

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%) | 99.27% (101.57%) | | Below target. Better than target for the quarter |
| 126 | Arrears as a % of rent debit | 2.20% | 2.15% | 2.41% | 2.58% | 2.22% | | Below target. |
| Voids | | | | | | | | |
| 69 | % of rent lost due to vacant dwellings | 0.84% | 0.90% | 1.15% | 1.06% (0.97%) | 1.03% (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) | 21.41 days (15.32) | | Below target. Better than target for the quarter |
| 61 | Average re-let period – All dwellings (including major works) | 23.3 days | 25 days | 31.54 days | 30.0 days (28.42) | 27.16 days (19.53) | | Below target. Better than target for the quarter |
| Allocations | | | | | | | | |
| 85A | % of offers accepted first time | 83.06% | 85% | 75.74% | 75.56% (75.37%) | 75.33% (74.77%) | | Below target. |
| Repairs | | | | | | | | |
| 29 | % of all emergency repairs carried out within time limits | 99.87% | 99.5% | 100% | 100% (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%) | 96.98% (97.74%) | | Below target. Above target for the quarter |
| 33 | Average time taken to complete repairs | 4.9 days | 8 days | 6.78 days | 7.05 days (7.29) | 6.6 days (5.9) | | Better than target. |
| 34 | Complete repairs right on first visit. | 86.12% | 90% | 86.94% | 88.01% (89.07%) | 88.91% (90.63%) | | Below target. Above target for the quarter |
| 37 | Repair appointments kept against appointments made (%) | 95.66% | 95% | 96.52% | 96.25% (95.98%) | 95.71% (94.69%) | | Better than target. |
| 41 | Tenant satisfaction with repairs | 96.72% | 95% | 94.48% | 95.54% (96.50%) | 96.44% (98.34%) | | Better than target. |

| Reference | Description | Actual 2016/17 | Target 2017/18 | 2017/18 Q1 | 2017/18 Q2 | 2017/18 Q3 | 2017/18 Q4 | Commentary |
|-------------------------|--|-------------------|-------------------|---------------|-----------------------|-----------------------|---------------|--|
| Decent Homes | | | | | | | | |
| 50 | % of non-decent homes | 0.04% | 0% | 0% | 0% | 0% | | On target. |
| 48 | % of homes with valid gas safety certificate | 99.96% | 100% | 99.95% | 99.95% (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%) | 89.61% (88.68%) | | Below target. |
| 22A | Councillor enquiries replied to within time | 87.50% | 95% | 100.00% | 100.00% (100%) | 100.00% (100%) | | Better than target. |
| 22B | MP enquiries replied to within time | 88.14% | 100% | 90.91% | 96.00% (100%) | 89.19% (75.00%) | | Below target. |
| ASB | | | | | | | | |
| 89 | % of ASB cases closed that were resolved | 82.86% | 94% | 99.13% | 99.52% (100%) | 99.37% (99.07%) | | Better than target. |
| 90 | Average days to resolve ASB cases | 62.3 days | 70 days | 55 days | 54.17 days (53.15) | 61.84 days (76.61) | | Better than target. |
| Other | | | | | | | | |
| | Expenditure against target set for year – responsive maintenance | 98.25% | 100% | 12% | 33% | 68.6% | | On target. |
| | Expenditure against target set for year – capital programme | 93.7% | 100% | 3% | 13% | 34% | | On target. |
| Customer Contact | | | | | | | | |
| | % of calls answered within 60 seconds | 80% | 80% | 71.10% | 67.46% (65.23%) | 69.12% (71.30%) | | Below target. |
| | Customer satisfaction with the overall service | 88% | 88% | 88% | 88% | 88% | | On target. This is a biannual survey which was carried out during the third quarter of 2016/17. |