

LANDLORD SERVICES – PERFORMANCE 2023/24

APPENDIX A

Figures in brackets are the standalone quarterly figure.

PI	Description	Actual 22/23	Target 2023/24	23/24 Q1	23/24 Q2	23/24 Q3	23/24 Q4	Status (R,A,G) *Blue = No target	Benchmarking	Annual Change
Rents										
125B	% of rent collected as a percentage of rent due	99.91% (98.36%)	97.5%	96.81%	97.24% (97.67%)	100.46% (108.05%)	99.69% (97.50%)			
126	Arrears as a % of rent debit	3.40%	4.00%	3.83%	4.25%	2.86%	2.88%			
Voids										
69	% of rent lost due to vacant dwellings	1.32%	1.00%	1.29%	1.15% (1.03%)	1.13% (1.00%)	1.18% (1.14%)			
58	Average re-let period – All dwellings (excluding major works) – (days)	43.6 days	32 days	43.28 days	41.97 (40.05)	41.35 (39.31)	39.87 (36.85)			
61	Average re-let period – All dwellings (including major works) – (days)	55.7 days	38 days	48.06 days	48.63 (49.61)	48.29 (47.46)	46.59 (43.46)			
Allocations										
85A	% of offers accepted first time	88.10%	85%	83.45%	85.17% (87.10%)	87.03% (91.59%)	88.16% (92.23%)			
Repairs (Housing Repairs Service)										
29A	% of all priority repairs carried out within time limits (1 day)	99.51%	99.5%	99.55%	99.67% (99.75%)	99.45% (99.04%)	99.55% (99.84%)			
32	% of urgent repairs carried out within time limits (3 days)	93.67%	97.5%	92.06%	93.20% (94.22%)	89.49% (83.28%)	89.29% (88.76%)			
33	Average time taken to complete urgent Repairs (3 days)	2.2 days	3 days	2.2 days	2.12 days (2.07)	2.18 days (2.28)	2.17 days (2.15)			
34	Complete repairs right on first visit (priority and urgent repairs)	93.24%	92%	91.69%	92.75% (93.52%)	93.40% (94.32%)	93.08% (92.29%)			

PI	Description	Actual 22/23	Target 2023/24	23/24 Q1	23/24 Q2	23/24 Q3	23/24 Q4	Status (R,A,G) *Blue = No target	Benchmarking	Annual Change
37	Repair appointments kept against appointments made (%) (priority and urgent repairs)	98.46%	97%	97.32%	96.92% (96.60%)	96.64% (96.24%)	96.95% (97.71%)			
Repairs (Aaron Services)										
29B	% of all priority repairs carried out within time limits (1 day)	99.89%	99.5%	100.00%	100.00% (100%)	100.00% (100%)	99.98% (99.93%)			
Decent Homes										
50	% of non-decent homes (excluding refusals)	0.81%	1.00% (year-end target)	1.35%	1.09%	0.86%	0.24%			
48	% of homes with valid gas safety certificate	99.00%	99.00%	98.50%	98.52% (98.54%)	98.29% (97.83%)	98.38% (98.66%)			
Complaints										
22	% of complaints replied to within target time	63.43%	95%	20.65%	27.49% (35.44%)	31.71% (37.93%)	35.18% (44.14%)			
	% of complaints replied to in line with Corporate policy	100.00%	-	100.00%	100.00%	100.00%	100.00%			
ASB										
89	% of ASB cases closed that were resolved	99.57%	94%	100.00%	98.55% (97.01%)	98.96% (100%)	98.88% (98.68%)			
90	Average days to resolve ASB cases	42.9 days	70 days	44.3 days	46.2 days (48.3)	43.7 days (37.3)	46.5 days (53.8)			
Other										
	Expenditure against target set for year – responsive maintenance	98.24%	100% (year-end target)	13.40%	28.75%	62.53%	104.55%		 £8,112,549 YTD, against a total approved budget of £7,759,770	N/A
	Expenditure against target set for year – capital programme	100.00%	100% (year-end target)	6.92%	30.47%	41.94%	100%		 £7,752,285 YTD, against a total approved budget of £7,752,285	N/A

PI	Description	Actual 22/23	Target 2023/24	23/24 Q1	23/24 Q2	23/24 Q3	23/24 Q4	Status (R,A,G) *Blue = No target	Benchmarking	Annual Change
Customer Contact										
	% of calls answered within 90 seconds	11.70%	80%	Data not available	33.7%	26.4%	20.1%			

Legend

Benchmarking		Quartile 1 (top 25%)
		Quartile 2 (top 50%)
		Quartile 3 (top 75%)
		Quartile 4 (bottom 25%)
		No benchmarking data available
Annual Change		Improved performance year-on-year
		No change/minimal change year-on-year
		Reduced performance year-on-year