

LANDLORD SERVICES – PERFORMANCE 2018/19

APPENDIX A

Figures in brackets are the standalone quarterly figure.

Reference	Description	Actual 2017/18	Target 2018/19	2018/19 Q1	2018/19 Q2	2018/19 Q3	2018/19 Q4	Commentary
Rents								
125B	% of rent collected as a percentage of rent due	99.68%	98%	97.56%				Below target.
126	Arrears as a % of rent debit	2.11%	3.65%	2.72%				Better than target.
Voids								
69	% of rent lost due to vacant dwellings	0.97%	0.90%	0.72%				Better than target.
58	Average re-let period – General needs (excluding major works)	21.07 days	20 days	23.26 days				Below target.
61	Average re-let period – All dwellings (including major works)	26.77 days	25 days	26.42 days				Below target.
Allocations								
85A	% of offers accepted first time	75.05%	80%	68.46%				Below target.
Repairs								
29	% of all emergency repairs carried out within time limits	100%	99.5%	100.00%				Better than target.
32	% of all repairs carried out within time limits	97.49%	97.5%	98.00%				Better than target.
33	Average time taken to complete repairs	6.59 days	8 days	8.6 days				Below target.
34	Complete repairs right on first visit.	90.21%	90%	93.38%				Better than target.
37	Repair appointments kept against appointments made (%)	95.85%	95%	96.56%				Better than target.
41	Tenant satisfaction with repairs	96.22%	95%	97.24%				Better than target.
Decent Homes								

Reference	Description	Actual 2017/18	Target 2018/19	2018/19 Q1	2018/19 Q2	2018/19 Q3	2018/19 Q4	Commentary
50	% of non-decent homes	0%	0%	0.94%				Below target.
48	% of homes with valid gas safety certificate	99.96%	99.96%	99.85%				Below target.
Complaints								
22	% of complaints replied to in 10 working days	89.81%	95%	75.76%				Below target.
22A	Councillor enquiries replied to within time	100%	95%	83.33%				Below target.
22B	MP enquiries replied to within time	76.60%	100%	66.67%				Below target.
ASB								
89	% of ASB cases closed that were resolved	98.99%	94%	100.00%				Better than target.
90	Average days to resolve ASB cases	65.73 days	70 days	78 days				Below target.
Other								
	Expenditure against target set for year – responsive maintenance	100.90%	100%	14%				On target.
	Expenditure against target set for year – capital programme	100.00%	100%	5.42%				On target.
Customer Contact								
	% of calls answered within 60 seconds	63.91%	80%	47%				Below target.
	Customer satisfaction with the overall service	88%	88%	88%				Biannual survey. STAR survey planned for Q3 this year.