

LANDLORD SERVICES – PERFORMANCE 2018/19

APPENDIX A

Figures in brackets are the standalone quarterly figure.

| PI | Description | Actual 17/18 | Actual 17/18 Q2 | Target 2018/19 | 18/19 Q1 | 18/19 Q2 | 18/19 Q3 | Commentary |
|---------------------|--|-----------------|---------------------|-------------------|----------|------------------------|------------------------|---------------------|
| Rents | | | | | | | | |
| 125B | % of rent collected as a percentage of rent due | 99.68% | 98.21% (97.54%) | 98% | 97.56% | 98.19% (98.81%) | 99.83% (103.34%) | Better than target. |
| 126 | Arrears as a % of rent debit | 2.11% | 2.58% | 3.65% | 2.72% | 2.95% | 2.47% | Better than target. |
| Voids | | | | | | | | |
| 69 | % of rent lost due to vacant dwellings | 0.97% | 1.06% (0.97%) | 0.90% | 0.72% | 0.70% (0.68%) | 0.84% | Better than target. |
| 58 | Average re-let period – General needs (excluding major works) – (days) | 21.07 | 23.83 (23.15) | 20 days | 23.26 | 22.49 (21.82) | 24.68 (27.22) | Below target. |
| 61 | Average re-let period – All dwellings (including major works) – (days) | 26.77 | 29.95 (28.32) | 25 days | 26.42 | 26.47 (26.53) | 28.35 (31.01) | Below target. |
| Allocations | | | | | | | | |
| 85A | % of offers accepted first time | 75.05% | 75.56% (75.37%) | 80% | 77.69% | 82.45% (87.83%) | 83.73% (85.55%) | Below target. |
| Repairs | | | | | | | | |
| 29 | % of all emergency repairs carried out within time limits | 100% | 100% (100%) | 99.5% | 100.00% | 100.00% (100%) | 100.00% (100%) | Better than target. |
| 32 | % of all repairs carried out within time limits | 97.49% | 96.52% (95.92%) | 97.5% | 98.00% | 98.36% (98.75%) | 98.46% (98.85%) | Better than target. |
| 33 | Average time taken to complete repairs | 6.59 days | 7.05 days (7.29) | 8 days | 8.6 days | 8.0 days (7.3 days) | 7.4 days (6.1 days) | Better than target. |
| 34 | Complete repairs right on first visit. | 90.21% | 88.01% (89.07%) | 90% | 93.38% | 93.60% (93.84%) | 93.57% (93.52%) | Better than target. |
| 37 | Repair appointments kept against appointments made (%) | 95.85% | 96.25% (95.98%) | 95% | 96.56% | 96.66% (96.77%) | 96.67% (96.70%) | Better than target. |
| 41 | Tenant satisfaction with repairs | 96.22% | 95.54% (96.50%) | 95% | 97.24% | 96.24% (95.29%) | 96.37% (96.71%) | Better than target. |
| Decent Homes | | | | | | | | |
| 50 | % of non-decent homes | 0% | 0% | 0% | 0.94% | 0.48% | 0.27% | On target. |
| 48 | % of homes with valid gas safety certificate | 99.96% | 99.95% (99.95%) | 99.96% | 99.85% | 99.93% (100%) | 99.93% (99.94%) | Below target. |

| PI | Description | Actual 17/18 | Actual 17/18 Q2 | Target 2018/19 | 18/19 Q1 | 18/19 Q2 | 18/19 Q3 | Commentary |
|-------------------------|--|--------------|--------------------|----------------|----------|-------------------|-------------------|---------------------|
| Complaints | | | | | | | | |
| 22 | % of complaints replied to in 10 working days | 89.81% | 90.10% (91.07%) | 95% | 75.76% | 88.46% (97.78%) | 86.49% (81.82%) | Below target. |
| 22A | Councillor enquiries replied to within time | 100% | 100.00% (100%) | 95% | 83.33% | 89.19% (90.32%) | 84.38% (77.78%) | Below target. |
| 22B | MP enquiries replied to within time | 76.60% | 96.00% (100%) | 100% | 66.67% | 66.67% (66.67%) | 67.50% (70.00%) | Below target. |
| ASB | | | | | | | | |
| 89 | % of ASB cases closed that were resolved | 98.99% | 99.52% (100%) | 94% | 100.00% | 99.35% (98.78%) | 99.13% (98.68%) | Better than target. |
| 90 | Average days to resolve ASB cases | 65.73 days | 54.17 days (53.15) | 70 days | 78 days | 66 days (56 days) | 65 days (63 days) | Better than target. |
| Other | | | | | | | | |
| | Expenditure against target set for year – responsive maintenance | 100.90% | 33% | 100% | 14% | 32.6% | 44% | On target. |
| | Expenditure against target set for year – capital programme | 100.00% | 13% | 100% | 5.42% | 18.7% | 49.9% | On target. |
| Customer Contact | | | | | | | | |
| | % of calls answered within 60 seconds | 63.91% | 67.46% (65.23%) | 80% | 47% | 49% (51%) | 48.6% (48.1%) | Below target. |
| | Customer satisfaction with the overall service | 88% | 88% | 88% | 88% | 88% | 86% | Biannual survey. |