

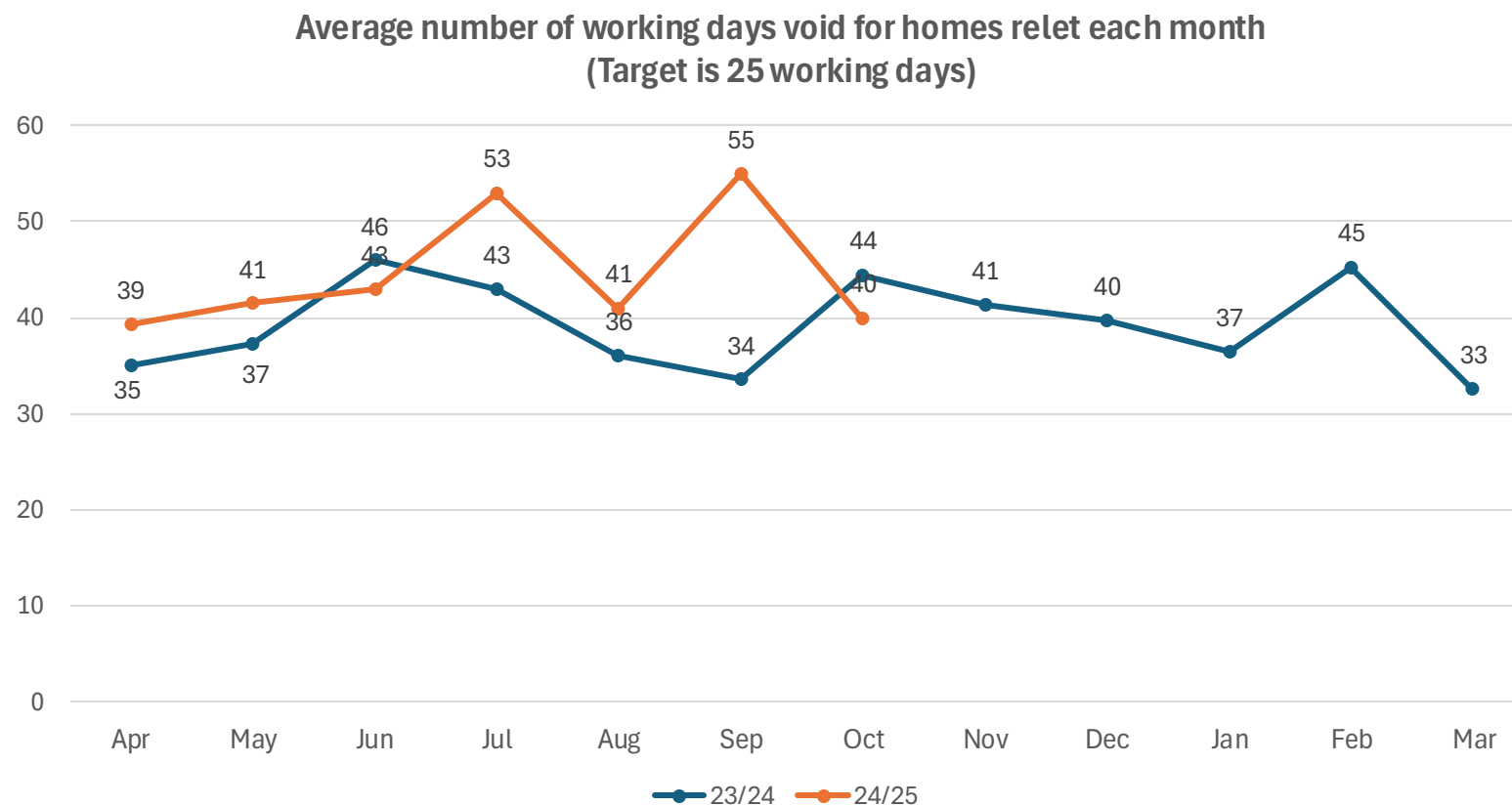
Housing Performance Dashboard 20 November 2024

Landlord Services Advisory Board
– Executive Working Group

Contents

- Voids
- Complaints
- Responsive repairs
- Legal Disrepair
- Compliance
- Stock condition
- Anti-social behaviour
- Income

Voids - Average Re-let Days as at 31 October



Complaints - Level 1 as at 27 November

Service Team	Number closed on time	Number exceeding target	% closed on time (Target is 95%)
Homelessness	1	0	100%
Housing advice	1	0	100%
Housing maintenance and repairs	3	0	100%
Housing management	7	0	100%
Responsive repairs	9	0	100%
Total	18	0	100%

- Outcome: 13 complaints upheld or partly upheld and 5 complaints not upheld.

Complaints - Level 2 as at 27 November

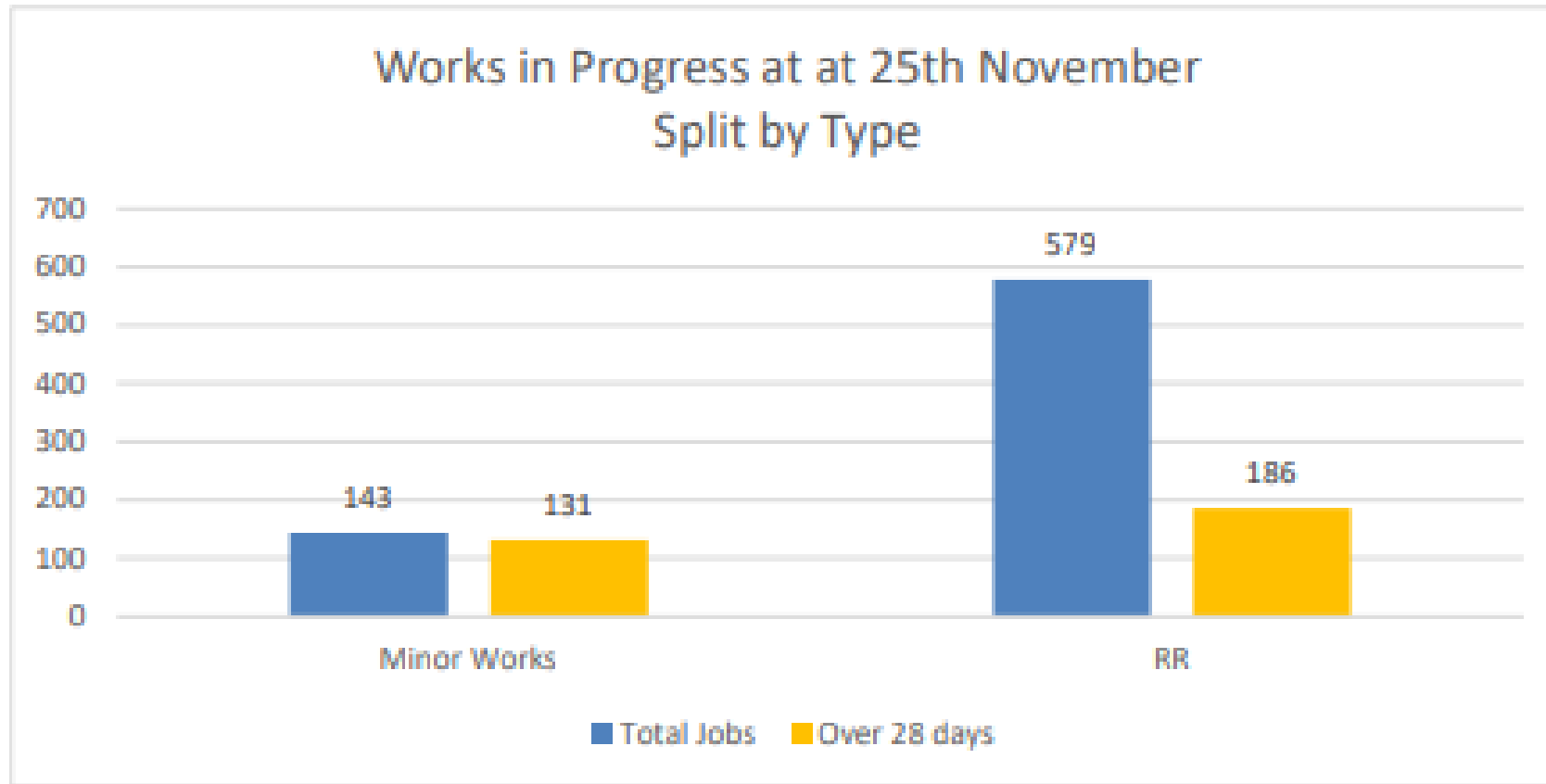
Service Team	Number closed on time	Number exceeding target	% closed on time (Target is 95%)
Housing advice	1	0	100%
Housing maintenance and repairs	3	0	100%
Housing management	1	0	100%
Responsive repairs	3	0	100%
Total	6	0	100%

- Outcome: 3 not upheld, 3 upheld

Complaints - Housing Ombudsman as at 27 November

	Year to date
Number of Housing Ombudsman Maladministration Notices received	2
Number of Housing Ombudsman Severe Maladministration Notices received	0
Number of Housing Ombudsman Severe Failures received	0

Responsive Repairs Contract - Works in progress as at 25 November



Responsive Repairs Contract - KPIs as at 31 October

	Minimal Level of Accepted Performance	Target	Oct-24
Tenant satisfaction with the repair	80%	90%	77.90%
Jobs Completed in One Visit	78%	85%	85.10%
Emergency Works	95%	100%	97.20%
Average No of days to complete (all)	20 Days	15 Days	15.30 days
Average No Days Urgent	20 Days	15 Days	5.4 days
Average No Days Routine	20 Days	15 Days	22.2 days
% Jobs over 28 days	10%	7%	33%
Appointments kept	94%	97%	94%
Days to 1st Appointment	12	7	9.00
% Post inspections	10%	10%	10.00%
% Post Inspections Passed	90%	97%	90%

Legal Disrepair

	Number of disrepair cases reported	Number of disrepair cases settled
Apr-24	4	0
May-24	1	0
Jun-24	3	2
Jul-24	1	2
Aug-24	0	0
Sep-24	0	1
Oct-24	1	0

Compliance -

Health and safety as at 27 November

Compliance area	Total number assets	% compliant	Number of non-complaint assets
% of homes with a valid gas certificate	4251	99.95%	2
% of homes with a valid five-year electrical certificate	4895	93.59%	314
% of required fire risk assessments completed	118	100%	0
% of required water risk assessments completed per dwelling	650	98.15%	12
% of passenger lift inspections completed	11	100%	0
% of asbestos risk assessments in date per dwelling	1539	100%	0
% of homes with smoke alarms	4895	89.97%	491
% of homes with carbon monoxide detectors	4251	99.60%	17

Compliance - Remedial actions as at 27 November

Compliance area	High	Medium	Low
Fire safety	0	114	21
Water safety	174	353	1

Compliance

	Oct-24
Number of open damp and mould cases	28
Housing Health and Safety Rating System (HHSRS) category 1 failures	0
Number of Housing Ombudsman cases relating to health and safety	0

Stock condition

Stock condition	Total number of assets	Number compliant	% compliant
% of homes that meet the requirements of the Decent Homes Standard	4879	4152	85.10%
% of homes with a stock condition survey in the last 2 years	4879	4124	84.53%
% of homes with Energy Performance Certificate (EPC) band C and above	4879	3313	68%

Anti-social behaviour - Open cases

Open cases	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24
Anti-social behaviour	9	14	15	16	16	18	9
Noise	16	18	20	20	15	11	14
Neighbour	33	30	33	25	32	20	20
Total	58	62	68	61	63	49	33
Over 3 months	0	0	0	0	0	15	17

Income - Rent as at 31 October

	Oct-24
% of tenant rent collected	100.97%
% of tenant rent arrears	1.45% (£494,066)
£ of rent loss due to empty homes	£50,567