LANDLORD SERVICES – PERFORMANCE 2023/24

APPENDIX A

Figures in brackets are the standalone quarterly figure.

Rents125B% of rent collected as a percentage of rent due99.91% (98.36%)97.5% (98.36%)96.81%Rent coll £8.187.7126Arrears as a % of rent debit3.40%4.00%3.83%Rent arr £1.249.5126Arrears as a % of rent lost due to vacant dwellings1.32%1.00%1.29%69% of rent lost due to vacant dwellings1.32%1.00%1.29%58Average re-let period – All dwellings43.6 days32 daysdays61Average re-let period – All dwellings55.7 days38 days48.0661Average re-let period – All dwellings55.7 days38 days48.0661Average re-let period – All dwellings55.7 days38 days49.0662Yoi of first accepted first time88.10%85%83.45%NumberHolocations848.10%99.55%99.55%No. of re -89229A% of all priority repairs carried out within time limits (1 day)99.51%99.55%No. of re -89233Average time taken to complete urgent repairs (3 days)2.2 days3 days2.2 days34Complete repairs right on first visit (priority ad urgent repairs)98.46%97%97.32%Appoint 5,389	PI Description	Actual 22/23	Target 2023/24	23/24 Q1	23/24 Q2	23/24 Q3	23/24 Q4	Status (R,A,G) *Blue = No target	Additional comments	
due(98.36%)£8,187,7126Arrears as a % of rent debit3.40%4.00%3.83%Section 100%126Arrears as a % of rent debit3.40%4.00%3.83%Section 100%Voids	Rents						1	U	1	
Voids 69 % of rent lost due to vacant dwellings 1.32% 1.00% 1.29% 60 60 8 69 % of rent lost due to vacant dwellings 1.32% 1.00% 1.29% 60 60 8 61 Average re-let period – All dwellings (including major works) – (days) 43.6 days 32 days 48.06 days 60 8 9	1 8		97.5%	96.81%					Rent collected YTD - £8,187,757.06	
69 % of rent lost due to vacant dwellings 1.32% 1.00% 1.29% Image: Constraint of the second	126 Arrears as a % of rent debit	3.40%	4.00%	3.83%					Rent arrears - £1,249,578.43	
58Average re-let period - All dwellings (excluding major works) - (days)43.6 days32 days43.70 daysNumber61Average re-let period - All dwellings (including major works) - (days)55.7 days38 days48.06 daysNumber85A% of offers accepted first time88.10%85%83.45% Repairs Generations 29A% of all priority repairs carried out within time limits (1 day)99.51%99.55%No. of re - 89232% of urgent repairs carried out within time limits (3 days)93.67%97.5%92.06%No. of re - 1,38633Average time taken to complete urgent repairs (3 days)2.2 days3 days2.2 days34Complete repairs ight on first visit (priority and urgent repairs)98.46%97%97.32%97.32%Appointm 5,389	Voids									
(excluding major works) - (days)daysdays61Average re-let period - All dwellings (including major works) - (days)55.7 days38 days48.06 daysNumberAllocations85A% of offers accepted first time88.10%85%83.45%No. of regains29A% of all priority repairs carried out within time limits (1 day)99.51%99.55%No. of regains32% of urgent repairs carried out within limits (3 days)93.67%97.5%92.06%No. of regains33Average time taken to complete urgent Repairs (3 days)2.2 days3 days2.2 days1.38634Complete repairs right on first visit (priority and urgent repairs)98.46%97%97.32%Appointments37Repairs (%) (priority and urgent repairs)98.46%97%97.32%AppointmentsAppointments	69 % of rent lost due to vacant dwellings	1.32%	1.00%	1.29%						
61Average re-let period – All dwellings (including major works) – (days)55.7 days38 days48.06 daysNumberAllocations85A% of offers accepted first time88.10%85%83.45% <td></td> <td>43.6 days</td> <td>32 days</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>Number of relets - 106</td>		43.6 days	32 days						Number of relets - 106	
85A% of offers accepted first time88.10%85%83.45%83.45%83.45%Repairs Generation (Housing Repairs Service)29A% of all priority repairs carried out within time limits (1 day)99.51%99.55%99.55%No. of re - 89232% of urgent repairs carried out within time limits (3 days)93.67%97.5%92.06%No. of re - 1,38633Average time taken to complete urgent Repairs (3 days)2.2 days3 days2.2 days1No. of re - 1,38634Complete repairs right on first visit (priority and urgent repairs)93.24%92%91.69%11Appointm 5,38937Repair appointments kept against appointments made (%) (priority and urgent repairs)98.46%97%97.32%1Appointm 5,389	61 Average re-let period – All dwellings	55.7 days	38 days	48.06					Number of relets - 139	
Repairs (Housing Repairs Service)99.51%99.55%99.55%99.55%99.55%29A% of all priority repairs carried out within time limits (1 day)99.51%99.55%99.55%11832% of urgent repairs carried out within time limits (3 days)93.67%97.5%92.06%118833Average time taken to complete urgent Repairs (3 days)2.2 days3 days2.2 days11111134Complete repairs right on first visit (priority and urgent repairs)93.46%97%97.32%114Appointm 5,389	Allocations	· · ·								
29A% of all priority repairs carried out within time limits (1 day)99.51% 99.51%99.55% 99.55%99.55% 99.55%No. of re - 89232% of urgent repairs carried out within time limits (3 days)93.67% 91.69%97.5% 92.06%92.06% 92.06%No. of re - 1,38633Average time taken to complete urgent Repairs (3 days)2.2 days 93.24%3 days 92%2.2 days2.2 days34Complete repairs right on first visit (priority and urgent repairs)93.24% 98.46%97% 97.32%97.32%437Repair appointments kept against appointments made (%) (priority and urgent repairs)98.46% 97%97.32%44	85A % of offers accepted first time	88.10%	85%	83.45%						
time limits (1 day)ccc<	Repairs (Housing Repairs Service)	I								
limits (3 days)limits (3 days) <th (3="" days<="" limits="" td=""><td></td><td>99.51%</td><td>99.5%</td><td>99.55%</td><td></td><td></td><td></td><td></td><td>No. of repairs completed - 892</td></th>	<td></td> <td>99.51%</td> <td>99.5%</td> <td>99.55%</td> <td></td> <td></td> <td></td> <td></td> <td>No. of repairs completed - 892</td>		99.51%	99.5%	99.55%					No. of repairs completed - 892
Repairs (3 days)Image: Complete repairs right on first visit (priority and urgent repairs)93.24%92%91.69%Image: Complete repairs right on first visit (priority and urgent repairs)93.24%92%91.69%Image: Complete repairs right on first visit (priority and urgent repairs)Participation first visit (priority and urgent repairs)93.24%92%91.69%Participation first visit (priority and urgent repairs)Participation first visit (pri	5 1	93.67%	97.5%	92.06%				۱. ۱	No. of repairs completed - 1,386	
and urgent repairs)and urgent rep		2.2 days	3 days	2.2 days						
37Repair appointments kept against appointments made (%) (priority and urgent repairs)98.46%97%97.32%Appointments3798.46%97%97.32%5,3895,389		93.24%	92%	91.69%						
	37 Repair appointments kept against appointments made (%) (priority and	98.46%	97%	97.32%						
Repairs (Aaron Services) Appointment									Appointments Kept – 5,228	

PI	Description	Actual 22/23	Target 2023/24	23/24 Q1	23/24 Q2	23/24 Q3	23/24 Q4	Status (R,A,G) *Blue = No target	Additional comments
29B	% of all priority repairs carried out within time limits (1 day)	99.89%	99.5%	100.00%					No. of repairs completed – 838
Dece	nt Homes								
50	% of non-decent homes (excluding refusals)	0.81%	1.00% (year- end target)	1.35%					Number of non-decent properties (excl. refusals) - 105
48	% of homes with valid gas safety certificate	99.00%	99.00%	98.50%					
Com	plaints		1						
22	% of complaints replied to within target time	63.43%	95%	20.65%					Number of complaints resolved - 92
	% of complaints replied to in line with Corporate policy	100.00%	-	100.00%					
ASB									
89	% of ASB cases closed that were resolved	99.57%	94%	100.00%					Number of ASB cases closed - 71
90	Average days to resolve ASB cases	42.9 days	70 days	44.3 days					
Othe	1 1								
	Expenditure against target set for year – responsive maintenance	98.24%	100% (year- end target)	13,40%					
	Expenditure against target set for year – capital programme	100.00%	100% (year- end target)	6.92%					
Custo	omer Contact		1	1		1	1		
	% of calls answered within 90 seconds	11.70%	80%	Data not available					Please see 6.5 in the main report