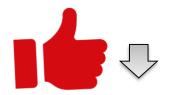
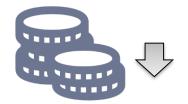
Council housing performance

Quarter 1 2020/21 (Apr to Jun 2020)





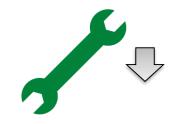


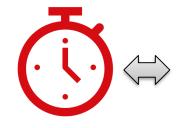
67 Compliments received

5 WeeksWaiting time for adaptations

96.27% Rent collected



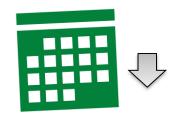




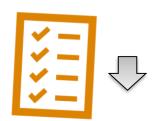
91 days
Empty home
re-let time

99.4% Emergency repairs within 24 hours

20 days
To complete
routine repairs







97.5%
Repairs
appointments
kept

93%
Tenants
satisfied with
repairs

99.79%
Gas safety
compliance

Performance since previous quarter is:









Quarter 1 2020/21 performance report – key trends

Top 5 scores (compared to target)

- 1. Lifts average time to restore service when not within 24 hours (4 days vs 7 day target)
- 2. Repairs completed at first visit (93.9% vs 92% target)
- 3. Energy efficiency rating of homes (67.5 vs 67 target)
- 4. Appointments kept as proportion of appointments made (97.50% vs 97% target)
- 5. Emergency repairs completed within 24 hours (99.40% vs 99% target)

Bottom 5 scores (compared to target)

- 1. Average re-let time excluding time spent in major works (91 days vs 21 day target)
- 2. Average time to complete routine repairs (20 days vs 15 day target)
- Compliments received from customers (67 vs 88 target)
- 4. Stage one complaints responded to within 10 working days (61% vs 80% target)
- 5. Lifts average time taken to respond (2.5 hours vs 2 hour target)

5 biggest improvements (since previous quarter)

- 1. Major adaptations average weeks taken to approve applications (14 to 5 weeks)
- 2. Lifts average time to restore service when not within 24 hours (10 to 4 weeks)
- 3. Stage two complaints upheld (42% to 22%)
- 4. Lifts average time taken to respond (4.7 to 2.5 hours)
- 5. Repairs completed at first visit (87.5% to 93.9%)

5 biggest drops (since previous quarter)

- 1. Average re-let time (calendar days) excluding time spent in major works (20 to 91 days)
- 2. Compliments received from customers (105 to 67)
- 3. Stage one complaints responded to within 10 working days (85% to 61%)
- 4. Routine repairs completed in time (99.50% to 74.50%)
- 5. Tenants satisfied with repairs (100% to 93%).