

**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
<b>Rents</b>								
125B	% of rent collected as a percentage of rent due	100.05%	96.5%	99.31%	97.61% (95.91%)	100.52% (107.40%)	100.18% (99.21%)	
126	Arrears as a % of rent debit	3.74%	4.65%	4.20%	4.88%	3.68%	3.63%	
<b>Voids</b>								
69	% of rent lost due to vacant dwellings	1.12%	0.90%	1.28%	1.37% (1.46%)	1.44% (1.65%)	1.41% (1.28%)	
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)	49.9 days (56.9 days)	
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)	63.1 days (74.9 days)	
<b>Allocations</b>								
85A	% of offers accepted first time	83.33%	85%	75.42%	77.04% (79.49%)	79.94% (84.96%)	80.09% (80.43%)	
<b>Repairs (Housing Repairs Service)</b>								
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%)	99.17% (99.03%)	
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%)	90.69% (96.99%)	
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)	2.42 days (2.10)	
34	Complete repairs right on first visit (priority and urgent)	92.00%	90%	92.48%	91.95% (91.32%)	92.91% (93.44%)	92.85% (92.71%)	
37	Repair appointments kept against appointments made (%) (priority and urgent)	99.89%	95%	99.07%	99.40% (99.75%)	99.30% (99.12%)	99.46% (99.88%)	
<b>Repairs (Aaron Services)</b>								
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%)	99.90% (100%)	
<b>Decent Homes</b>								
50	% of non-decent homes	0.84%	0% (year-end target)	2.10%	1.50%	1.06%	0.70%	
48	% of homes with valid gas safety certificate	96.28%	99.96%	99.46%	99.26%	99.14%	99.19%	

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%	(99.35%)	
<b>Complaints</b>								
22	% of complaints replied to within target time	70.8%	95%	68.42%	64.93% (62.34%)	67.12% (69.41%)	66.90% (66.67%)	
	% of complaints replied to in line with Corporate policy	100%	-	98.18%	99.26% (100%)	99.55% (100%)	99.65% (100%)	
<b>ASB</b>								
89	% of ASB cases closed that were resolved	97.81%	94%	98.51%	98.54% (98.57%)	98.62% (98.75%)	99.03% (100%)	
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)	46.9 days (41.7)	
<b>Other</b>								
	Expenditure against target set for year – responsive maintenance	67%	100% (year-end target)	3.6%	18.7%	42.97%	84.8%	
	Expenditure against target set for year – capital programme	83.17%	100% (year-end target)	5.1%	7.8%	45.83%	100.0%	
<b>Customer Contact</b>								
	% of calls answered within 90 seconds	61.39%	80%	22.15%	18.2% (14.3%)	20.82% (26.37%)	20.52% (19.67%)	