

LANDLORD SERVICES – PERFORMANCE 2020/21

APPENDIX A

PI	Description	Target 2020/21	Latest performance	Status (G/A/R)
125B	% of rent collected as a percentage of rent due	98%	99.9%	
126	Arrears as a % of rent debit	3.65%	3.64%	
69	% of rent lost due to vacant dwellings	0.90%	0.97%	
58	Average re-let period – General needs (excluding major works) – (days)	28 days	46.41 days	
61	Average re-let period – All dwellings (including major works) – (days)	35 days	49.84 days	
85A	% of offers accepted first time	85%	91%	
29	% of all emergency repairs carried out within time limits	99.5%	100%	
32	% of all repairs carried out within time limits	97.5%	N/A	N/A – C-19
33	Average time taken to complete repairs	11 days	N/A	N/A – C-19
34	Complete repairs right on first visit.	91.5%	N/A	N/A – C-19
37	Repair appointments kept against appointments made (%)	96%	N/A	N/A – C-19
41	Tenant satisfaction with repairs	95%	N/A	N/A – C-19
50	% of non-decent homes	0%	0.91%	This is a year-end target.
48	% of homes with valid gas safety certificate	99.96%	90.20%	

PI	Description	Target 2020/21	Latest performance	Status (G/A/R)
22	% of complaints replied to in 10 working days	95%	75%	
89	% of ASB cases closed that were resolved	94%	98.5%	
90	Average days to resolve ASB cases	70 days	40.6 days	
	Expenditure against target set for year – responsive maintenance	100%	N/A	No billing in Q1.
	Expenditure against target set for year – capital programme	100%		This is a year-end target.
	% of calls answered within 90 seconds	80%	61.68%	
	Customer satisfaction with the overall service	No target	N/A	Bi-annual survey.