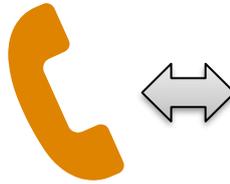


Council housing performance

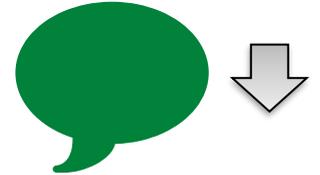
Quarter 3 2018/19 (Oct to Dec 2018)



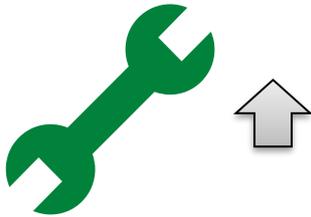
98.10%
Rent collected



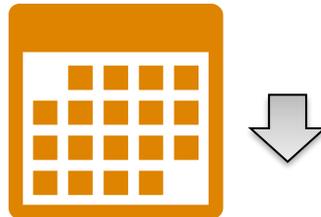
85%
Calls answered



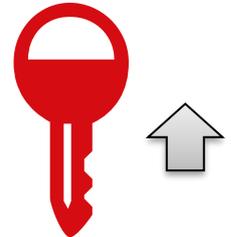
86%
Satisfaction
with ASB cases



12 days
Routine repairs
completion time



96%
Repairs
appointments
kept



24 days
Empty home
re-let time



99%
Cleaning tasks
completed



99.7%
Mobile warden
jobs done in
time



93%
Five-year
tenancy visits
completed

Performance since previous quarter is:



Quarter 3 2018/19 performance report – key trends

Top 5 scores (compared to target)

1. Rent loss due to empty dwellings (0.78% vs 1% target)
2. Average time to complete routine repairs (12 calendar days vs 15 day target)
3. Estate Development Budget main bids – quality checks (100% vs 90% target)
4. Stage one complaints responded to within 10 working days (87% vs 80% target)
5. Repairs Helpdesk – calls answered (96% vs 90% target).

Bottom 5 scores (compared to target)

1. Rechargeable debt collected (end year projection: 5.69% vs 20% target)
2. Stage one complaints escalated to stage two (17% vs 10% target)
3. Repairs Helpdesk – longest wait time (8 mins vs 5 min target)
4. Stage two complaints upheld (28% vs 18% target)
5. Lifts – average time to restore service when not within 24 hours (9 days vs 7 day target).

5 biggest improvements (since previous quarter)

1. Repairs Helpdesk – longest wait time (13 minutes to 8 minutes)
2. Lifts – average time taken (hours) to respond (3.6 hours to 2.4 hours)
3. Rechargeable debt collected (end year projection: 4.72% to 5.69%)
4. Stage one complaints responded to within 10 working days (73% to 87%)
5. Average time to complete routine repairs (14 to 12 calendar days).

5 biggest drops (since previous quarter)

1. Stage two complaints upheld (9% to 28%)
2. Stage one complaints escalated to stage two (10% to 17%)
3. Lifts – average time to restore service when not within 24 hours (6 to 9 days)
4. Satisfaction with way ASB case dealt with (88% to 86%)
5. Residents with up to date annual review – Seniors housing (96% to 94%).