

Quarter 4 2017/18 performance report – additional data

Top 5 scores (compared to target)

1. Tenants evicted because of rent arrears (2 evictions vs target of below 20)
2. Lifts – average time to restore service when not within 24 hours (1 day vs 7 day target)
3. Housing Ombudsman Complaints upheld (11% vs target of below 18%)
4. General needs: average re-let time (17 days vs 21 day target)
5. Average time to complete routine repairs (13 days vs 15 day target)

Bottom 5 scores (compared to target)

1. Repairs Helpdesk – longest wait time (13 minutes vs 5 minute target)
2. Stage two complaints upheld (25% vs target of under 17%)
3. Lifts – average time taken (hours) to respond (2h 45 min vs 2h target)
4. Seniors housing: average re-let time (39 days vs 30 day target)
5. Bulk waste removed within 7 working days (81% vs 92% target)

5 biggest improvements (since previous quarter)

1. Lifts – average time to restore service when not within 24 hours (from 13 to 2 hours)
2. Stage one complaints escalated to stage two (from 13% to 10%)
3. Housing Ombudsman Complaints upheld (from 13% to 11%)
4. Customers who found Housing Customer Services easy to contact (from 83% to 96%)
5. Customers satisfied with Housing Customer Services (from 79% to 87%)

5 biggest drops (since previous quarter)

1. Stage two complaints upheld (from 17% to 25%)
2. Rent loss due to empty dwellings (from 0.75% to 1.06%)
3. Average time to complete routine repairs (from 10 to 13 days)
4. Bulk waste removed within 7 working days (from 97% to 81%)
5. Lifts – average time taken (hours) to respond (from 2h 24 min to 2h 45 min)

