

Council housing performance

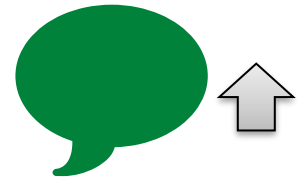
Quarter 2 2019/20 (Jul to Sep 2019)



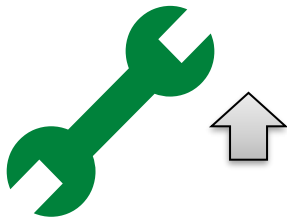
97.22%
Rent collected



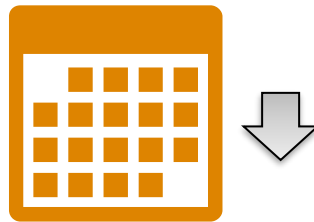
91%
Calls answered



90%
Satisfaction
with ASB cases



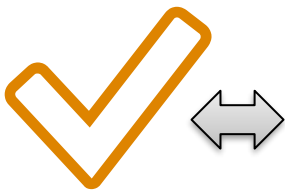
11 days
Routine repairs
completion time



96.7%
Repairs
appointments
kept



20 days
Empty home
re-let time



95%
Cleaning tasks
completed



82%
Bulk waste
removed within
7 working days



93%
Five-year
tenancy visits
completed

Performance since previous quarter is:



Better



Same



Worse

Quarter 2 2019/20 performance report – key trends

Top 5 scores (compared to target)

1. Stage two complaints upheld (8% vs 25% target)
2. Rent loss due to empty dwellings (0.61% vs 1% target)
3. Lifts – average time to restore service when not within 24 hours (5 days vs 7 day target)
4. Average time to complete routine repairs (11 days vs 15 day target)
5. Lifts – average time taken (hours) to respond (1.8 days vs 2 day target).

Bottom 5 scores (compared to target)

1. Repairs Helpdesk – longest wait time (34 minutes vs 5 minute target)
2. Former tenant arrears collected (8.05% vs 12.5% year to date target)
3. Stage one complaints responded to within 10 working days (64% vs 80% target)
4. Repairs Helpdesk – calls answered within 20 seconds (65% vs 75% target)
5. Bulk waste removed within 7 working days (82% vs 92% target).

5 biggest improvements (since previous quarter)

1. Stage two complaints upheld (25% to 8%)
2. Lifts – average time to restore service when not within 24 hours (8 to 5 days)
3. Lifts – average time taken (hours) to respond (2.7 to 1.8 days)
4. Average re-let time, excluding time spent in major works (25 to 20 days)
5. Repairs Helpdesk – calls answered within 20 seconds (54% to 65%).

5 biggest drops (since previous quarter)

1. Repairs Helpdesk – longest wait time (17 to 34 minutes)
2. Stage one complaints responded to within 10 working days (88% to 64%)
3. Empty properties passing post-inspection (99% to 91%)
4. Bulk waste removed within 7 working days (85% to 82%)
5. Tenancies sustained following difficulties (97% to 96%).