

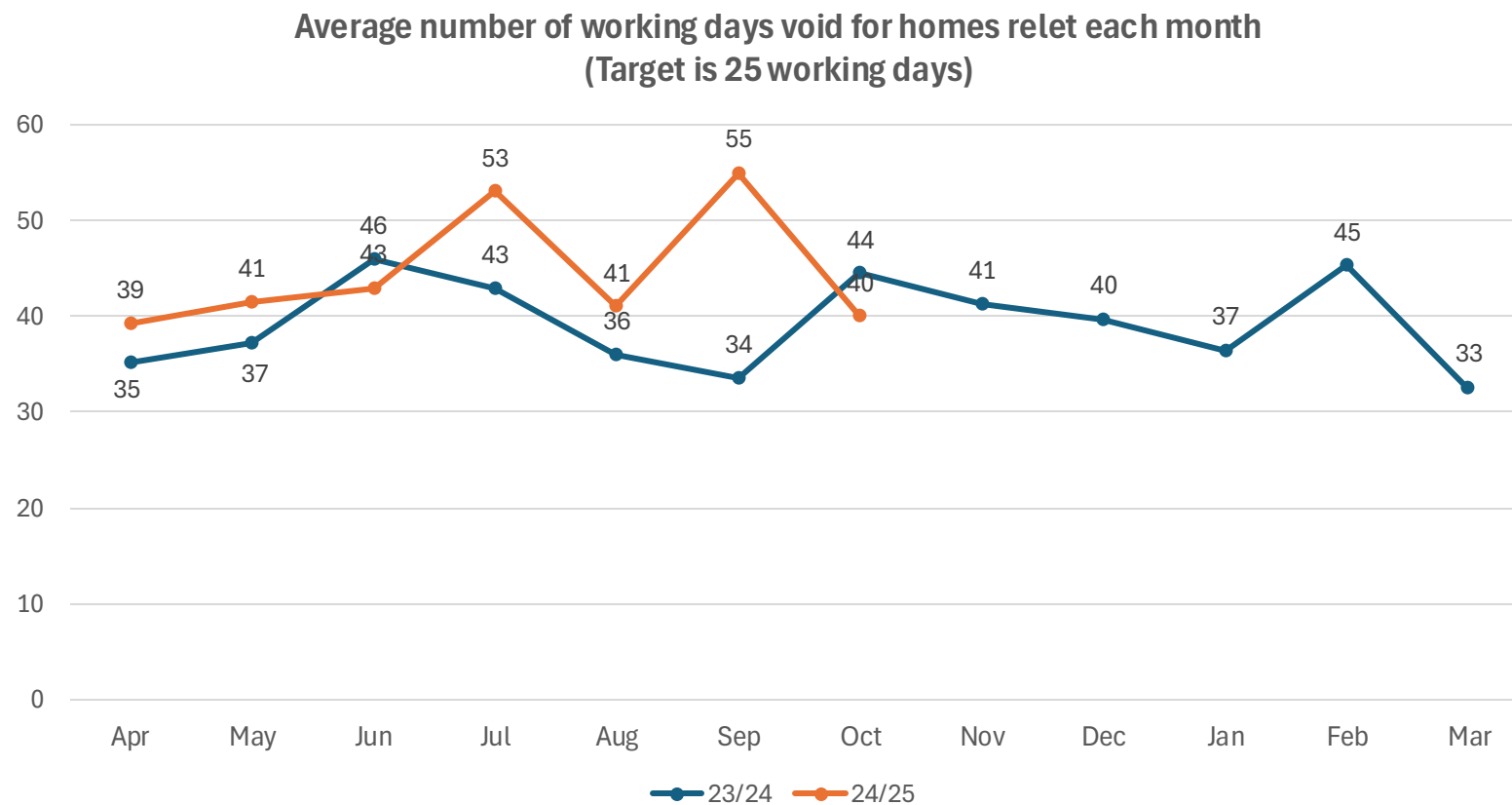
Housing Performance Dashboard 31 October 2024

Landlord Services Advisory Board
– Executive Working Group

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Voids - Average Re-let Days



Complaints - Level 1 as at 25 October

Service Team	Number closed on time	Number exceeding target	% closed on time (Target is 95%)
Housing advice	1	0	100%
Housing maintenance and repairs	11	0	100%
Housing management	6	0	100%
Property services	2	0	100%
Rents	1	0	100%
Responsive repairs	8	0	100%
Total	29	0	100%

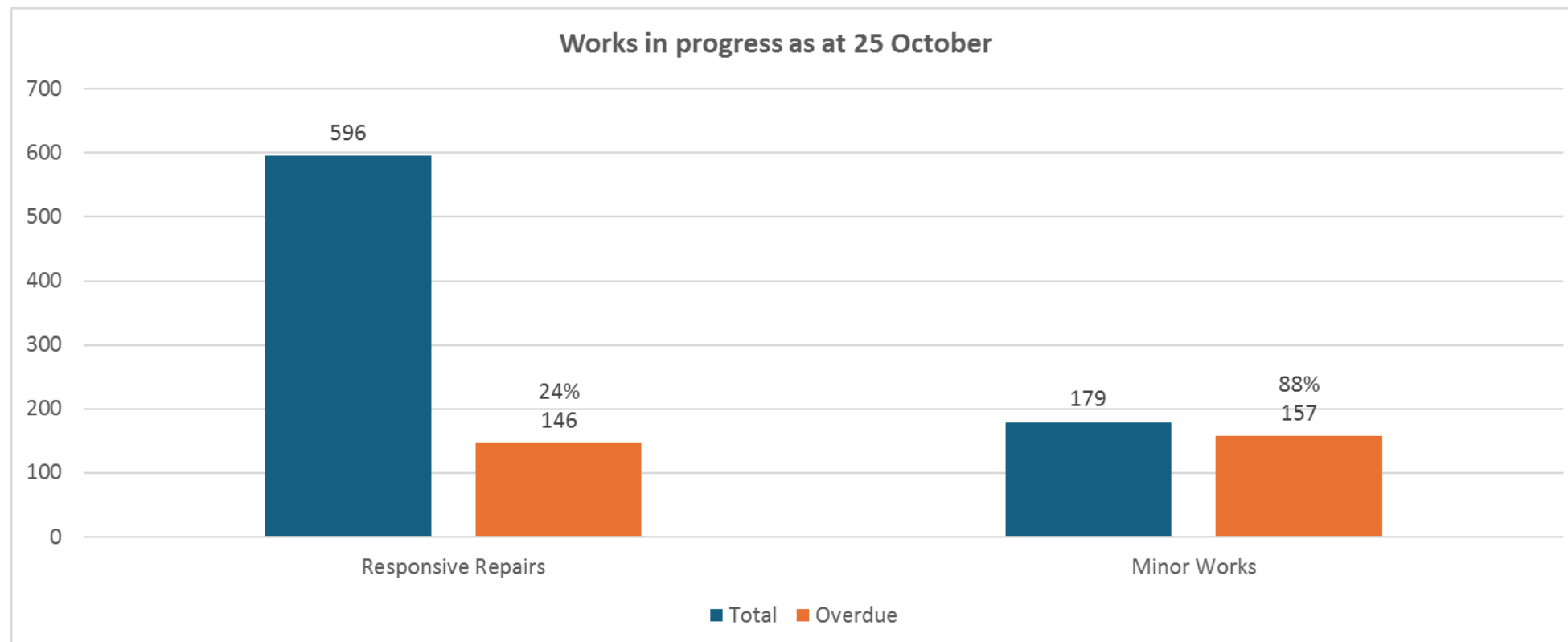
- Outcome: 20 complaints upheld or partly upheld and 9 complaints not upheld.

Complaints - Level 2 as at 25 October

Service Team	Number closed on time	Number exceeding target	% closed on time (Target is 95%)
Home ownership and Right to Buy	1	0	100%
Housing maintenance and repairs	2	0	100%
Housing management	3	0	100%
Landlord services	1	0	100%
Responsive repairs	1	0	100%
Total	8	0	100%

- Outcome: 2 not upheld, 6 upheld

Responsive Repairs Contract - Works in progress as at 25 October



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

Compliance -

Health and safety as at 30 October

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	94.15%	38
% 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 30 October

Compliance area	High	Medium	Low
Fire safety	0	95	26
Water safety	237	583	110

Compliance

	September 24
Number of open damp and mould cases	41
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	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24
Anti-social behaviour	9	14	15	16	16	18
Noise	16	18	20	20	15	11
Neighbour	33	30	33	25	32	20
Total	58	62	68	61	63	49
Over 3 months	0	0	0	0	0	15