## Porfolio Holder for Quality Housing

NB: Changes are highlighted in blue. It should be noted that the impact of Covid-19 has meant that in some cases it has been difficult to forecast what a realistic target might be. Depending on the services have therefore changed to volumetric measures, some have changed targets to reflect expected performance, and in some cases because expected performance is not known and not within our control targets have been retained as in previous years.

not within our co	entrol targets have been retained as in previous years.					2	2020-202	1	1							2021-	2022	22	]		
			Cumulative or	High / Low is		Low Target	On	High Target	Q2/19/20	Q3/19/20	Q4/19/20	Q1/20/21	Q2/20/21	Q3/20/21	Low Target	On	High	Target			
Service Area	Measure	Unit	Quarterly	Good	Volumetric		target	1 0			Outturn	Outturn	Outturn	Outturn	(Worst)		get (Bes	•	Portfolio Holder	Owner	Comments (if required)
Quarterly Measure						,	1 2 0 2 2	,							10 7	1	)   (	-,			
	PH 1- Average time in weeks from occupational												Collection not						Cllr Donald Nannestad -	Sara Boothright -	
	therapy notification to completion of works on site												possible -						Portfolio Holder for Quality	Environmental Health &	This can be reported on from first
Private Housing	for a DFG grant (all DFG's exc. extensions)	Weeks	Quarterly	Low is good	No	26	<->	19	21	28	8	3 27	7 COVID		2	26 <-	->	1	9 Housing	Corporate Safety Manager	quarter 2021
	PH 2 - Average time (weeks) from receiving to												Collection not						Cllr Donald Nannestad -	Sara Boothright -	
	resolving a complaint about housing standards in												possible -						Portfolio Holder for Quality	Environmental Health &	This can be reported on from first
Private Housing	private rented accommodation (updated measure)	Weeks	Quarterly	Low is good	No	12	!	20	16.00	6.00	2.80	7.40	COVID		1	12		2	0 Housing	Corporate Safety Manager	quarter 2021
																					High and low target has been reduced
	L., .,		Quarterly										Collection not						Cllr Donald Nannestad -	Sara Boothright -	as it is unlikely that actively targeting
	PH 3 - Number of empty homes brought back into	l	(Collected 6	l	l	Q2 12		Q2 25			_		possible -		Q2 7		Q2 1		Portfolio Holder for Quality	Environmental Health &	empty homes will begin until
Private Housing	use	Number	monthly)	High is good	No	Q4 25	<->	Q4 50	17	37	54	1	COVID		Q4 13	<-	> Q4 2	5	Housing	Corporate Safety Manager	September 2021
																			Cllr Donald Nannestad -		
Housing	HI 1 - Percentage of council properties that are not			l	l	4 000/		0.000	0.040/	0.550/	0.220	, , , , , ,	, , , , , ,	,	1			0.000	Portfolio Holder for Quality	Kevin Bowring - Investment	. 2020/24
Investment	at the 'Decent Homes' standard (excluding refusals)	%	Quarterly	Low is good	NO	1.00%	<->	0.00%	0.84%	0.55%	0.23%	6 0.88%	6 0.81%	6	1.00	)%  <-	>	0.009	Housing     Cllr Donald Nannestad -	Manager	Remain as 2020/21
U a costa a	III 2. November of accounting best december a second																			Karia Barraiaa Jarrataraat	
Housing	HI 2 - Number of properties 'not decent' as a result				\ \ 	- /-													Portfolio Holder for Quality	Kevin Bowring - Investment Manager	
Investment	of tenants refusal to allow work (excluding referrals)	Number	Quarterly	Low is good	res	n/a	Т	Т				T	T	Т	Т				Housing Cllr Donald Nannestad -	Manager	
Housing	   HI 3 - Percentage of dwellings with a valid gas safety													1					Portfolio Holder for Quality	Kevin Bowring - Investment	
Investment	certificate	0/	Quarterly	High is good	No	99.80%	<->	99.96%	99.89%	99.86%	99.89%	6 85.84%	6 93.58%	_	99.80	)% <-		00 069	Housing	Manager	   Remain as 2020/21
investment	Certificate	/0	Quarterly	High is good	INO	99.60%	, <->	99.90%	99.09%	33.00%	33.037	05.04/	93.36/	0	99.60	1/0 <-	<del>-</del>	33.30	Cllr Donald Nannestad -	Ivialiagei	Remain as 2020/21
	CC 2 - Percentage of Lincare Housing Assistance calls													1					Portfolio Holder for Quality	Clive Thomasson - Supported	
Control Centre	answered within 60 seconds	%	Quarterly	High is good	No	97.50%	<->	98.75%	98.71%	98.63%	98.54%	6 97.85%	6 97.67%	6	97.50	)% <-		98 75	Housing	Housing Manager	Remain as 2020/21 - in line with TSA
Control Centre	answered within 60 seconds	70	Quarterly	Tilgit is good	140	37.3070	<del>'  `                                   </del>	30.7370	30.7170	30.0370	30.347	37.637	37.077	1	37.30	770		30.73	Cllr Donald Nannestad -	Trousing Manager	incinant as 2020/21 in line with 15A
														1					Portfolio Holder for Quality	Keeley Johnson - Tenancy	
Rent Collection	RC 1 - Rent collected as a proportion of rent owed	%	Quarterly	High is good	No	96.50%	<->	98.00%	98.04%	100.30%	100.00%	6 103.14%	6 100.75%	6	96.00	)%  <-	>	97.00	Mousing	Services Manager	
The tree concession	no 1 mene concetted as a proportion or rent owed	1,0	Quarterry	1.1.611.13.800.0	1.10	30.3070	1	30.007	30.0170	200.0070	200.007	100.11	200.737	1	30.00	,,,,		37100	Cllr Donald Nannestad -	Services manage.	
	RC 2 - Current tenant arrears as a percentage of the													1					Portfolio Holder for Quality	Keeley Johnson - Tenancy	
Rent Collection	annual rent debit	%	Quarterly	Low is good	No	4.00%	<->	3.00%	3.72%	2.82%	2.87%	3.26%	6 3.47%	6	4.50	)%  <-	>	3.509	% Housing	Services Manager	
	HS 3 - Successful preventions and relief of		,																Cllr Donald Nannestad -		
Housing	homelessness against total number of																		Portfolio Holder for Quality	Paula Burton - Housing	
Solutions	homeslessness approaches (updated measure)	%	Quarterly	High is good	No	50.00%	<->	55.00%	290	338	377	7 114	4 259	9	50.00	)% <-	>	55.009	% Housing	Solutions Manager	Remain as 2020/21
							1												Cllr Donald Nannestad -		
	HV 1 - Percentage of rent lost through dwelling being																		Portfolio Holder for Quality	Keeley Johnson - Tenancy	
Housing Voids	vacant	%	Quarterly	Low is good	No	0.80%	<->	0.90%	1.06%	0.89%	0.85%	6 0.90%	6 0.99%	6	0.80	)% <-	>	0.909	% Housing	Services Manager	Remain as 2020/21
																			Cllr Donald Nannestad -		
	HV 2- Average re-let time calendar days for all													1					Portfolio Holder for Quality	Keeley Johnson - Tenancy	
Housing Voids	dwellings - standard re-lets	Days	Quarterly	Low is good	No	30 days	<->	27 days	35.71	31.52	31.98	47.81	1 46.16	6	32 day	ys <-	>	29 day	<mark>/s</mark> Housing	Services Manager	
														1					Cllr Donald Nannestad -		
	HV 3 - Average re-let time calendar days for all													1					Portfolio Holder for Quality	Keeley Johnson - Tenancy	
Housing Voids	dwellings (including major works)	Days	Quarterly	Low is good	No	31 days	<->	28 days	44.06	36.95	39.91	49.40		6	38 day	ys <-	>	35 day	/s Housing	Services Manager	
	HM 1 - Percentage of reactive repairs completed												Collection not						Cllr Donald Nannestad -		
Housing	within target time (priority and urgent repairs) - HRS												possible -						Portfolio Holder for Quality	Matthew Hillman - Assistant	
Maintenance	only	%	Quarterly	High is good	No	97%	<->	99.00%	98.26%	97.67%	96.71%	6 96.00%	6 COVID		97	'% <-	>	99.009	% Housing	Director Investment	Remain as 2020/21
																			Cllr Donald Nannestad -		
1 ~	HM 2 - Percentage of repairs fixed first time (priority			l	l								,						Portfolio Holder for Quality	Matthew Hillman - Assistant	
Maintenance	and urgent repairs) - HRS only	%	Quarterly	High is good	No	90%	<->	93.00%	95.04%	94.67%	94.07%	6 89.57%		6	90	)% <-	·>	93.009	% Housing	Director Investment	Remain as 2020/21
Hamaia.	UNA 2. December of terror in the first of the second of th												Collection not		D				Cllr Donald Nannestad -	NAMES OF THE PARTY	Demonstration to the state of t
Housing	HM 3- Percentage of tenants satisfied with repairs	0/	Overt 1	LUCAL C	N-	0.000		00.000	00.700	07.4404	07.450	, 07.000	possible -				•	~	Portfolio Holder for Quality	Matthew Hillman - Assistant	Remove indicator (reviewing current
	and maintenance	%	Quarterly	High is good	INO	94%	)	96.00%	98.72%	97.41%	97.15%	97.00%	6 COVID		customer	reedb	ack fram	ework)		Director Investment	customer feedback framework)
<b>I</b>	HM 4 - Appointments kept as a percentage of														1				Cllr Donald Nannestad -	Motthou Hiller - A:-:	
Housing	appointments made (priority and urgent repairs) -	0/			N-			07.000	07.700	07.000	07.000	, , , , , , , ,	, , , , , , , , , , , , , , , , , , , ,	,				07.00	Portfolio Holder for Quality	Matthew Hillman - Assistant	Din 2020/24
Maintenance Annual Measures	ן וווע פאחן	70	Quarterly	High is good	INO	94%	<->	97.00%	97.73%	97.82%	97.89%	99.57%	6 99.95%	0	94	l% <-	·/	97.009	% Housing	Director Investment	Remain as 2020/21
Annual Measures	I	1	T	1	1	1	Т	1				Т	1	Т	Т	$\overline{}$			Cllr Donald Nannestad -	1	I
	AH 1 - Cumulative number of affordable homes														1				Portfolio Holder for Quality	Kieron Manning - Assistant	
Affordable Housi	Idelivered to date this year	Number	Annual Q4	High is good	No	25	<->	125	11	21	231	,  .	7		-	25 <-	.	12	5 Housing	Director for Planning	   Retain as 2020/21
	tachiacien to nate tillo Acai	Intuitibel	Parinagi Q4	I i igii is good	1.40		'  \-'	1 123	1 11	21	43.	<u>*1                                    </u>	1				·	1,2	J110431116	Pricetor for Flatifilling	NC tain as 2020/21