

LANDLORD SERVICES – PERFORMANCE 2019/20

APPENDIX A

Figures in brackets are the standalone quarterly figure.

PI	Description	Actual 18/19	Target 2019/20	19/20 Q1	19/20 Q2	19/20 Q3	19/20 Q4	Commentary
Rents								
125B	% of rent collected as a percentage of rent due	99.24%	98%	98.17%	98.04% (97.97%)			Above target.
126	Arrears as a % of rent debit	2.66%	3.65%	3.19%	3.72%			Below target.
Voids								
69	% of rent lost due to vacant dwellings	0.92%	0.90%	1.15%	1.06% (0.99%)			Below target.
58	Average re-let period – General needs (excluding major works) – (days)	25.23	23 days	35.2 days	34.3 days (33.05)			Below target.
61	Average re-let period – All dwellings (including major works) – (days)	30.02	28 days	42.7 days	44.1 days (45.69)			Below target.
Allocations								
85A	% of offers accepted first time	82.50%	80%	85.31%	82.89% (80%)			Above target.
Repairs								
29	% of all emergency repairs carried out within time limits	100.00%	99.5%	100%	100%			On target.
32	% of all repairs carried out within time limits	98.65%	97.5%	98.86%	98.26% (97.43%)			Above target.
33	Average time taken to complete repairs	7.2 days	8 days	8 days	8.6 days (8.8 days)			Below target.
34	Complete repairs right on first visit.	93.68%	90%	94.85%	95.04% (95.21%)			Above target.
37	Repair appointments kept against appointments made (%)	96.91%	95%	97.61%	97.73% (97.83%)			Above target.
41	Tenant satisfaction with repairs	96.16%	95%	98.62%	98.72% (98.86%)			Above target.
Decent Homes								
50	% of non-decent homes	0.21%	0%	0.72%	0.84%			On target for year end.
48	% of homes with valid gas safety certificate	99.94%	99.96%	100%	99.89% (99.91%)			Below target.

PI	Description	Actual 18/19	Target 2019/20	19/20 Q1	19/20 Q2	19/20 Q3	19/20 Q4	Commentary
Complaints								
22	% of complaints replied to in 10 working days	88.81%	95%	85.11%	84.69% (84.31%)			Below target.
ASB								
89	% of ASB cases closed that were resolved	98.25%	94%	94.81%	96.41% (97.78%)			Better than target.
90	Average days to resolve ASB cases	64 days	70 days	63.7 days	56.7 days (50.8)			Better than target.
Other								
	Expenditure against target set for year – responsive maintenance	97.2%	100%	8%	33%			On target for year end.
	Expenditure against target set for year – capital programme	79.4%	100%	8.15%	25.5%			On target for year end.
Customer Contact								
	% of calls answered within 90 seconds	52.1%	80%	55.35%	46.03% (37.05%)			Below target.
	Customer satisfaction with the overall service	86%	No target	86%	86%			Biannual survey.