Council housing performance

Quarter 4 2018/19 (Jan to Mar 2019)



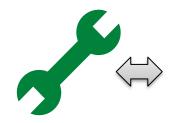
97.81% **Rent collected**



91% Calls answered



85% **Satisfaction** with ASB cases



12 days **Routine repairs** completion time



97% Repairs appointments kept



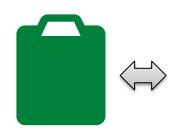
33 days **Empty home** re-let time



98% **Cleaning tasks** completed



98% Mobile warden jobs done in time



93% Five-year tenancy visits completed

Performance since previous quarter is:







Worse



Quarter 3 2018/19 performance report – key trends

Top 5 scores (compared to target)

- 1. Lifts average time to restore service when not within 24 hours (4 days vs 7 day target)
- 2. Rent loss due to empty dwellings (0.74% vs 1% target)
- 3. Average time to complete routine repairs (12 calendar days vs 15 day target)
- 4. Stage one complaints responded to within 10 working days (90% vs 80% target)
- 5. Victim satisfaction with way ASB case dealt with (85% vs 82% target).

Bottom 5 scores (compared to target)

- Repairs Helpdesk longest wait time (22 mins vs 5 min target)
- 2. Rechargeable debt collected (end year result: 5.35% vs 20% target)
- 3. Average re-let time, excluding time spent in major works (33 days vs 21 day target)
- 4. Stage one complaints escalated to stage two (15% vs 10% target)
- 5. Repairs Helpdesk calls answered within 20 seconds (53% vs 75%).

5 biggest improvements (since previous quarter)

- 1. Lifts average time to restore service when not within 24 hours (9 to 5 days)
- 2. Stage two complaints upheld (28% to 20%)
- 3. Stage one complaints escalated to stage two (17% to 15%)
- 4. Calls answered by Housing Customer Services Team (85% to 91%)
- 5. Rent loss due to empty dwellings (0.78% to 0.74%).

5 biggest drops (since previous quarter)

- 1. Repairs Helpdesk longest wait time (8 to 22 mins)
- 2. Average re-let time, excluding time spent in major works (24 to 33 days)
- 3. Repairs Helpdesk calls answered within 20 seconds (72% to 53%)
- 4. Former tenant arrears collected (24.77% to 20.71%)
- 5. Bulk waste removed within 7 working days (87% to 78%).