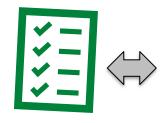
Council housing performance Quarter 2 2021/22 (Jul to Sep 2021)



100% Gas safety compliance



92.9% Dwellings meeting Decent Homes standard



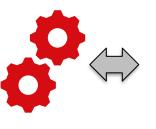
85% Complaint responses within 10 working days



93% Repairs calls answered



87% Customer services calls answered





Lifts restored to service within 24 hours

Performance since previous quarter is:









66 days Empty home re-let time



97% Tenancies sustained

Energy efficiency rating out of 100

68.1



Quarter 2 2021/22 council housing performance – key trends

Top scores (compared to target)

- 1. Calls answered by Repairs Helpdesk (93% vs 85% target)
- 2. Tenancies sustained following difficulties (97% vs 90% target)
- 3. Stage one complaints responded to within 10 working days (85% vs 80% target)
- 4. Council homes with a valid Landlord's Gas Safety Record (100% vs 100% target)

Bottom scores (compared to target)

- 1. Average re-let time excluding time spent in major works (66 days vs 21 day target)
- 2. Stage two complaints upheld (47% vs 18% target)
- 3. Lifts average time to restore service when not within 24 hours (9 days vs 7 day target)
- 4. Energy efficiency rating of homes out of 100 (68.1 vs 76.8 target)
- 5. Dwellings meeting Decent Homes Standard (92.9% vs 100% target)

Biggest improvements (since previous quarter)

- 1. Average re-let time excluding time spent in major works (88 to 66 days)
- 2. Tenancies sustained following difficulties (92% to 97%)
- 3. Stage one complaints responded to within 10 working days (81% to 85%)
- 4. Dwellings meeting Decent Homes Standard (92.1% to 92.9%)
- 5. Energy efficiency rating of homes out of 100 (68.0 to 68.1)

Biggest drops (since previous quarter)

- 1. Stage two complaints upheld (9% to 47%)
- 2. Lifts average time taken to restore service when not within 24 hours (9 to 12 days)
- 3. Calls answered by Housing Customer Services (87% to 82%)
- 4. Calls answered by Repairs Helpdesk (94% to 93%)

Please note there are fewer indicators to compare than usual because several are temporarily absent from this report while work is underway to develop new reporting systems following the switchover of our main housing management IT system since the start of July 2021. Please see the full version of the performance report for more information.