

**LANDLORD SERVICES – DRAFT PERFORMANCE TARGETS 2022/23 (HSSC)**

**APPENDIX A**

PI	Description	Actual 20/21	Target 2021/22	21/22 Q1	21/22 Q2	21/22 Q3	Draft 22/23 Target	Comments
<b>Rents</b>								
125B	% of rent collected as a percentage of rent due	100.05%	96.5%	99.31%	97.61%	100.52%	<b>96.5%</b>	Keep target the same
126	Arrears as a % of rent debit	3.74%	4.65%	4.20%	4.88%	3.68%	<b>4.45%</b>	Decrease arrears % from 4.65% to 4.45%
<b>Voids</b>								
69	% of rent lost due to vacant dwellings	1.12%	0.90%	1.28%	1.37%	1.44%	<b>1.00%</b>	Increase from 0.90% to 1.00%.  This target never increased when we increased the other void measures to start 2021/22, so to ensure consistencies across all void measure we recommend increasing the void loss target to 1% which is more in line with the re-let target of 38 days
58	Average re-let period – General needs (excluding major works) – (days)	42.8 days	32 days	39.1 days	44.6 days	46.4 days	<b>32 days</b>	Keep target the same
60	Average re-let period – General needs (major works only) – (days)	57.0 days	45 days	57.7 days	66.1 days	74.7 days	<b>45 days</b>	Keep target the same
61	Average re-let period – All dwellings (including major works) – (days)	50.2 days	38 days	48.1 days	53.7 days	57.6 days	<b>38 days</b>	Keep target the same
<b>Allocations</b>								
85A	% of offers accepted first time	83.33%	85%	75.42%	77.04%	79.94%	<b>85%</b>	Keep target the same
<b>Repairs (Housing Repairs Service only)</b>								
29A	% of Priority repairs carried out within time limits (1 day tickets) – HRS only	100%	99.5%	99.15%	99.37%	99.22%	<b>99.5%</b>	Keep target the same
32	% of urgent repairs carried out within time limits (3 day tickets)	N/A	97.5%	86.18%	86.48%	88.27%	<b>97.5%</b>	Keep target the same
33	Average time taken to complete urgent Repairs (3 day tickets)	N/A	5 days	2.66 days	2.58 days	2.5 days	<b>3 days (working)</b>	Change to 3 working days as per the ticket priority.
34	Complete repairs right on first visit. (Priority / Urgent	92.00%	90%	92.48%	91.95%	92.91%	<b>92%</b>	Change from 90% to 92%

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	tickets)							
37	Repair appointments kept against appointments made (%) (Priority / Urgent tickets)	99.89%	95%	99.07%	99.40%	99.30%	<b>97%</b>	Change from 95% to 97%
29B	% of Priority repairs carried out within time limits (1 day tickets) – Aaron Services only)	99.64%	99.5%	99.29%	98.89%	99.86%	<b>99.5%</b>	Keep target the same
<b>Decent Homes</b>								
50	% of non-decent homes	0.84%	0% (year-end target)	2.10%	1.50%	1.06%	<b>1%</b>	Increase from 0% to 1%.  CoLC has never achieved the 0% target so we recommend changing the target to 1% which would allow for some properties in our stock to end the year non-decent which is always the case. Currently doors and electrics are the main factors contributing towards our non-decency.
48	% of homes with valid gas safety certificate	96.28%	99.96%	99.46%	99.26%	99.16% (to Nov)	<b>99.96%</b>	Keep target the same
<b>Complaints</b>								
<del>22</del>	% of complaints replied to within Housing Code timescales	70.8%	95%	68.42%	64.93%	67.12%	<b>95%</b>	Keep target the same
23	Average number of working days to respond to complaint	11 days	10 days	9.5 days	14 days	12 days	<b>12 days</b>	L1 target – 10 days L2 target – 20 days Overall target – 12 days (based on 90% complaints being L1)
<b>ASB</b>								
89	% of ASB cases closed that were resolved	97.81%	94%	98.51%	98.54%	98.62%	<b>94%</b>	Keep target the same
90	Average days to resolve ASB cases	51.2 days	70 days	54.6 days	49.1 days	49.16 days	<b>70 days</b>	Keep target the same