

LANDLORD SERVICES – PERFORMANCE 2022/23

APPENDIX A

Figures in brackets are the standalone quarterly figure.

*Repair appointments made and kept reported in numbers and as a percentage as per HSSC request.

PI	Description	Actual 21/22	Target 2022/23	22/23 Q1	22/23 Q2	22/23 Q3	22/23 Q4	Status (R,A,G) *Blue = No target
Rents								
125B	% of rent collected as a percentage of rent due	100.18%	96.5%	98.60%				
126	Arrears as a % of rent debit	3.63%	4.55%	4.16%				
Voids								
69	% of rent lost due to vacant dwellings	1.41%	1.00%	1.15%				
58	Average re-let period – All dwellings (excluding major works) – (days)	49.9 days	32 days	37.3 days				
61	Average re-let period – All dwellings (including major works) – (days)	63.1 days	38 days	50.7 days				
Allocations								
85A	% of offers accepted first time	80.09%	85%	89.81%				
Repairs (Housing Repairs Service)								
29A	% of all priority repairs carried out within time limits (1 day)	99.17%	99.5%	98.60%				
32	% of urgent repairs carried out within time limits (3 days)	90.69%	97.5%	96.05%				
33	Average time taken to complete urgent Repairs (3 days)	2.42 days	3 days	1.9 days				
34	Complete repairs right on first visit (priority and urgent)	92.85%	92%	92.04%				
37	Repair appointments kept against appointments made (%) (priority and urgent)	99.46%	97%	99.07% (1,484 / 1,498)				
Repairs (Aaron Services)								
29B	% of all priority repairs carried out within time limits (1 day)	99.90%	99.5%	100%				
Decent Homes								

PI	Description	Actual 21/22	Target 2022/23	22/23 Q1	22/23 Q2	22/23 Q3	22/23 Q4	Status (R,A,G) *Blue = No target
50	% of non-decent homes	0.70%	0.80% (year-end target)	0.93%				
48	% of homes with valid gas safety certificate	99.19%	99.96%	98.89%				
Complaints								
22	% of complaints replied to within target time	66.90%	95%	76.92%				
	% of complaints replied to in line with Corporate policy	99.65%	-	100.00%				
ASB								
89	% of ASB cases closed that were resolved	99.03%	94%	100.00%				
90	Average days to resolve ASB cases	46.9 days	70 days	34.8 days				
Other								
	Expenditure against target set for year – responsive maintenance	84.8%	100% (year-end target)	7.96%				
	Expenditure against target set for year – capital programme	100.0%	100% (year-end target)	5.96%				
Customer Contact								
	% of calls answered within 90 seconds	20.52%	80%	10.26%				