>						
29	Percentage of emergency repairs completed within target time	99.50%	100.00%	100.00%		
32	Percentage of all reactive repairs completed within target time	97.50%	98.51%	98.51%		
33	Average end-to-end time for all reactive repairs (calendar days)	8 days	7.53 days	7.41 days		
34	Percentage of repairs completed right first time	90.00%	93.49%	93.57%		
37	Appointments kept as a percentage of appointments made	95.00%	96.67%	96.67%		
41	Percentage of tenants satisfied with repairs and maintenance	95.00%	96.20%	96.37%		
<b>Gas Services</b>						
48	Percentage of dwellings with a valid gas safety certificate	99.96%	99.92%	99.93%		
<b>Investment</b>						
50	Percentage of homes that fail to meet the decent homes standard (excl. refusals)	0%	0.39%	0.27%		
<b>Control Centre</b>						
5	Percentage of alarm calls answered within 60 seconds	97.5%	99.07%	99.06%		
7	Percentage of alarm calls answered within 180 seconds	99.0%	99.94%	99.94%		
8	Number of new connections made	240	251	283		
9	Percentage of support plans reviewed	95.00%	97.59%	97.65%		
<b>Voids</b>						
60	Average re-let time (calendar days) – all dwellings ( <b>exc major works</b> )	20 days	25.30 days	25.67 days		
62	Average re-let time (calendar days) – all dwellings ( <b>all works</b> )	25 days	27.28 days	28.35 days		
<b>Allocations</b>						
85	Number of live applications	No target	1478	978		
85A	% of offers of tenancy accepted first time	85%	83.61%	83.73%		
86	Percentage of applications live on the system within 10 working days	90%	5.24%	4.62%		

<b>ASB</b>						
89	Percentage of closed ASB cases that were resolved	94%	99.10%	99.13%		
90	Average number of days to resolve ASB cases	70 days	65.00 days	65.25 days		
91	Percentage of new ASB cases risk assessed	90.00%	93.04%	92.81%		
<b>Rents</b>						
125B	Rent collected as a proportion of rent owed (excluding arrears and credits bought fwd.)	98.00%	98.07%	99.83%		
126	Current tenant arrears as a % of annual rent debit (exc HB adjustments)	3.65%	3.23%	2.47%		
127	Current tenant arrears as a % of annual rent debit: Underoccupying tenants	No target	2.49%	1.81%		
<b>Garages</b>						
70	Current garage arrears as a % of annual rent debit	2%	4.16%	1.60%		
72	Percentage of garages currently let (%)	80.00%	80.63%	81.79%		
<b>Homelessness</b>						
158	Number of homelessness approaches in the month	No target	491	526		
170	Number of homelessness approaches resulting in successful prevention (excluding DHP's)	No target	142	159		
171	Number of homelessness successfully relieved in month	No target	108	130		
173	Number of households in temporary accommodation	No target	19	18		
174	Average length of stay in Bed & Breakfast accommodation	4 weeks	3.48 weeks	3.58 weeks		
175	Average length of stay in temporary accommodation	12 weeks	6.99 weeks	7.33 weeks		