

LANDLORD SERVICES – PERFORMANCE 2023/24

APPENDIX A

Figures in brackets are the standalone quarterly figure.

[illegible]

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
Decent 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%					
Complaints									
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					
Other									
	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%					
Customer Contact									
	% of calls answered within 90 seconds	11.70%	80%	Data not available					Please see 6.5 in the main report