

LANDLORD SERVICES – PERFORMANCE 2021/22

APPENDIX A

Figures in brackets are the standalone quarterly figure.

PI	Description	Actual 20/21	Target 2021/22	21/22 Q1	21/22 Q2	21/22 Q3	21/22 Q4	Status (R,A,G) *Blue = No target
Rents								
125B	% of rent collected as a percentage of rent due	100.05%	96.5%	99.31%				
126	Arrears as a % of rent debit	3.74%	4.50%	4.20%				
Voids								
69	% of rent lost due to vacant dwellings	1.12%	0.90%	1.28%				
58	Average re-let period – General needs (excluding major works) – (days)	42.8 days	32 days	39.1 days				
61	Average re-let period – All dwellings (including major works) – (days)	50.2 days	38 days	48.1 days				
Allocations								
85A	% of offers accepted first time	83.33%	85%	75.42%				
Repairs (Housing Repairs Service)								
29A	% of all priority repairs carried out within time limits (1 day)	100%	99.5%	100%				
32	% of urgent repairs carried out within time limits	N/A	97.5%	86.18%				
33	Average time taken to complete urgent repairs	N/A	3 days	2.66 days				
34	Complete repairs right on first visit (priority and urgent)	92.00%	90%	92.48%				
37	Repair appointments kept against appointments made (%) (priority and urgent)	99.89%	95%	99.07%				
41	Tenant satisfaction with repairs	N/A	95%	N/A				
Repairs (Aaron Services)								
29B	% of all priority repairs carried out within time limits (1 day)	99.64%	99.5%	99.29%				
Decent Homes								
50	% of non-decent homes	0.84%	0% (year-	2.10%				

PI	Description	Actual 20/21	Target 2021/22	21/22 Q1	21/22 Q2	21/22 Q3	21/22 Q4	Status (R,A,G) *Blue = No target
			end target)					
48	% of homes with valid gas safety certificate	96.28%	99.96%	99.46%				
Complaints								
22	% of complaints replied to within target time	70.8%	95%	70.37%				
	% of complaints replied to in line with Corporate policy	100%	-	98.18%				
ASB								
89	% of ASB cases closed that were resolved	97.81%	94%	98.52%				
90	Average days to resolve ASB cases	51.2 days	70 days	54.6 days				
Other								
	Expenditure against target set for year – responsive maintenance	67%	100% (year-end target)	To follow				
	Expenditure against target set for year – capital programme	83.17%	100% (year-end target)	To follow				
Customer Contact								
	% of calls answered within 90 seconds	61.39%	80%	22.15%				