

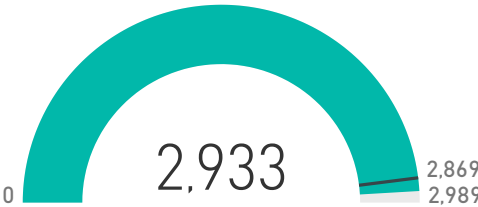
HOUSING UPDATE REPORT

OVERALL REPAIRS

Total Repairs

2989

Total Repair Completion



Overall Repair Completion Rate

98.13%✓

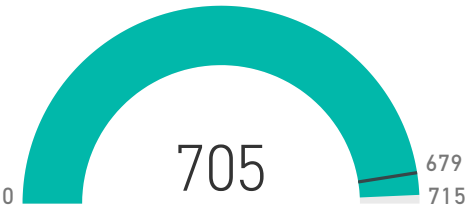
Goal: 96% (+2.22%)

PRIORITY ONE REPAIRS
(COMPLETE WITHIN 24 HOURS)

Total Priority 1 Repairs

715

Priority 1 Repair Completion



Priority 1 Repair Completion Rate

98.59%✓

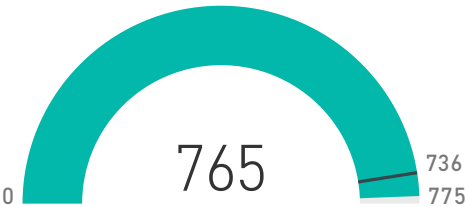
Goal: 95% (+3.78%)

PRIORITY TWO REPAIRS
(COMPLETE WITHIN 3 WORKING DAYS)

Total Priority 2 Repairs

775

Priority 2 Repair Completion



Priority 2 Repair Completion Rate

98.77%✓

Goal: 95% (+3.97%)

REPAIRS & MAINTENANCE

PRIORITY THREE REPAIRS
(COMPLETE WITHIN 5 WORKING DAYS)

PRIORITY FOUR REPAIRS
(COMPLETE WITHIN 20 WORKING DAYS)

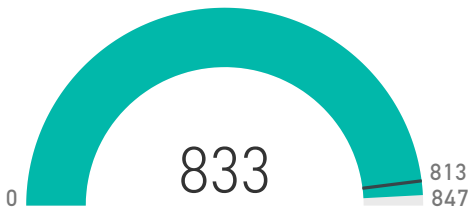
POST-INSPECTIONS

CP-12 CERTIFICATION

Total Priority 3 Repairs

847

Priority 3 Repair Completion



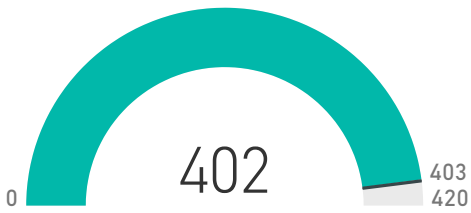
Priority 3 Repair Completion Rate

98.30%✓
Goal: 96% (+2.4%)

Total Priority 4 Repairs

420

Priority 4 Repair Completion



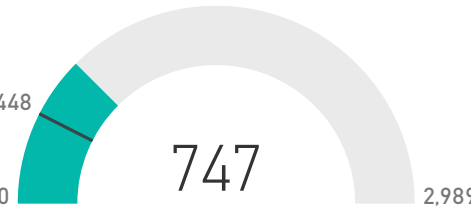
Priority 4 Repair Completion Rate

95.78%!
Goal: 96% (-0.23%)

Total Post-Inspections

747

Post-Inspection Completion



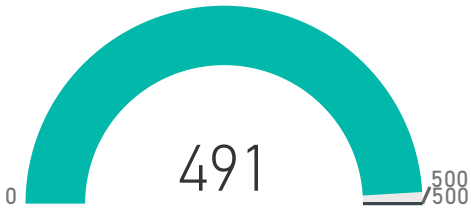
Priority 1 Repair Completion Rate

25.00%!
Goal: 15% (-66.67%)

Total CP-12 Checks

500

CP-12 Check Completion



Priority 1 Repair Completion Rate

98.13%!
Goal: 100% (-1.87%)

REPAIRS & MAINTENANCE

RIGHT TO BUY APPLICATIONS

ANTI-SOCIAL BEHAVIOUR

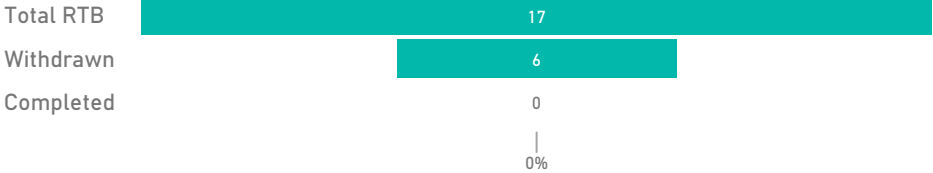
Total Right to Buy Applications

17

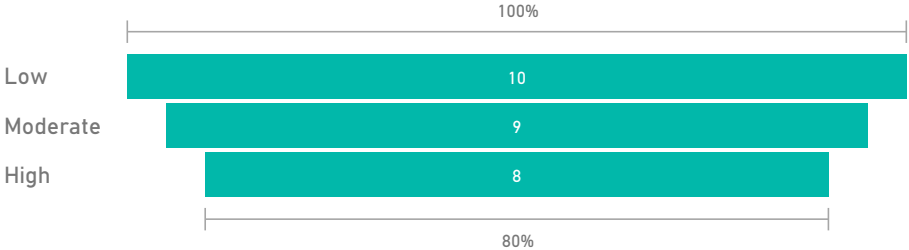
Total ASB Cases

27

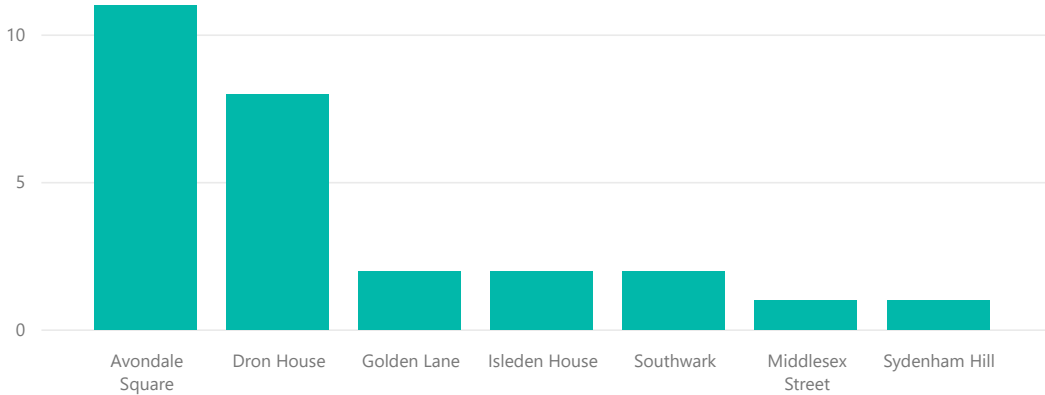
Stages of Right to Buy



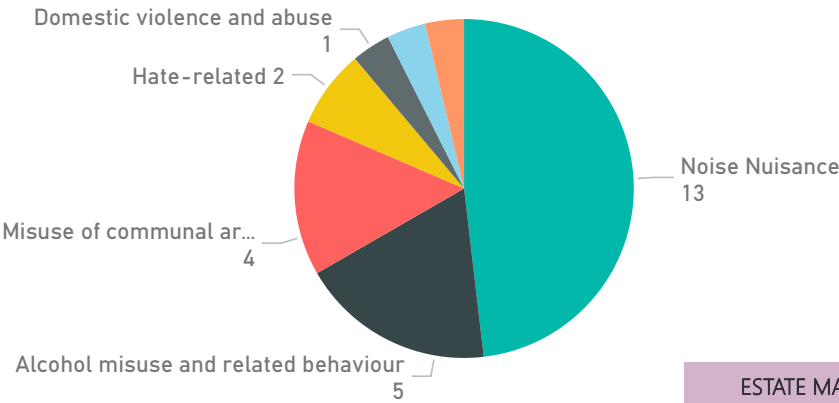
ASB Category



ASB Incidents by Estate



ASB Type



HOUSING WAITING LISTS

Current Housing Waiting List

643

70

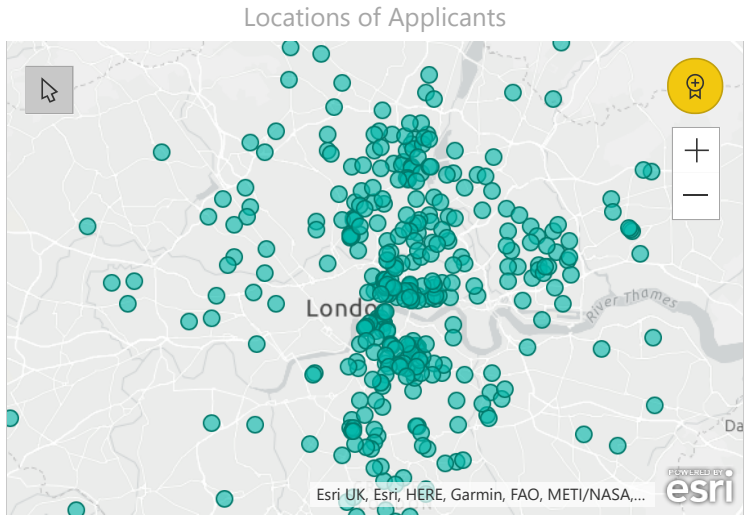
New applications

40

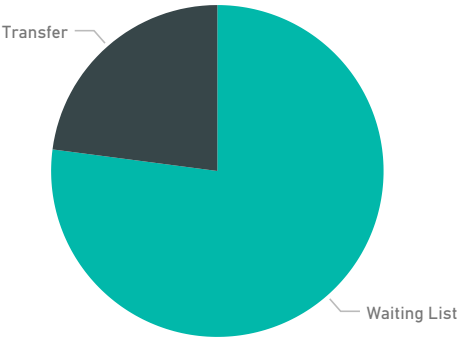
Accepted

318

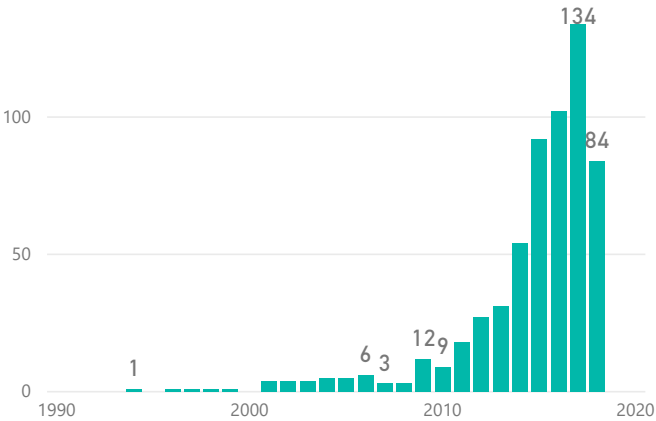
Removed



Application Types



Year of Application



HOUSING VOIDS

Total Voids

25

Average Days to Re-Let Property

27.50!

Goal: 24 (-14.58%)

ALLOCATIONS

REVENUES

Total Rent Arrears

£221,378

Rent Collection Rate

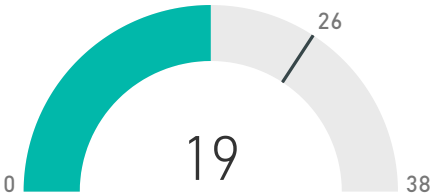
98.30%

BENEFITS

Households on Benefits

825

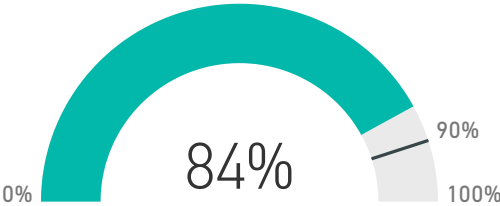
Average Time to Process New Claims



New Claims Process Rate

19✓
Goal: 26 (+26.92%)

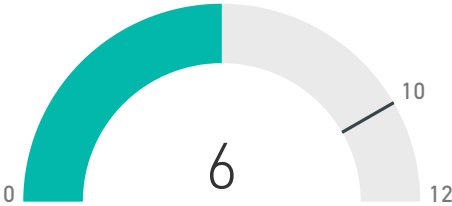
New Claims Decided Within 14 Days



New Claims Decision Rate

84%✓
Goal: 90% (+6.67%)

Average Time to Process New Claims



New Claims Process Rate

6✓
Goal: 10 (+40%)

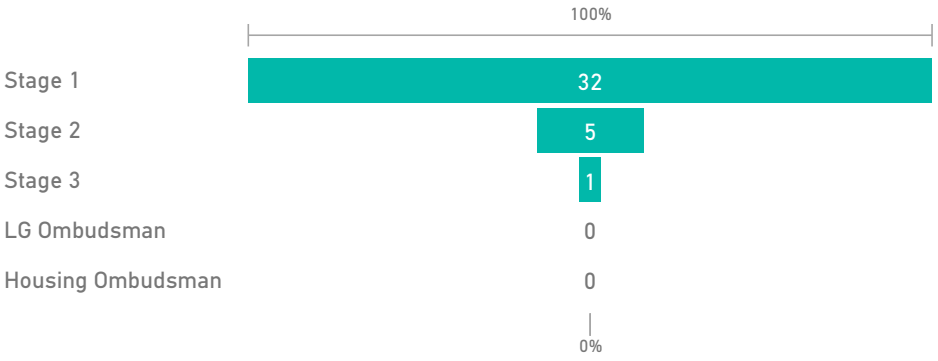
REVENUES & BENEFITS

COMPLAINTS

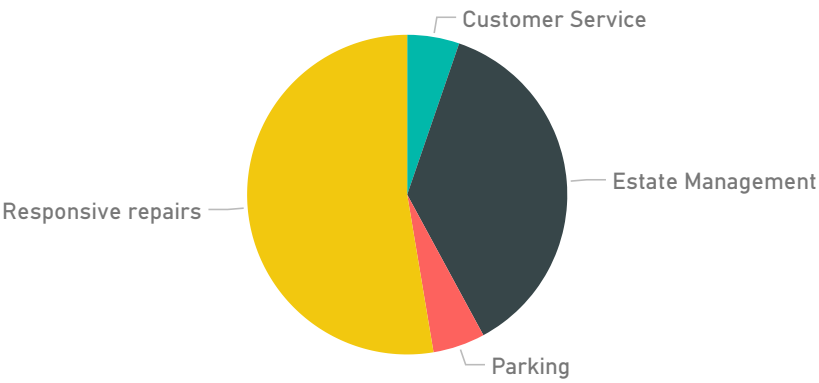
Total Complaints

38

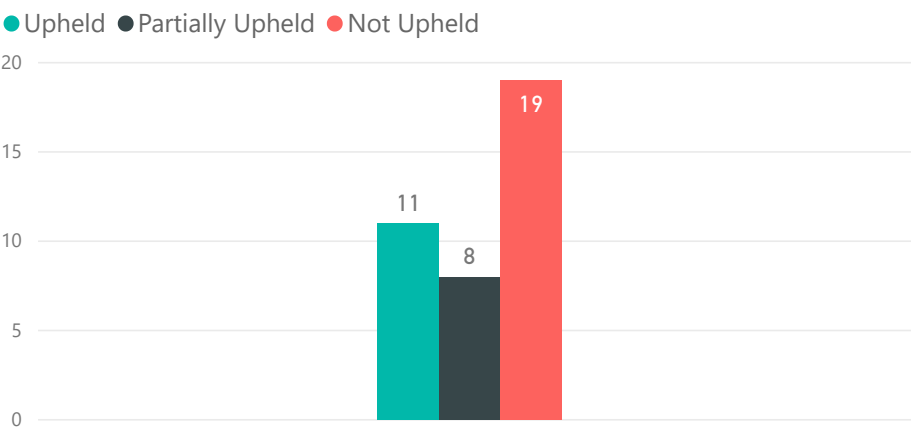
Stages of Complaints



Objects of Complaint



Complaint Resolutions



COMPLAINTS