

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%)	100.52% (107.40%)		
126	Arrears as a % of rent debit	3.74%	4.65%	4.20%	4.88%	3.68%		
Voids								
69	% of rent lost due to vacant dwellings	1.12%	0.90%	1.28%	1.37% (1.46%)	1.44% (1.65%)		
58	Average re-let period – General needs (excluding major works) – (days)	42.8 days	32 days	39.1 days	44.6 days (51.0)	46.4 days (49.6)		
61	Average re-let period – General needs (including major works) – (days)	50.2 days	38 days	48.1 days	53.7 days (62.2)	57.6 days (65.4)		
Allocations								
85A	% of offers accepted first time	83.33%	85%	75.42%	77.04% (79.49%)	79.94% (84.96%)		
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%)	99.22% (98.87%)		
32	% of urgent repairs carried out within time limits (3 days)	N/A	97.5%	86.18%	86.48% (86.81%)	88.27% (91.06%)		
33	Average time taken to complete urgent Repairs (3 days)	N/A	3 days	2.66 days	2.58 days (2.49)	2.54 days (2.50)		
34	Complete repairs right on first visit (priority and urgent)	92.00%	90%	92.48%	91.95% (91.32%)	92.91% (93.44%)		
37	Repair appointments kept against appointments made (%) (priority and urgent)	99.89%	95%	99.07%	99.40% (99.75%)	99.30% (99.12%)		
Repairs (Aaron Services)								
29B	% of all priority repairs carried out within time limits (1 day)	99.64%	99.5%	100.00%	99.73% (99.38%)	99.86% (100%)		
Decent Homes								
50	% of non-decent homes	0.84%	0% (year-end target)	2.10%	1.50%	1.06%		
48	% of homes with valid gas safety certificate	96.28%	99.96%	99.46%	99.26%	99.14%		

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
					(99.13%)	98.87%		
Complaints								
22	% of complaints replied to within target time	70.8%	95%	68.42%	64.93% (62.34%)	67.12% (69.41%)		
	% of complaints replied to in line with Corporate policy	100%	-	98.18%	99.26% (100%)	99.55% (100%)		
ASB								
89	% of ASB cases closed that were resolved	97.81%	94%	98.51%	98.54% (98.57%)	98.62% (98.75%)		
90	Average days to resolve ASB cases	51.2 days	70 days	54.6 days	49.1 days (43.8)	49.2 days (49.3)		
Other								
	Expenditure against target set for year – responsive maintenance	67%	100% (year-end target)	3.6%	18.7%	42.97%		
	Expenditure against target set for year – capital programme	83.17%	100% (year-end target)	5.1%	7.8%	45.83%		
Customer Contact								
	% of calls answered within 90 seconds	61.39%	80%	22.15%	18.2% (14.3%)	20.82% (26.37%)		