

LANDLORD SERVICES – PERFORMANCE 2023/24**APPENDIX A**

Figures in brackets are the standalone quarterly figure.

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
Rents									
125B (RC1)	% of rent collected as a percentage of rent due	99.91% (98.36%)	97.5%	96.81%	97.24% (97.67%)				Rent collected YTD -£16,468,707.71
126 (RC2)	Arrears as a % of rent debit	3.40%	4.00%	3.83%	4.25%				Rent arrears - £1,387,971.88
Voids									
69 (HV1)	% of rent lost due to vacant dwellings	1.32%	1.00%	1.29%	1.15% (1.03%)				
58 (HV2)	Average re-let period – All dwellings (excluding major works) – (days)	43.6 days	32 days	43.28 days	42.16 (40.48)				Number of relets - 177
61 (HV3)	Average re-let period – All dwellings (including major works) – (days)	55.7 days	38 days	48.06 days	48.63 (49.61)				Number of relets - 263
Allocations									
85A	% of offers accepted first time	88.10%	85%	83.45%	85.17% (87.10%)				
Repairs (Housing Repairs Service)									
29A (HM1a)	% of all priority repairs carried out within time limits (1 day)	99.51%	99.5%	99.55%	99.67% (99.75%)				Number of repairs completed (current YTD) - 2111
32 (HM1b)	% of urgent repairs carried out within time limits (3 days)	93.67%	97.5%	92.06%	93.20% (94.22%)				No. of repairs completed (current YTD) – 2,942
33	Average time taken to complete urgent Repairs (3 days)	2.2 days	3 days	2.2 days	2.12 days (2.07)				

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
34 (HM2)	Complete repairs right on first visit (priority and urgent repairs)	93.24%	92%	91.69%	92.75% (93.52%)				
37 (HM4)	Repair appointments kept against appointments made (%) (priority and urgent repairs)	98.46%	97%	97.32%	96.92% (96.60%)				Appointments Made – 4,843 Appointments Kept – 4,694
Repairs (Aaron Services)									
29B	% of all priority repairs carried out within time limits (1 day)	99.89%	99.5%	100.00%	100.00% (100%)				No. of repairs completed – 838
Decent Homes									
50 (HI1)	% of non-decent homes (excluding refusals)	0.81%	1.00% (year-end target)	1.35%	1.09%				Number of non-decent properties (excl. refusals) - 85
48 (HI3)	% of homes with valid gas safety certificate	99.00%	99.00%	98.50%	98.52% (98.54%)				
Complaints									
22	% of complaints replied to within target time	63.43%	95%	20.65%	27.49% (35.44%)				Number of complaints resolved - 171
	% of complaints replied to in line with Corporate policy	100.00%	-	100.00%	100.00%				
ASB									
89	% of ASB cases closed that were resolved	99.57%	94%	100.00%	98.55% (97.01%)				Number of ASB cases closed - 138
90	Average days to resolve ASB cases	42.9 days	70 days	44.3 days	46.2 days (48.3)				
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	33.7%				The Council's new telephony system was not able to report on the

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									percentage of calls answered within a specific timeframe during Quarter 1. This has now been remedied, and data is therefore now provided for Quarter 2.