# **Council housing performance** Quarter 3 2019/20 (Oct to Dec 2019)



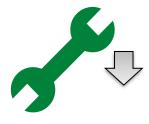
97.00% **Rent collected** 



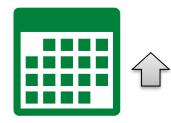
88% **Calls answered** 



95% **Satisfaction** with ASB cases



13 days **Routine repairs** completion time



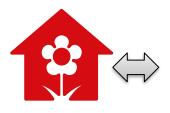
97.8% **Repairs** appointments kept



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



**Cleaning tasks** completed



82%

**Bulk waste** removed within 7 working days

Performance since previous quarter is:







92% **Five-year** tenancy visits completed



## Quarter 3 2019/20 performance report – key trends

### Top 5 scores (compared to target)

- 1. Average re-let time, excluding time spent in major works (17 days vs 21 day target)
- 2. Lifts average time to restore service when not within 24 hours (6 days vs 7 day target)
- 3. Average time to complete routine repairs (13 days vs 15 day target)
- 4. Victim satisfaction with way closed ASB case dealt with (95% vs 85% target)
- 5. Lifts average time taken (hours) to respond (1.9 days vs 2 day target).

#### Bottom 5 scores (compared to target)

- 1. Repairs Helpdesk longest wait time (50 minutes vs 5 minute target)
- 2. Repairs Helpdesk calls answered within 20 seconds (27% vs 75% target)
- 3. Stage one complaints escalated to stage two (16% vs 10% target)
- 4. Repairs Helpdesk calls answered (57% vs 90% target)
- 5. Stage two complaints upheld (21% vs 18% target).

#### 5 biggest improvements (since previous quarter)

- 1. Average re-let time, excluding time spent in major works (20 to 17 days)
- 2. Stage one complaints responded to within 10 working days (64% to 72%)
- 3. Victim satisfaction with way closed ASB case dealt with (90% to 95%)
- 4. Empty properties passing post-inspection (91.1% to 93.8%)
- 5. Responsive repairs passing post-inspection first time (93.80% to 95.90%).

#### 5 biggest drops (since previous quarter)

- 1. Stage two complaints upheld (8% to 21%)
- 2. Repairs Helpdesk calls answered within 20 seconds (65% to 27%)
- 3. Repairs Helpdesk calls answered (91% to 57%)
- 4. Rent loss due to empty dwellings (0.61% to 0.97%)
- 5. Repairs Helpdesk longest wait time (34 to 50 minutes).