

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%)	99.68% (100.97%)	Below target.
126	Arrears as a % of rent debit	2.20%	2.15%	2.41%	2.58%	2.22%	2.11%	Better than target.
Voids								
69	% of rent lost due to vacant dwellings	0.84%	0.90%	1.15%	1.06% (0.97%)	1.03% (0.97%)	0.97% (0.75%)	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)	21.07 days (20.00)	Below target.
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)	26.77 days (25.48)	Below target.

Reference	Description	Actual 2016/17	Target 2017/18	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Q4	Commentary
Allocations								
85A	% of offers accepted first time	83.06%	85%	75.74%	75.56% (75.37%)	75.33% (74.77%)	75.05% (74.17%)	Below target.
Repairs								
29	% of all emergency repairs carried out within time limits	99.87%	99.5%	100%	100% (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%)	97.49% (98.80%)	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)	6.60 days (5.90)	6.59 days (6.55)	Better than target.
34	Complete repairs right on first visit.	86.12%	90%	86.94%	88.01% (89.07%)	88.91% (90.63%)	90.21% (93.26%)	Better than target.
37	Repair appointments kept against appointments made (%)	95.66%	95%	96.52%	96.25% (95.98%)	95.71% (94.69%)	95.85% (96.18%)	Better than target.

Reference	Description	Actual 2016/17	Target 2017/18	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Q4	Commentary
41	Tenant satisfaction with repairs	96.72%	95%	94.48%	95.54% (96.50%)	96.44% (98.34%)	96.22% (95.20%)	Better than target.
Decent Homes								
50	% of non-decent homes	0.04%	0%	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%)	99.96% (100%)	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%)	89.81% (90.38%)	Below target.
22A	Councillor enquiries replied to within time	87.50%	95%	100.00%	100.00% (100%)	100.00% (100%)	100% (100%)	Better than target.
22B	MP enquiries replied to within time	88.14%	100%	90.91%	96.00% (100%)	89.19% (75.00%)	76.60% (30.00%)	Below target.
ASB								
89	% of ASB cases closed that were resolved	82.86%	94%	99.13%	99.52% (100%)	99.37% (99.07%)	98.99% (97.53%)	Better than target.

Reference	Description	Actual 2016/17	Target 2017/18	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Q4	Commentary
90	Average days to resolve ASB cases	62.3 days	70 days	55 days	54.17 days (53.15)	61.84 days (76.61)	65.73 days (81.14)	Better than target.
Other								
	Expenditure against target set for year – responsive maintenance	98.25%	100%	12%	33%	68.6%	100.90%	Below 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%)	63.91% (48.54%)	Below target.
	Customer satisfaction with the overall service	88%	88%	88%	88%	88%	88%	On target. This is a biannual survey which was carried out during the third quarter of 2016/17.