

LANDLORD SERVICES – DRAFT PERFORMANCE TARGETS 2021/22 (HSSC)

APPENDIX A

PI	Description	Actual 19/20	Target 2020/21	20/21 Q1	20/21 Q2	20/21 Q3	21/22 Target	AD Comments	LTP comments
Rents									
125B	% of rent collected as a percentage of rent due	100%	98%	103.14%	100.75%	98.86%	96.5%	<p>Setting target based on experience and situation this year. Review targets at end of Q2 21/22 and assess performance and current landscape.</p> <p>Q3 20-21 Top quartile is 98.62% in line with our performance). 2nd quartile is 98.37%.</p> <p>There is no forecast modelling on rent collection for 21-22, however as there is a forecast increase on arrears then this will in turn have an effect on income collection.</p>	In agreement with the proposed target based on the proviso that the target be reviewed at the end of Q2 2021/22 (6 month review)
126	Arrears as a % of rent debit	2.87%	3.65%	3.26%	3.47%	4.00%	4.5%	<p>Setting target based on experience and situation this year. Review targets at end of Q2 21/22 and assess performance and current landscape.</p> <p>Q3 20-21 Top quartile is 3.8%, 2nd quartile is 4% (in line with our performance).</p> <p>Housemark's forecast modelling exercise states a sector average of 4.9% for year end and 5.1% for 21-22</p>	In agreement with the proposed target based on the proviso that the target be reviewed at the end of Q2 2021/22 (6 month review)
Voids									
69	% of rent lost due to vacant dwellings	0.85%	0.90%	0.90%	0.99%	1.07%	0.90%	<p>Keep target the same. In accordance with HRA business plan.</p> <p>0.90% is based on an annual rent debit of around 27 million pounds.</p>	In agreement with the proposed target based on the proviso that the target be reviewed at the end of Q2 2021/22 (6 month review)
58	Average re-let period – General needs (excluding	31.2 days	26 days	47.8 days	46.0 days	43.1 days (44.58 w/	32 days	Setting target based on experience and situation this year. Review targets	In agreement with the proposed target based

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	major works) – (days)					sheltered)		<p>at end of Q2 21/22 and assess performance and current landscape</p> <p>Q3 20-21 Top quartile is 53.7 days. 2nd quartile is 58.0 days (this is both GN and Sheltered minor works only). Housemark's forecast modelling exercise states a sector average of 45 days for 21-22</p>	on the proviso that the target be reviewed at the end of Q2 2021/22 (6 month review)
	Average re-let period – General needs (major works only) – (days)	60 days	39 days	50.5 days	54.2 days	56.2 days	45 days	<p>Setting target based on experience and situation this year. Review targets at end of Q2 21/22 and assess performance and current landscape</p> <p>No quartile info as this is an annual measure on Housemark.</p> <p>No forecast module for this measure.</p>	In agreement with the proposed target based on the proviso that the target be reviewed at the end of Q2 2021/22 (6 month review)
61	Average re-let period – All dwellings (including major works) – (days)	39.9 days	32 days	49.4 days	50.0 days	50.3 days	38 days	<p>Setting target based on experience and situation this year. Review targets at end of Q2 21/22 and assess performance and current landscape</p> <p>No quartile info as this is an annual measure on Housemark.</p> <p>No forecast module for this measure.</p>	In agreement with the proposed target based on the proviso that the target be reviewed at the end of Q2 2021/22 (6 month review)
Allocations									
85A	% of offers accepted first time	85.19%	85%	89.61%	85.96%	83.51%	85%	Keep target the same	In agreement with the proposed target based on the proviso that the target be reviewed at the end of Q2 2021/22 (6 month review)
Repairs (Housing Repairs Service only)									
29A	% of all priority repairs carried out within time limits (1 day tickets) – HRS only	100%	99.5%	100%	100%	100%	99.5%	Keep target the same	In agreement with the proposed target based on the proviso that the target be reviewed at the end of Q2 2021/22

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									(6 month review)
32	% of all repairs carried out within time limits (Priority / Urgent tickets)	96.71%	97.5%	N/A	N/A	N/A	97.5%	Keep target the same	In agreement with the proposed target based on the proviso that the target be reviewed at the end of Q2 2021/22 (6 month review)
33	Average time taken to complete Repairs (Priority / Urgent tickets)	10.5 days	8 days	N/A	N/A	N/A	5 days	This measure only includes 1 and 3 day tickets. In line with Housemark it is measured in calendar days.	In agreement with the proposed target based on the proviso that the target be reviewed at the end of Q2 2021/22 (6 month review)
34	Complete repairs right on first visit. (Priority / Urgent and 3 day tickets)	94.07%	90%	89.57%	90.11%	89.85%	90%	Keep target the same	In agreement with the proposed target based on the proviso that the target be reviewed at the end of Q2 2021/22 (6 month review)
37	Repair appointments kept against appointments made (%) (Priority / Urgent tickets)	97.89%	95%	99.74%	99.95%	99.96%	95%	Keep target the same	In agreement with the proposed target based on the proviso that the target be reviewed at the end of Q2 2021/22 (6 month review)
44	Tenant satisfaction with repairs (1 and 3 day tickets)	97.15%	95%	N/A	N/A	N/A	95%	Remove indicator. Working on new ways to deliver customer insight and collect feedback.	
Decent Homes									
29B	% of all Priority repairs carried out within time limits (1 day tickets) – Aaron Services only)	100%	99.5%	99.18%	99.43%	99.46%	99.95%	Recommended to have Aaron's repairs as a separate indicator to HRS repairs.	In agreement with the proposed target based on the proviso that the target be reviewed at the end of Q2 2021/22 (6 month review)
50	% of non-decent homes	0.23%	0% (year-end target)	0.88%	0.81%	0.89%	0% (year-end target)	Keep target the same 79 current non-decent homes (1% of 7,763 properties)	In agreement with the proposed target based on the proviso that the target be reviewed at

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48	% of homes with valid gas safety certificate	99.89%	99.96%	85.84%	93.58%	95.45%	99.96%	Keep target the same. Due to C-19 pandemic and isolation guidelines the target will not be attainable. We can breakdown in the commentary the performance excluding isolation cases.	In agreement with the proposed target based on the proviso that the target be reviewed at the end of Q2 2021/22 (6 month review)
Complaints									
22	% of complaints replied to in 10 working days	83.78%	95%	90.00%	87.8%	90.5%	See comments	Recommend to remove this measure and report on the measure below (23)	
23	Average number of working days to respond to complaint		10 days			6 days	10 days	Recommend we measure average number of days to respond instead of '% responded to in time' 10 day target (Local Housing Offer)	New Housing Ombudsman recommendations for complaint reporting introduced therefore how this indicator is reported may change in line with the recommendations which clearly sets out timescales. Corporately, these timescales may be introduced across all services
ASB									
89	% of ASB cases closed that were resolved	97.12%	94%	98.80%	98.77%	97.06%	94%	Keep target the same	In agreement with the proposed target based on the proviso that the target be reviewed at the end of Q2 2021/22 (6 month review)
90	Average days to resolve ASB cases	51.88	70 days	41.8 days	43.2 days	48.2 days	70 days	Keep target the same	In agreement with the proposed target based on the proviso that the target be reviewed at the end of Q2 2021/22 (6 month review)