

LANDLORD SERVICES – PERFORMANCE 2018/19

APPENDIX A

Figures in brackets are the standalone quarterly figure.

PI	Description	Actual 17/18	Target 2018/19	18/19 Q1	18/19 Q2	18/19 Q3	18/19 Q4	Commentary
Rents								
125B	% of rent collected as a percentage of rent due	99.68%	98%	97.56%	98.19% (98.81%)	99.83% (103.34%)	99.24% (97.40%)	Better than target. In the year we collected £2,194,171.
126	Arrears as a % of rent debit	2.11%	3.65%	2.72%	2.95%	2.47%	2.66%	Better than target. Year-end arrears are £737,513.
Voids								
69	% of rent lost due to vacant dwellings	0.97%	0.90%	0.72%	0.70% (0.68%)	0.84%	0.92% (0.98%)	Below target.
58	Average re-let period – General needs (excluding major works) – (days)	21.07	20 days	23.26	22.49 (21.82)	24.68 (27.22)	25.23 (27.66)	Below target.
61	Average re-let period – All dwellings (including major works) – (days)	26.77	25 days	26.42	26.47 (26.53)	28.26 (30.59)	30.02 (36.43)	Below target.
Allocations								
85A	% of offers accepted first time	75.05%	80%	77.69%	82.45% (87.83%)	83.73% (85.55%)	82.50% (78.15%)	Below target.
Repairs								
29	% of all emergency repairs carried out within time limits	100%	99.5%	100.00%	100.00% (100%)	100.00% (100%)	100.00% (100%)	Better than target.
32	% of all repairs carried out within time limits	97.49%	97.5%	98.00%	98.36% (98.75%)	98.55% (98.95%)	98.65% (98.98%)	Better than target.
33	Average time taken to complete repairs	6.59 days	8 days	8.6 days	8.0 days (7.3 days)	7.4 days (6.1 days)	7.2 days (6.3 days)	Better than target.
34	Complete repairs right on first visit.	90.21%	90%	93.38%	93.60% (93.84%)	93.57% (93.52%)	93.68% (93.96%)	Better than target.
37	Repair appointments kept against appointments made (%)	95.85%	95%	96.56%	96.66% (96.77%)	96.67% (96.70%)	96.91% (97.55%)	Better than target.
41	Tenant satisfaction with repairs	96.22%	95%	97.24%	96.24% (95.29%)	96.37% (96.71%)	96.16% (95.56%)	Better than target.
Decent Homes								
50	% of non-decent homes	0%	0%	0.94%	0.48%	0.27%	0.21%	Below target. The number of non-decent homes excluding refusals at March 2019 was 16 properties.
48	% of homes with valid gas safety	99.96%	99.96%	99.85%	99.93%	99.93%	99.94%	Below target.

PI	Description	Actual 17/18	Target 2018/19	18/19 Q1	18/19 Q2	18/19 Q3	18/19 Q4	Commentary
	certificate				(100%)	(99.94%)	(99.94%)	
Complaints								
22	% of complaints replied to in 10 working days	89.81%	95%	75.76%	88.46% (97.78%)	86.49% (81.82%)	88.81% (96.88%)	Below target. We received a total of 143 complaints in 2018-19, 127 of those were responded to within the 10 day target.
ASB								
89	% of ASB cases closed that were resolved	98.99%	94%	100.00%	99.35% (98.78%)	99.13% (98.68%)	98.25% (94.55%)	Better than target. During the year we closed 285 ASB cases, 280 of which were resolved.
90	Average days to resolve ASB cases	65.73 days	70 days	78 days	66 days (56 days)	65 days (63 days)	64 days (58 days)	Better than target.
Other								
	Expenditure against target set for year – responsive maintenance	100.90%	100%	14%	32.6%	44%	97.2%	Better than target.
	Expenditure against target set for year – capital programme	100.00%	100%	5.42%	18.7%	49.9%	79.4%	Better than target.
Customer Contact								
	% of calls answered within 60 seconds	63.91%	80%	47%	49% (51%)	48.6% (48.1%)	52.1% (62.7%)	Below target.
	Customer satisfaction with the overall service	88%	88%	88%	88%	86%	86%	Biannual survey.