

APPENDIX C - DHI Strategic Measures

DHI Quarterly Measures

Service Area	Measure	Unit	Cumulative or Quarterly	High / Low is Good	Volumetric	Low Target (Worst)	On target	High Target (Best)	Portfolio Holder	Service Manager	Assistant Director/Director
Housing Investment	HI 4 - Percentage of council properties that are not at the 'Decent Homes' standard (excluding refusals)	%	Quarterly	Low is good	No	0.20%	<->	0.00%	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Kevin Bowring - Investment Manager	Andrew McNeil - Assistant Director for Housing Investment & Strategy
Housing Investment	HI 6 - Number of properties 'not decent' as a result of tenants refusal to allow work (excluding referrals)	Number	Quarterly	N/A	Yes	N/A	<->	N/A	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Kevin Bowring - Investment Manager	Andrew McNeil - Assistant Director for Housing Investment & Strategy
Housing Investment	HI 7 - Percentage of dwellings with a valid gas safety certificate	%	Quarterly	High is good	No	99.80%	<->	99.96%	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Kevin Bowring - Investment Manager	Andrew McNeil - Assistant Director for Housing Investment & Strategy
Control Centre	CC - Percentage satisfied with new connections to the control centre (New measure)	%	Quarterly	High is good	No	94.00%		96.00%	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Clive Thomasson - Supported Housing Manager	Yvonne Fox - Assistant Director for Housing Management
Control Centre	CC 5 - Percentage of Lincare Housing Assistance calls answered within 60 seconds	%	Quarterly	High is good	No	97.50%	<->	98.75%	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Clive Thomasson - Supported Housing Manager	Yvonne Fox - Assistant Director for Housing Management
Rent Collection	RC 3 - Rent collected as a proportion of rent owed	%	Quarterly	High is good	No	96.50%	<->	98.00%	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Central Area Housing Manager	Yvonne Fox - Assistant Director for Housing Management
Rent Collection	RC 4 - Current tenant arrears as a percentage of the annual rent debit	%	Quarterly	Low is good	No	4.00%	<->	3.00%	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Central Area Housing Manager	Yvonne Fox - Assistant Director for Housing Management
Housing Solutions	HS 3 - The number of people currently on the housing waiting list	Number	Cumulative	N/A	Yes	N/A	<->	N/A	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Paula Burton - Housing Solutions Manager	Yvonne Fox - Assistant Director for Housing Management
Housing Solutions	HS 4 - The number of people approaching the council as homeless	Number	Cumulative	N/A	Yes	N/A	<->	N/A	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Paula Burton - Housing Solutions Manager	Yvonne Fox - Assistant Director for Housing Management
Housing Solutions	HS - Successful preventions against total number of homelessness approaches (New measure)	%	Quarterly	High is good	No	45.00%	<->	50.00%	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Paula Burton - Housing Solutions Manager	Yvonne Fox - Assistant Director for Housing Management
Housing Voids	HV 7 - Percentage of rent lost through dwelling being vacant	%	Quarterly	Low is good	No	0.90%	<->	0.80%	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Central Area Housing Manager	Yvonne Fox - Assistant Director for Housing Management
Housing Voids	HV - Average re-let time calendar days for all dwellings - standard re-lets (New measure)	Days	Quarterly	Low is good	No	26 days	<->	23 days	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Central Area Housing Manager	Yvonne Fox - Assistant Director for Housing Management
Housing Voids	HV 9 - Average re-let time calendar days for all dwellings (including major works)	Days	Quarterly	Low is good	No	31 days	<->	28 days	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Central Area Housing Manager	Yvonne Fox - Assistant Director for Housing Management
Housing Maintenance	HM 3 - Percentage of reactive repairs completed within target time	%	Quarterly	High is good	No	96.00%	<->	98.00%	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Matthew Hillman - Maintenance Manager	Yvonne Fox - Assistant Director for Housing Management
Housing Maintenance	HM 4 - Percentage of repairs fixed first time	%	Quarterly	High is good	No	90.00%	<->	93.00%	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Matthew Hillman - Maintenance Manager	Yvonne Fox - Assistant Director for Housing Management
Housing Maintenance	HM - Percentage of tenants satisfied with repairs and maintenance (New measure)	%	Quarterly	High is good	No	94.00%		96.00%	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Matthew Hillman - Maintenance Manager	Yvonne Fox - Assistant Director for Housing Management
Housing Maintenance	HM 5 - Appointments kept as a percentage of appointments made	%	Quarterly	High is good	No	94.00%	<->	96.00%	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Matthew Hillman - Maintenance Manager	Yvonne Fox - Assistant Director for Housing Management