

LANDLORD SERVICES – PERFORMANCE 2017/18

APPENDIX A

Figures in brackets are the standalone quarterly figure.

Reference	Description	Actual 2016/17	Target 2017/18	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Q4	Commentary
Rents								
125B	% of rent collected as a percentage of rent due	100.58%	100%	98.88%	98.21% (97.54%)			Below target.
126	Arrears as a % of rent debit	2.20%	2.15%	2.41%	2.58%			Below target.
Voids								
69	% of rent lost due to vacant dwellings	0.84%	0.90%	1.15%	1.06% (0.97%)			Below target.
58	Average re-let period – General needs (excluding major works)	19.1 days	20 days	24.68 days	23.83 days (23.15)			Below target.
61	Average re-let period – All dwellings (including major works)	23.3 days	25 days	31.54 days	29.95 days (28.32)			Below target.
Allocations								
85A	% of offers accepted first time	83.06%	85%	75.74%	75.56% (75.37%)			Below target.
Repairs								
29	% of all emergency repairs carried out within time limits	99.87%	99.5%	100%	100% (100%)			Better than target.
32	% of all repairs carried out within time limits	97.36%	97.5%	97.20%	96.52% (95.92%)			Below target.
33	Average time taken to complete repairs	4.9 days	8 days	6.78 days	7.05 days (7.29)			Better than target.
34	Complete repairs right on first visit.	86.12%	90%	86.94%	88.01% (89.07%)			Below target.
37	Repair appointments kept against appointments made (%)	95.66%	95%	96.52%	96.25% (95.98%)			Better than target.
41	Tenant satisfaction with repairs	96.72%	95%	94.48%	95.54% (96.50%)			Better than target.

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Decent Homes								
50	% of non-decent homes	0.04%	0%	0%	0%			On target.
48	% of homes with valid gas safety certificate	99.96%	100%	99.95%	99.95% (99.95%)			Below target.
Complaints								
22	% of complaints replied to in 10 working days	86.10%	95%	88.89%	90.10% (91.07%)			Below target.
22A	Councillor enquiries replied to within time	87.50%	95%	100.00%	100.00% (100%)			Better than target.
22B	MP enquiries replied to within time	88.14%	100%	90.91%	96.00% (100%)			Below target.
ASB								
89	% of ASB cases closed that were resolved	82.86%	94%	99.13%	99.52% (100%)			Better than target.
90	Average days to resolve ASB cases	62.3 days	70 days	55 days	54.17 days (53.15)			Better than target.
Other								
	Expenditure against target set for year – responsive maintenance	98.25%	100%	12%	33%			On target.
	Expenditure against target set for year – capital programme	93.7%	100%	3%	13%			On target.
Customer Contact								
	% of calls answered within 60 seconds	80%	80%	71.10%	67.46% (65.23%)			Below target.
	Customer satisfaction with the overall service	88%	88%	88%	88%			On target. This is a biannual survey which was carried out during the third quarter of 2016/17.