

Appendix A

Directorate of Housing and Investment Performance

Service Area	Measure	Current Value	Status	Direction
Housing Investment	Percentage of council properties that are not at the 'Decent Homes' standard (excluding refusals)	1.06	R	▲
Housing Investment	Number of properties 'not decent' as a result of tenants refusal to allow work (excluding referrals)	178	V	▬
Housing Investment	Percentage of dwellings with a valid gas safety certificate	99.14	R	▼
Control Centre	Percentage of Lincare Housing Assistance calls answered within 60 seconds	98.30	A	▲
Rent Collection	Rent collected as a proportion of rent owed	100.52	G	▲
Rent Collection	Current tenant arrears as a percentage of the annual rent debit	3.68	A	▲
Housing Solutions	The number of people currently on the housing list	1,448	V	▬
Housing Solutions	The number of people approaching the council as homeless	707	V	▬
Housing Solutions	Successful preventions and relief of homelessness against total number of homelessness approaches	43.70	R	▼
Housing Voids	Percentage of rent lost through dwelling being vacant	1.44	R	▼
Housing Voids	Average re-let time calendar days for all dwellings - standard re-lets	51.94	R	▼
Housing Voids	Average re-let time calendar days for all dwellings (including major works)	59.88	R	▼
Housing Maintenance	Percentage of reactive repairs completed within target time (priority and urgent repairs) - HRS only	92.66	R	▲
Housing Maintenance	Percentage of repairs fixed first time (priority and urgent repairs) - HRS only	92.91	A	▲
Housing Maintenance	Appointments kept as a percentage of appointments made (priority and urgent repairs) - HRS only	99.30	G	▼

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