

LANDLORD SERVICES – PERFORMANCE 2016/17

APPENDIX A

Figures in brackets are the standalone quarterly figure.

Reference	Description	Actual 2015/16	Target 2016/17	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4	Commentary
Rents								
125B	% of rent collected as a percentage of rent due	101.33%	100%	98.61%	98.97% (99.33%)	101.03% (105.89%)		Better than target.
126	Arrears as a % of rent debit	2.32%	2.25%	2.70%	2.96%	2.15%		Better than target.
Voids								
69	% of rent lost due to vacant dwellings	0.85%	0.90%	0.94%	0.83% (0.73%)	0.80% (0.74%)		Better than target.
58	Average re-let period – General needs (excluding major works)	19.39 days	20 days	23.3 days	20.3 days (17.1 days)	18.8 days (15.8 days)		Better than target.
61	Average re-let period – All dwellings (including major works)	24.36 days	25 days	26.6 days	24.2 days (21.4 days)	23.0 days (20.1 days)		Better than target.
Allocations								
85A	% of offers accepted first time	85.97%	85%	83.23%	81.29% (78.74%)	81.37% (81.58%)		Below target.
Repairs								
29	% of all emergency repairs carried out within time limits	99.74%	99.5%	100%	100% (100%)	99.96% (99.89%)		Better than target.
32	% of all repairs carried out within time limits	90.51%	95%	97.02%	97.10% (97.18%)	97.08% (97.04%)		Better than target.
33	Average time taken to complete repairs	11 days	15 days	6 days	5 days (4.2 days)	5.1 days (5.2 days)		Better than target.
34	Complete repairs right on first visit.	80.14%	85%	80.72%	82.20% (83.60%)	84.30% (88.18%)		Below target, however we are above target for Quarter 3.
37	Repair appointments kept against appointments made (%)	96.25%	95%	92.24%	94.14% (95.61%)	95.04% (96.46%)		Better than target.
41	Tenant satisfaction with repairs	96.31%	95%	93.01%	95.47% (97.34%)	96.21% (97.46%)		Better than target.

Reference	Description	Actual 2015/16	Target 2016/17	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4	Commentary
Decent Homes								
50	% of non-decent homes	1.12%	0%	0.40%	0.36%	0.18%		On target.
48	% of homes with valid gas safety certificate	99.99%	100%	100%	100% (100%)	99.98% (99.95%)		Below target.
Complaints								
22	% of complaints replied to in 10 working days	98.19%	95%	100%	95.24% (91.11%)	89.55% (80.00%)		Below target.
22A	Councillor enquiries replied to within time	100%	95%	100%	100% (100%)	87.50% (66.67%)		Below target.
22B	MP enquiries replied to within time	93.88%	100%	100%	100% (100%)	85.71% (70.00%)		Below target.
ASB								
89	% of ASB cases closed that were resolved	85.81%	94%	78.57%	82.43% (86.78%)	83.72% (88.07%)		Below target. Performance has improved during Quarter 3.
90	Average days to resolve ASB cases	78 days	75 days	59.7 days	55.8 days (51.9 days)	59.5 days (71.2 days)		Better than target.
Other								
	Expenditure against target set for year – responsive maintenance	102%	100%	23%	37%	68%		On target
	Expenditure against target set for year – capital programme	98.95%	100%	4.72%	24.14%	44%		On target.
Customer Contact								
	% of calls answered within 60 seconds	67%	80%	81%	80% (79%)	77.9% (74.2%)		Below target.
	Customer satisfaction with the overall service	85%	88%	85%	85%	88%		On target. This is a biannual survey which was carried out during the third quarter of 2016/17.