



















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












APPENDIX A

(Figures in brackets are individual quarterly performance outturns)

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
Rents										
125B (RC1)	Rent collected as a proportion of rent owed	99.69%	97.50%	96.48%	96.42% (96.37%)					
126 (RC2)	Current tenant arrears as a percentage of the annual rent debit	2.88%	4.00%	3.50%	4.47%					
HSSC1	Garage rent collected as a percentage of rent due	New for 24/25	Volumetric	99.28%	97.69% (96.25%)			Volumetric		
HSSC2	Percentage of garage rent lost due to vacancy	New for 24/25	Volumetric	25.61%	25.12% (24.67%)			Volumetric		
ASB										
89	Percentage of ASB cases closed that were resolved	98.88%	94.00%	100.00%	99.26% (98.92%)					
90	Average days to resolve ASB cases	46.5 days	60 days	58.16 days	56.07 (55.10)					
HSSC3	Number of ASB cases by type	New for 24/25	Volumetric	106	347 (241)			Volumetric		
(a)	ASB by type – Noise	New for 24/25	Volumetric	44	109 (44)			Volumetric		
(b)	ASB by type – Verbal abuse/ harassment/ intimidation/ threatening behaviour	New for 24/25	Volumetric	13	75 (62)			Volumetric		
(c)	ASB by type – Drugs/ substance misuse/ drug dealing	New for 24/25	Volumetric	8	42 (34)			Volumetric		
(d)	ASB by type – Pets and animal nuisance	New for 24/25	Volumetric	8	19 (11)			Volumetric		
(e)	ASB by type – Noxious odour	New for 24/25	Volumetric	3	16 (13)			Volumetric		
(f)	ASB by type – Physical violence	New for 24/25	Volumetric	3	13 (10)			Volumetric		
(g)	ASB by type – Garden nuisance	New for 24/25	Volumetric	2	12 (10)			Volumetric		
(h)	ASB by type – Vandalism and damage to property	New for 24/25	Volumetric	2	8 (6)			Volumetric		
(i)	ASB by type – Nuisance from vehicles	New for 24/25	Volumetric	2	4 (2)			Volumetric		

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(j)	ASB by type – Misuse of communal areas/ public space or loitering	New for 24/25	Volumetric	1	15 (14)			Volumetric		
(k)	ASB by type – Domestic abuse	New for 24/25	Volumetric	1	3 (2)			Volumetric		
(l)	ASB by type – Hate-related incidents	New for 24/25	Volumetric	1	2 (1)			Volumetric		
(m)	ASB by type – Property condition	New for 24/25	Volumetric	0	2 (2)			Volumetric		
(n)	ASB by type – Cuckooing	New for 24/25	Volumetric	0	1 (1)			Volumetric		
(o)	ASB by type – Prostitution/sexual acts/kerb crawling	New for 24/25	Volumetric	0	1 (1)			Volumetric		
(p)	ASB by type – Other	New for 24/25	Volumetric	18	25 (7)			Volumetric		
Allocations										
85A	Percentage of offers accepted first time	88.16%	85.00%	87.93%	87.45% (86.99%)					
HS1	Number of people currently on the housing list	2,036 (PSC)	Volumetric	2,029	2,076			Volumetric		
Voids										
69 (HV1)	Percentage of rent lost through dwelling being vacant	1.18%	1.00%	1.26%	1.31% (1.36%)					
58 (HV2)	Average re-let time calendar days for all dwellings (excluding major works)	39.87 days	36 days	40.76 days	43.66 days (46.94)					
61 (HV3)	Average re-let time calendar days for all dwellings (including major works)	46.59 days	42 days	48.79 days	50.28 days (51.59)					
Investment										
50 (HI1)	Percentage of council properties that are not at the ‘Decent Homes’ standard (excluding refusals)	0.24%	1.00%	0.36%	0.64%					50 properties currently not at DHS (excluding refusals)
HSSC4	Percentage of properties at SAP rating C or above	New for 2024/25	Volumetric	93.25%	93.71%			Volumetric		
Building and Fire Safety Assurance										

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48 (HI3) (BS01)	Percentage of dwellings with a valid gas safety certificate	98.38%	99.00%	98.68%	99.03% (99.27%)					
BS02	Proportion of homes for which all required fire risk assessments have been carried out	100.00% (TSM)	99.00%	100.00%	100.00%					
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%	90.92%					
BS04	Proportion of homes for which all required legionella risk assessments have been carried out	100.00% (TSM)	99.00%	100.00%	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%	100.00%					
HSSC5	Percentage of homes with an in-date and satisfactory electrical installation condition report	New for 24/25	95%	95.76%	95.37%					
HSSC6	Percentage of communal areas with an in-date and satisfactory electrical installation condition report	New for 24/25	99.3%	98.43%	98.59%					
HSSC7	Average time taken to complete damp and mould repairs (days)	New for 24/25	20 days	5.31	5.47 (5.71)					Based on 535 damp and mould inspections YTD
Repairs (Housing Repairs Service)										
29A (HM1a)	Percentage of reactive repairs completed within target time (priority 1 day only)	99.55%	99.50%	99.89%	99.89% (99.89%)					1,795 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%	98.23% (97.20%)					2,718 urgent repairs completed YTD
33	Average time taken to complete urgent Repairs (3 days)	2.17 days	3 days	1.88	1.95 (2.02)					

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34 (HM2)	Percentage of repairs fixed first time (priority and urgent repairs) - HRS only	93.08%	92.00%	98.00%	98.35% (98.68%)					
37 (HM4)	Appointments kept as a percentage of appointments made (priority and urgent repairs) - HRS only	96.95%	98.00%	98.76%	99.02% (99.27)					4,792 repair appointments made YTD
29B	Percentage of all priority repairs carried out within time limits (1 day) (Aaron Services)	99.98%	99.50%	100.00%	100% (100%)					1,421 Aaron Services priority repairs completed YTD
Strategy										
HSSC8	Number of new properties delivered	New for 24/25	Volumetric	3	4 (1)			Volumetric		
HSSC9	Number of 'Right to Buy' transactions	New for 24/25	Volumetric	10	12 (2)			Volumetric		
HSSC10	Number of council properties	New for 24/25	Volumetric	7,789	7,788			Volumetric		
Complaints and Customer Service										
22	% of complaints replied to within target time	35.18%	95.00%	96.30%	93.09% (90.00%)					
<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)	(795 seconds)			