

## LANDLORD SERVICES – PERFORMANCE 2022/23

## APPENDIX A

Figures in brackets are the standalone quarterly figure.

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	Additional comments
<b>Rents</b>									
125B	% of rent collected as a percentage of rent due	100.18%	96.5%	98.60%	97.69% (96.80%)	100.46% (106.91%)			Rent collected £22,391,948.66
126	Arrears as a % of rent debit	3.63%	4.45%	4.16%	4.76%	3.33%			Rent arrears £1,012,039.01
<b>Voids</b>									
69	% of rent lost due to vacant dwellings	1.41%	1.00%	1.15%	1.42% (1.70%)	1.41% (1.10%)			
58	Average re-let period – All dwellings (excluding major works) – (days)	49.9 days	32 days	37.3 days	39.0 days (40.2)	43.3 days (50.5)			Number of re-lets (minor works only) YTD - 261
61	Average re-let period – All dwellings (including major works) – (days)	63.1 days	38 days	50.7 days	50.3 days (50.0)	55.7 days (65.3)			Number of re-lets (all works) YTD - 389
<b>Allocations</b>									
85A	% of offers accepted first time	80.09%	85%	89.81%	87.55% (85.82%)	88.78% (90.91%)			
<b>Repairs (Housing Repairs Service)</b>									
29A	% of all priority repairs carried out within time limits (1 day)	99.17%	99.5%	98.60%	99.47% (99.43%)	99.42% (99.33%)			Number of repairs completed YTD – 2,771  Number completed within time YTD – 2,755
32	% of urgent repairs carried out within time limits (3 days)	90.69%	97.5%	96.05%	96.92% (97.10%)	95.03% (92.28%)			Number of repairs completed YTD – 3,780  Number completed within time YTD – 3,592
33	Average time taken to complete urgent Repairs (3 days)	2.42 days	3 days	1.9 days	1.9 days (1.9)	2.1 days (2.4)			Number of repairs completed YTD – 3,780
34	Complete repairs right on first visit (priority and urgent repairs)	92.85%	92%	92.04%	91.23% (90.56%)	93.55% (96.94%)			Number of repairs YTD – 4,915  Number of repairs

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	Additional comments
									completed 'right first time' – 4,598
37	Repair appointments kept against appointments made (%) (priority and urgent repairs)	99.46%	97%	99.07%	98.76% (98.50%)	98.80% (98.87%)			Year to Date; Appointments Made – 5,509 Appointments Kept – 5,443
<b>Repairs (Aaron Services)</b>									
29B	% of all priority repairs carried out within time limits (1 day)	99.90%	99.5%	100%	99.85% (99.66%)	99.83% (99.81%)			Number of repairs completed YTD – 2,957  Number completed within time YTD – 2,952
<b>Decent Homes</b>									
50	% of non-decent homes (excluding refusals)	0.70%	0.80% (year-end target)	0.93%	1.60%	1.43%			Number of properties non-decent excluding refusals - 111
48	% of homes with valid gas safety certificate	99.19%	99.96%	98.89%	99.08% (99.20%)	99.01% (98.86%)			Number of services completed out of time YTD – 54  Number of properties without a current LGSR at end of Q3 - 13
<b>Complaints</b>									
22	% of complaints replied to within target time	66.90%	95%	89.66%	75.33% (66.30%)	67.02% (57.58%)			Number of complaints resolved YTD – 282  Number of complaints resolved within target times YTD - 189
	% of complaints replied to in line with Corporate policy	99.65%	-	100.00%	100.00%	100.00%			
<b>ASB</b>									
89	% of ASB cases closed that were resolved	99.03%	94%	100.00%	100.00%	99.45% (98.33%)			ASB cases closed YTD – 182  ASB cases resolved YTD - 181

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90	Average days to resolve ASB cases	46.9 days	70 days	34.8 days	39.8 days	40.5 days (41.9)			
<b>Other</b>									
	Expenditure against target set for year – responsive maintenance	84.8%	100% (year-end target)	7.96%	20.08%	45.17%			
	Expenditure against target set for year – capital programme	100.0%	100% (year-end target)	5.96%	19.41%	36.91%			
<b>Customer Contact</b>									
	% of calls answered within 90 seconds	20.52%	80%	10.26%	8.18% (6.38%)	7.13% (5.37%)			Housing Repairs and Housing Helpdesk calls