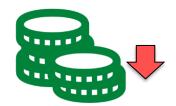
# Council housing performance

**Quarter 4 2020/21 (Jan to Mar 2021)** 



96.40% Rent collected



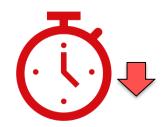
5.6 weeks
Waiting time
for adaptations



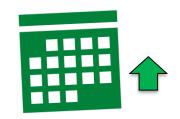
105 days
Empty home
re-let time



98.3% Emergency repairs within 24 hours



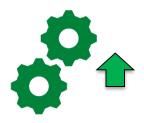
41 days
To complete
routine repairs



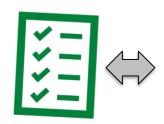
97.9%
Repairs
appointments
kept



96%
Tenants
satisfied with
repairs



96%
Lifts restored to service within 24 hours



100% Gas safety compliance

Performance since previous quarter is:









# Quarter 4 2020/21 council housing performance – key trends

## Top 5 scores (compared to target)

- 1. Major adaptations average time to approve applications (5.6 weeks vs 10 week target)
- 2. Lifts average time to restore service when not within 24 hours (5 days vs 7 day target)
- 3. Rent collected from council tenants (96.40% vs 95% target)
- 4. Lifts restored to service within 24 hours (96% vs 95% target)
- 5. Repairs appointments kept (97.9% vs 97% target)

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

- 1. Average re-let time excluding time spent in major works (105 days vs 21 day target)
- 2. Average time to complete routine repairs (41 days vs 15 day target)
- 3. Lifts average time taken to respond (2.8 hours vs 2 hour target)
- 4. Routine repairs completed within 28 calendar days (65.9% vs 92% target)
- 5. Dwellings meeting Decent Homes Standard (91.88% vs 100% target)

### 5 biggest improvements (since previous quarter)

- 1. Lifts average time taken to restore service when not within 24 hours (7 to 5 days)
- 2. Lifts restored to service within 24 hours (88% to 96%)
- 3. Major adaptations average time to approve applications (6.0 to 5.6 weeks)
- 4. Tenants satisfied with repairs (95% to 96%)
- 5. Repairs appointments kept (97.3% to 97.9%)

### 5 biggest drops (since previous quarter)

- 1. Average time to complete routine repairs (32 to 41 days)
- 2. Average re-let time excluding time spent in major works (87 to 105 days)
- 3. Routine repairs completed within 28 calendar days (77.0% to 65.9%)
- 4. Lifts average time taken to respond (2.6 to 2.8 hours)
- 5. Dwellings meeting Decent Homes Standard (93.68% to 91.88%)