

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	% of rent collected as a percentage of rent due	99.91% (98.36%)	97.5%	96.81%	97.24% (97.67%)	100.46% (108.05%)			Rent collected YTD - £24,244,929.28
126	Arrears as a % of rent debit	3.40%	4.00%	3.83%	4.25%	2.86%			Current arrears - £933,515.17
Voids									
69	% of rent lost due to vacant dwellings	1.32%	1.00%	1.29%	1.15% (1.03%)	1.13% (1.07%)			
58	Average re-let period – All dwellings (excluding major works) – (days)	43.6 days	32 days	43.28 days	41.97 (40.05)	41.10 (38.43)			Minor re-lets YTD - 247
61	Average re-let period – All dwellings (including major works) – (days)	55.7 days	38 days	48.06 days	48.63 (49.61)	47.72 (45.50)			Minor & Major re-lets YTD - 370
Allocations									
85A	% of offers accepted first time	88.10%	85%	83.45%	85.17% (87.10%)	87.03% (91.59%)			
Repairs (Housing Repairs Service)									
29A	% of all priority repairs carried out within time limits (1 day)	99.51%	99.5%	99.55%	99.67% (99.75%)	99.45% (99.04%)			Priority Repairs completed – 3,252
32	% of urgent repairs carried out within time limits (3 days)	93.67%	97.5%	92.06%	93.20% (94.22%)	89.49% (83.28%)			Urgent Repairs completed YTD – 4,700
33	Average time taken to complete urgent Repairs (3 days)	2.2 days	3 days	2.2 days	2.12 days (2.07)	2.18 days (2.28)			
34	Complete repairs right on first visit (priority and urgent repairs)	93.24%	92%	91.69%	92.75% (93.52%)	93.40% (94.32%)			
37	Repair appointments kept against appointments made (%) (priority and urgent repairs)	98.46%	97%	97.32%	96.92% (96.60%)	96.64% (96.24%)			Appointments Made YTD – 8,275 Appointments Kept YTD – 7,997

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
Repairs (Aaron Services)									
29B	% of all priority repairs carried out within time limits (1 day)	99.89%	99.5%	100.00%	100.00% (100%)	100.00% (100%)			Priority Repairs completed – 3,086
Decent Homes									
50	% of non-decent homes (excluding refusals)	0.81%	1.00% (year-end target)	1.35%	1.09%	0.86%			Non-Decent Homes excl. refusals - 67
48	% of homes with valid gas safety certificate	99.00%	99.00%	98.50%	98.52% (98.54%)	98.29% (97.83%)			Number of properties not accessed within the deadline date YTD - 93
Complaints									
22	% of complaints replied to within target time	63.43%	95%	20.65%	27.49% (35.44%)	32.51% (40.18%)			
	% of complaints replied to in line with Corporate policy	100.00%	-	100.00%	100.00%	100.00%			
ASB									
89	% of ASB cases closed that were resolved	99.57%	94%	100.00%	98.55% (97.01%)	98.97% (100%)			Number of ASB closed YTD - 193
90	Average days to resolve ASB cases	42.9 days	70 days	44.3 days	46.2 days (48.3)	44.1 days (39.1)			