

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%	97.61% (95.91%)			
126	Arrears as a % of rent debit	3.74%	4.65%	4.20%	4.88%			
Voids								
69	% of rent lost due to vacant dwellings	1.12%	0.90%	1.28%	1.37% (1.46%)			
58	Average re-let period – General needs (excluding major works) – (days)	42.8 days	32 days	39.1 days	44.6 days (51.0)			
61	Average re-let period – General needs (including major works) – (days)	50.2 days	38 days	48.1 days	53.7 days (62.2)			
Allocations								
85A	% of offers accepted first time	83.33%	85%	75.42%	77.04% (79.49%)			
Repairs (Housing Repairs Service)								
29A	% of all priority repairs carried out within time limits (1 day)	100%	99.5%	99.15%	99.37% (99.62%)			
32	% of urgent repairs carried out within time limits (3 days)	N/A	97.5%	86.18%	86.48% (86.81%)			
33	Average time taken to complete urgent Repairs (3 days)	N/A	3 days	2.66 days	2.58 days (2.49)			
34	Complete repairs right on first visit (priority and urgent)	92.00%	90%	92.48%	91.95% (91.32%)			
37	Repair appointments kept against appointments made (%) (priority and urgent)	99.89%	95%	99.07%	99.40% (99.75%)			
Repairs (Aaron Services)								
29B	% of all priority repairs carried out within time limits (1 day)	99.64%	99.5%	99.29%	98.89% (98.06%)			
Decent Homes								
50	% of non-decent homes	0.84%	0% (year-end target)	2.10%	1.50%			
48	% of homes with valid gas safety certificate	96.28%	99.96%	99.46%	99.26%			

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					(99.13%)			
Complaints								
22	% of complaints replied to within target time	70.8%	95%	68.42%	64.93% (62.34%)			
	% of complaints replied to in line with Corporate policy	100%	-	98.18%	99.26% (100%)			
ASB								
89	% of ASB cases closed that were resolved	97.81%	94%	98.51%	98.54% (98.57%)			
90	Average days to resolve ASB cases	51.2 days	70 days	54.6 days	49.1 days (43.8)			
Other								
	Expenditure against target set for year – responsive maintenance	67%	100% (year-end target)	3.6%	18.7%			
	Expenditure against target set for year – capital programme	83.17%	100% (year-end target)	5.1%	7.8%			
Customer Contact								
	% of calls answered within 90 seconds	61.39%	80%	22.15%	18.2% (14.3%)			