

LANDLORD SERVICES – PERFORMANCE TARGETS 2023/24

APPENDIX A

Figures in brackets are the standalone quarterly figure.

PI	Description	Actual 21/22	Target 2022/23	22/23 Q3	Draft 23/24 Target	DHI comments
Rents						
125B	% of rent collected as a percentage of rent due	100.18%	96.5%	100.46% (106.91%)	97.5%	Increase rent collection target based on projected year-end outturn and linked to arrears measure
126	Arrears as a % of rent debit	3.63%	4.45%	3.33%	4.00%	Reduce arrears target based on projected year-end outturn. Not to reduce any further based on the 2nd phase rollout of UC taking place in 23/24
Voids						
69	% of rent lost due to vacant dwellings	1.41%	1.00%	1.41% (1.10%)	1.00%	Recommend to keep target the same
58	Average re-let period – All dwellings (excluding major works) – (days)	49.9 days	32 days	43.3 days (50.5)	32 days	Recommend to keep target the same
61	Average re-let period – All dwellings (including major works) – (days)	63.1 days	38 days	55.7 days (65.3)	38 days	Recommend to keep target the same
Allocations						
85A	% of offers accepted first time	80.09%	85%	88.78% (90.91%)	85%	Recommend to keep target the same
Repairs (Housing Repairs Service)						
29A	% of all priority repairs carried out within time limits (1 day)	99.17%	99.5%	99.42% (99.33%)	99.5%	Recommend to keep target the same
32	% of urgent repairs carried out within time limits (3 days)	90.69%	97.5%	95.03% (92.28%)	97.5%	Recommend to keep target the same
33	Average time taken to complete urgent Repairs (3 days)	2.42 days	3 days	2.1 days (2.4)	3 days	Recommend to keep target the same
34	Complete repairs right on first visit (priority and urgent repairs)	92.85%	92%	93.55% (96.94%)	92%	Recommend to keep target the same
37	Repair appointments kept against appointments made (%) (priority and urgent repairs)	99.46%	97%	98.80% (98.87%)	97%	Recommend to keep target the same
NEW	% of No Access on	NEW	NEW	NEW	No target	-

PI	Description	Actual 21/22	Target 2022/23	22/23 Q3	Draft 23/24 Target	DHI comments
	Appointments Made				(Volumetric measure)	
Repairs (Aaron Services)						
29B	% of all priority repairs carried out within time limits (1 day)	99.90%	99.5%	99.83% (99.81%)	99.5%	Recommend to keep target the same
Decent Homes						
50	% of non-decent homes	0.70%	0.80% (year-end target)	1.43%	1.00% (year-end target)	Recommend increasing target to 1% based on previous year outturns
48	% of homes with valid gas safety certificate	99.19%	99.96%	99.06% (98.99%)	99.00%	Recommend increasing target to 99%. During the year we encounter properties in which we cannot gain access and we have to go through the legal process. This means the 99.6% target is unattainable
Complaints						
22	% of complaints replied to within target time	66.90%	95%	63.32% (55.07%)	95%	Recommend to keep target the same
	% of complaints replied to in line with Corporate policy	99.65%	-	100.00%	-	N/A
ASB						
89	% of ASB cases closed that were resolved	99.03%	94%	99.45% (98.33%)	94%	Recommend to keep target the same
90	Average days to resolve ASB cases	46.9 days	70 days	40.5 days (41.9)	70 days	Recommend to keep target the same
Other						
	Expenditure against target set for year – responsive maintenance	84.8%	100% (year-end target)	To follow	Not set by DHI	N/A
	Expenditure against target set for year – capital programme	100.0%	100% (year-end target)	To follow	Not set by DHI	N/A
Customer Contact						
	% of calls answered within 90 seconds	20.52%	80%	7.13% (5.37%)	Not set by DHI	N/A

