

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%)	100.3% (105.9%)		Above target.
126	Arrears as a % of rent debit	2.66%	3.65%	3.19%	3.72%	2.82%		Above target.
Voids								
69	% of rent lost due to vacant dwellings	0.92%	0.90%	1.15%	1.06% (0.99%)	0.89% (0.69%)		Above target.
58	Average re-let period – General needs (excluding major works) – (days)	25.23	23 days	35.2 days	34.3 days (33.05)	30.3 days (20.7)		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)	39.7 days (28.8 days)		Below target.
Allocations								
85A	% of offers accepted first time	82.50%	85%	85.31%	82.89% (80%)	84.59% (88.79%)		Below target.
Repairs								
29	% of all emergency repairs carried out within time limits	100.00%	99.5%	100%	100% (100%)	100% (100%)		On target.
32	% of all repairs carried out within time limits	98.65%	97.5%	98.86%	98.26% (97.43%)	97.67% (95.89%)		Above target.
33	Average time taken to complete repairs	7.2 days	8 days	8 days	8.6 days (8.8 days)	9.4 (11.8)		Below target.
34	Complete repairs right on first visit.	93.68%	90%	94.85%	95.04% (95.21%)	94.67% (93.82%)		Above target.
37	Repair appointments kept against appointments made (%)	96.91%	95%	97.61%	97.73% (97.83%)	97.82% (98.01%)		Above target.
41	Tenant satisfaction with repairs	96.16%	95%	98.62%	98.72% (98.86%)	97.41% (93.92%)		Above target.
Decent Homes								
50	% of non-decent homes	0.21%	0%	0.72%	0.84%	0.55%		On target for year end.
48	% of homes with valid gas safety certificate	99.94%	99.96%	100%	99.89% (99.91%)	99.86% (99.77%)		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%)	87.90% (92.42%)		Below target.
ASB								
89	% of ASB cases closed that were resolved	98.25%	94%	94.81%	96.41% (97.78%)	96.23% (95.92%)		Better than target.
90	Average days to resolve ASB cases	64 days	70 days	63.7 days	56.7 days (50.8)	55.5 days (53.5 days)		Better than target.
Other								
	Expenditure against target set for year – responsive maintenance	97.2%	100%	8%	33%	45%		On target for year end.
	Expenditure against target set for year – capital programme	79.4%	100%	8.15%	25.5%	42%		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%	86%		Biannual survey.