

LANDLORD SERVICES – PERFORMANCE 2020/21

APPENDIX A

Figures in brackets are the standalone quarterly figure.

PI	Description	Actual 19/20	Target 2020/21	20/21 Q1	20/21 Q2	20/21 Q3	20/21 Q4	Status (R,A,G) *Blue = No target
Rents								
125B	% of rent collected as a percentage of rent due	100%	98%	103.14%	100.75% (98.73%)			
126	Arrears as a % of rent debit	2.87%	3.65%	3.26%	3.47%			
Voids								
69	% of rent lost due to vacant dwellings	0.85%	0.90%	0.90%	0.99% (1.05%)			
58	Average re-let period – General needs (excluding major works) – (days)	31.2 days	26 days	47.8 days	46.0 days (45.23)			
61	Average re-let period – All dwellings (including major works) – (days)	39.9 days	32 days	49.4 days	50.0 days (50.4)			
Allocations								
85A	% of offers accepted first time	85.19%	85%	89.61%	85.96% (83.17)%			
Repairs (Housing Repairs Service)								
29	% of all emergency repairs carried out within time limits	100%	99.5%	100%	100% (100%)			
32	% of all repairs carried out within time limits	96.71%	97.5%	N/A	N/A			
33	Average time taken to complete repairs	10.5 days	8 days	N/A	N/A			
34	Complete repairs right on first visit.	94.07%	90%	89.57%	90.11% (90.20%)			
37	Repair appointments kept against appointments made (%)	97.89%	95%	99.74%	99.95% (100%)			
41	Tenant satisfaction with repairs	97.15%	95%	N/A	N/A			
Decent Homes								
50	% of non-decent homes	0.23%	0% (year-end target)	0.88%	0.81%			
48	% of homes with valid gas safety certificate	99.89%	99.96%	85.84%	92.17% (Apr-Aug)			

PI	Description	Actual 19/20	Target 2020/21	20/21 Q1	20/21 Q2	20/21 Q3	20/21 Q4	Status (R,A,G) *Blue = No target
Complaints								
22	% of complaints replied to in 10 working days	83.78%	95%	90.00%	87.8% (86.4%)			
	% of complaints replied to in line with Corporate policy	-	-	100%	100%			
ASB								
89	% of ASB cases closed that were resolved	97.12%	94%	98.80%	98.77% (98.75%)			
90	Average days to resolve ASB cases	51.88	70 days	41.8 days	43.2 days (44.7)			
Other								
	Expenditure against target set for year – responsive maintenance	98.1%	100% (year-end target)	No billing in Q1	To follow – billing not completed			
	Expenditure against target set for year – capital programme	75.7%	100% (year-end target)	4.8%	To follow – billing not completed			
Customer Contact								
	% of calls answered within 90 seconds	47.8%	80%	58.01%	62.60% (65.98%)			
	Customer satisfaction with the overall service (STAR survey – bi-annual)	86%	No target	N/A	N/A			