




















































## Housing Scrutiny Sub-Committee – Landlord Services Performance 2024/25

## APPENDIX A

PI	Measure Description	Outturn 23/24	Target 24/25	Q1 24/25	Q2 24/25	Q3 24/25	Q4 24/25	Status (RAG) *Blue = volumetric		Additional information
<b>Rents</b>										
125B (RC1)	Rent collected as a proportion of rent owed	99.69%	97.50%	96.48%						
126 (RC2)	Current tenant arrears as a percentage of the annual rent debit	2.88%	4.00%	3.50%						
HSSC1	Garage rent collected as a percentage of rent due	New for 24/25	Volumetric	99.28%				Volumetric		
HSSC2	Percentage of garage rent lost due to vacancy	New for 24/25	Volumetric	25.61%				Volumetric		
<b>ASB</b>										
89	Percentage of ASB cases closed that were resolved	98.88%	94.00%	100.00%						
90	Average days to resolve ASB cases	46.5 days	60 days	58.16 days						
HSSC3	Number of ASB cases by type	New for 24/25	Volumetric	106				Volumetric		
(a)	ASB by type – Noise	New for 24/25	Volumetric	44				Volumetric		
(b)	ASB by type – Verbal abuse/ harassment/ intimidation/ threatening behaviour	New for 24/25	Volumetric	13				Volumetric		
(c)	ASB by type – Drugs/ substance misuse/ drug dealing	New for 24/25	Volumetric	8				Volumetric		
(d)	ASB by type – Pets and animal nuisance	New for 24/25	Volumetric	8				Volumetric		
(e)	ASB by type – Noxious odour	New for 24/25	Volumetric	3				Volumetric		
(f)	ASB by type – Physical violence	New for 24/25	Volumetric	3				Volumetric		
(g)	ASB by type – Garden nuisance	New for 24/25	Volumetric	2				Volumetric		
(h)	ASB by type – Vandalism and damage to property	New for 24/25	Volumetric	2				Volumetric		
(i)	ASB by type – Nuisance from vehicles	New for 24/25	Volumetric	2				Volumetric		

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(j)	ASB by type – Misuse of communal areas/ public space or loitering	New for 24/25	Volumetric	1				Volumetric		
(k)	ASB by type – Domestic abuse	New for 24/25	Volumetric	1				Volumetric		
(l)	ASB by type – Hate-related incidents	New for 24/25	Volumetric	1				Volumetric		
(m)	ASB by type – Other	New for 24/25	Volumetric	18				Volumetric		
<b>Allocations</b>										
85A	Percentage of offers accepted first time	88.16%	85.00%	87.93%						
HS1	Number of people currently on the housing list	2,036 (PSC)	Volumetric	2,029				Volumetric		
<b>Voids</b>										
69 (HV1)	Percentage of rent lost through dwelling being vacant	1.18%	1.00%	1.26%						
58 (HV2)	Average re-let time calendar days for all dwellings (excluding major works)	39.87 days	36 days	40.76 days						
61 (HV3)	Average re-let time calendar days for all dwellings (including major works)	46.59 days	42 days	48.79 days						
<b>Investment</b>										
50 (HI1)	Percentage of council properties that are not at the 'Decent Homes' standard (excluding refusals)	0.24%	1.00%	0.36%						28 properties currently not at DHS (excluding refusals)
HSSC4	Percentage of properties at SAP rating C or above	New for 2024/25	Volumetric	93.25%				Volumetric		
<b>Building and Fire Safety Assurance</b>										
48 (HI3) (BS01)	Percentage of dwellings with a valid gas safety certificate	98.38%	99.00%	98.68%						
BS02	Proportion of homes for which all required fire risk assessments have been carried out	100.00% (TSM)	99.00%	100.00%						

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BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	90.92% (TSM)	99.00%	90.92%						
BS04	Proportion of homes for which all required legionella risk assessments have been carried out	100.00% (TSM)	99.00%	100.00%						
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100.00% (TSM)	100%	100.00%						
HSSC5	Percentage of homes with an in-date and satisfactory electrical installation condition report	New for 24/25	95%	95.76%						
HSSC6	Percentage of communal areas with an in-date and satisfactory electrical installation condition report	New for 24/25	99.3%	98.43%						
HSSC7	Average time taken to complete damp and mould repairs (days)	New for 24/25	20 days	5.31						Based on 311 damp and mould inspections
<b>Repairs (Housing Repairs Service)</b>										
29A (HM1a)	Percentage of reactive repairs completed within target time (priority 1 day only)	99.55%	99.50%	99.89						891 priority repairs completed YTD
32 (HM1b)	Percentage of reactive repairs completed within target time (urgent 3 day repairs only)	89.29%	97.50%	99.32%						1,323 urgent repairs completed YTD
33	Average time taken to complete urgent Repairs (3 days)	2.17 days	3 days	1.88						
34 (HM2)	Percentage of repairs fixed first time (priority and urgent repairs) - HRS only	93.08%	92.00%	98.00%						
37 (HM4)	Appointments kept as a percentage of appointments made (priority and urgent repairs) - HRS only	96.95%	98.00%	98.76%						2,334 repair appointments made YTD

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29B	Percentage of all priority repairs carried out within time limits (1 day) (Aaron Services)	99.98%	99.50%	100.00%						797 Aaron Services priority repairs completed YTD
<b>Strategy</b>										
HSSC8	Number of new properties delivered	New for 24/25	Volumetric	3				Volumetric		
HSSC9	Number of 'Right to Buy' transactions	New for 24/25	Volumetric	9				Volumetric		
HSSC10	Number of council properties	New for 24/25	Volumetric	7,780				Volumetric		
<b>Complaints and Customer Service</b>										
22	% of complaints replied to within target time	35.18%	95.00%	94.07%						
<p><i>The following is a corporate performance measure, overseen by the Customer Services Team, and relates to all calls received by the Customer Contact Centre. This measure therefore includes data not related to the Housing service.</i></p>										
CS3	Average time taken to answer a call to Customer Services	607 seconds (PSC)	300 seconds	817 seconds				