

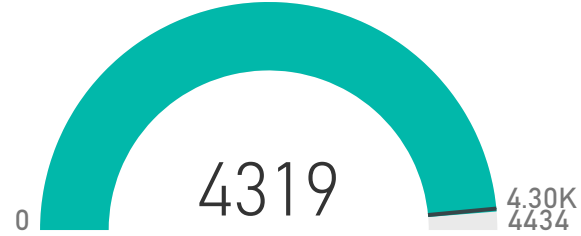
# HOUSING UPDATE REPORT | September 2018 - March 2019

## OVERALL REPAIRS

Total Repairs

4434

Total Repair Completion



Overall Repair Completion Rate

97.41%✓

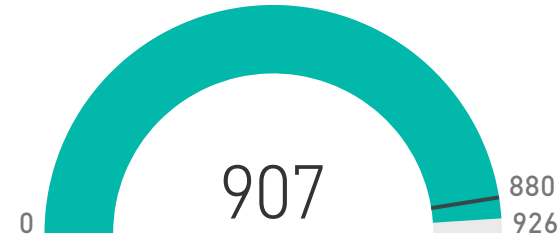
Goal: 97.00% (+0.42%)

## PRIORITY ONE REPAIRS (COMPLETE WITHIN 24 HOURS)

Total Repairs

926

Total Repair Completion



Overall Repair Completion Rate

97.95%✓

Goal: 95.00% (+3.1%)

## PRIORITY TWO REPAIRS (COMPLETE WITHIN 3 WORKING DAYS)

Total Repairs

1207

Total Repair Completion



Overall Repair Completion Rate

96.77%✓

Goal: 95.00% (+1.86%)

PRIORITY THREE REPAIRS  
(COMPLETE WITHIN 5 WORKING DAYS)

Total Repairs

1448

Total Repair Completion



Overall Repair Completion Rate

97.44%✓

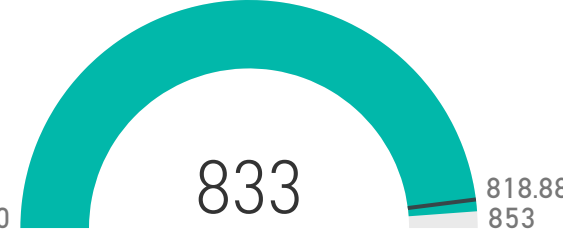
Goal: 95.00% (+2.57%)

PRIORITY FOUR REPAIRS  
(COMPLETE WITHIN 20 WORKING DAYS)

Total Repairs

853

Total Repair Completion



Overall Repair Completion Rate

97.66%✓

Goal: 96.00% (+1.72%)

POST-INSPECTIONS

Total Repairs

612

Total Repair Completion



Overall Repair Completion Rate

24.36%✓

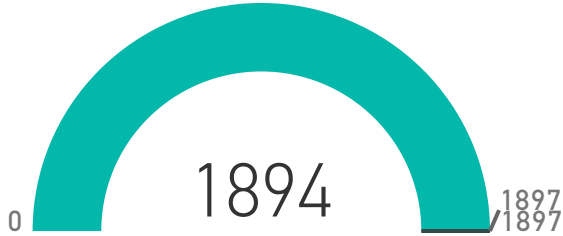
Goal: 15.00% (+62.42%)

CP-12 CERTIFICATION

Total Repairs

1897

Total Repair Completion



Overall Repair Completion Rate

99.84%!

Goal: 100.00% (-0.16%)

# HOUSING WAITING LISTS

## Current Housing Waiting List

781

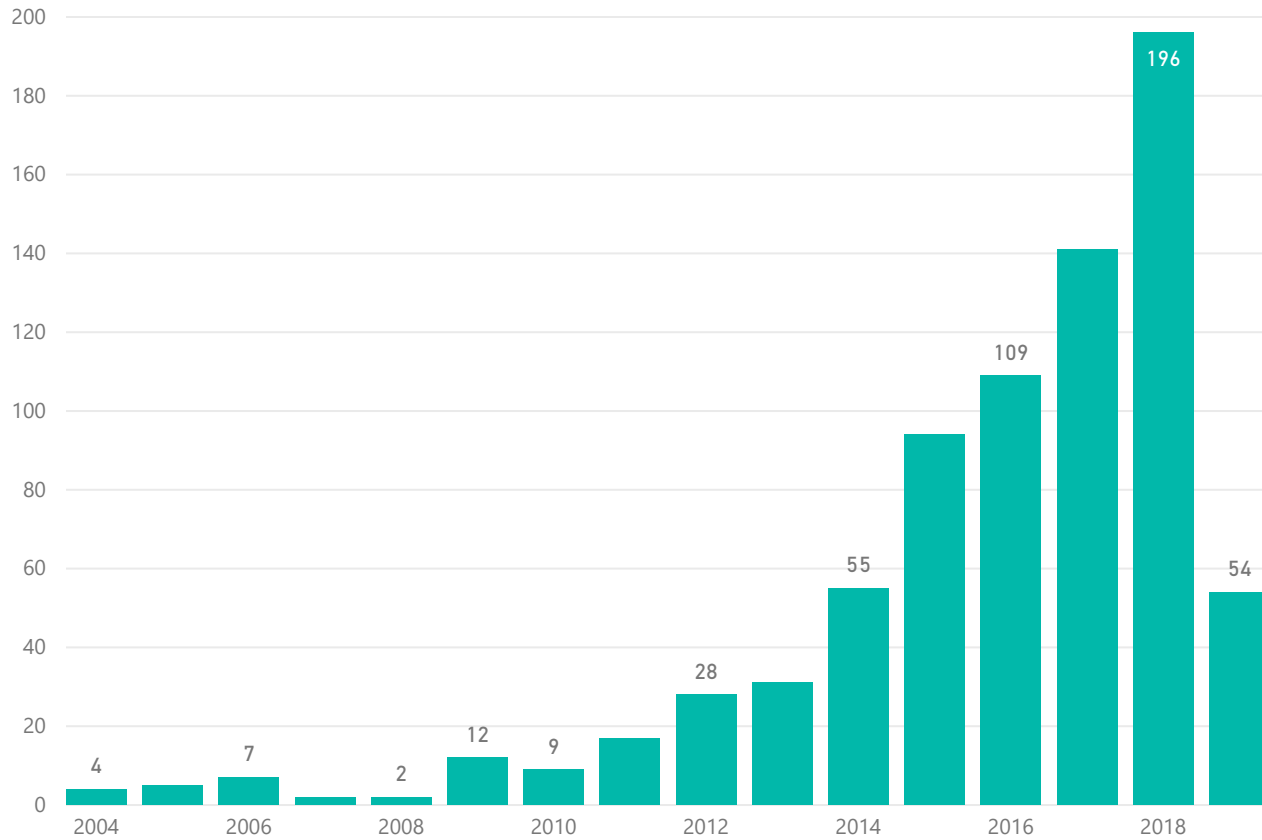
135  
New applications

100  
Accepted

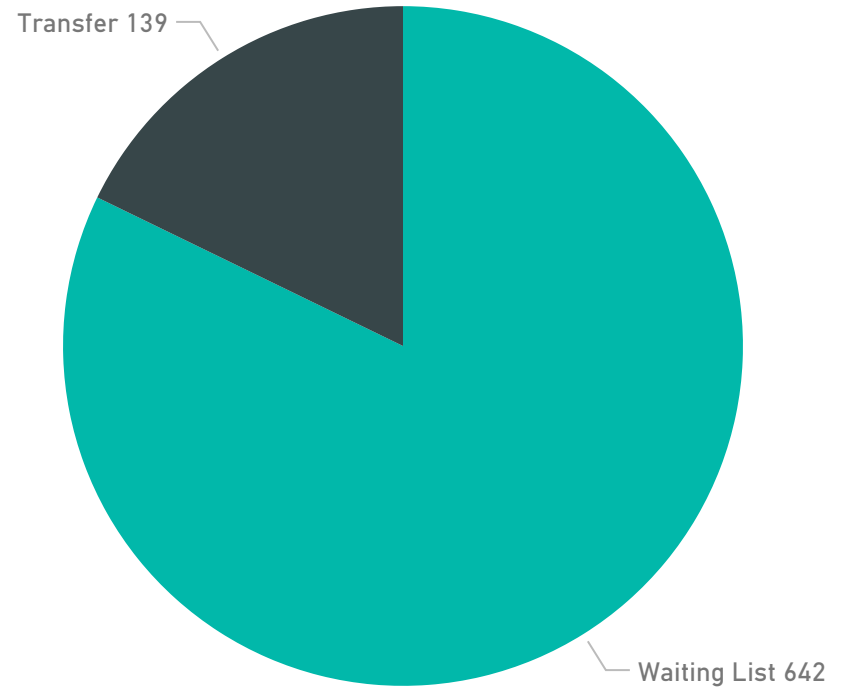
101  
Removed

The number of removed applications include ineligible new applications as well as historic applicants who are non-responsive or no longer eligible due to a change of circumstance.

Year of Application



Application Types



## ALLOCATIONS

ROUTINE HOUSING VOIDS  
(NO MAJOR WORKS REQUIRED)

Total Void Properties

19

Average Days to Re-Let Property

25.05!  
Goal: 24 (-4.38%)

Total Void Properties

41

Average Days to Re-Let Property

64.88!  
Goal: 24 (-170.33%)

NON-ROUTINE HOUSING VOIDS  
(MAJOR WORKS REQUIRED)

# RIGHT TO BUY APPLICATIONS

## Total Right to Buy Applications

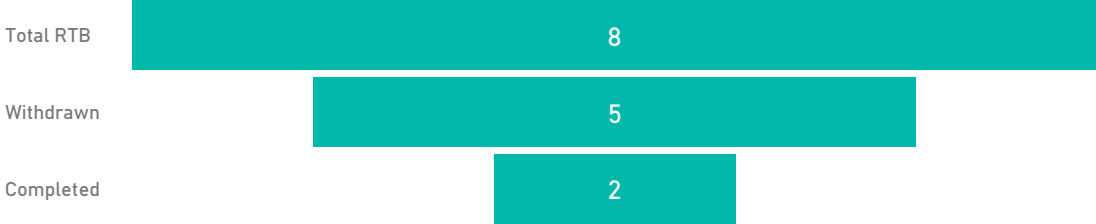
8

# ANTI-SOCIAL BEHAVIOUR

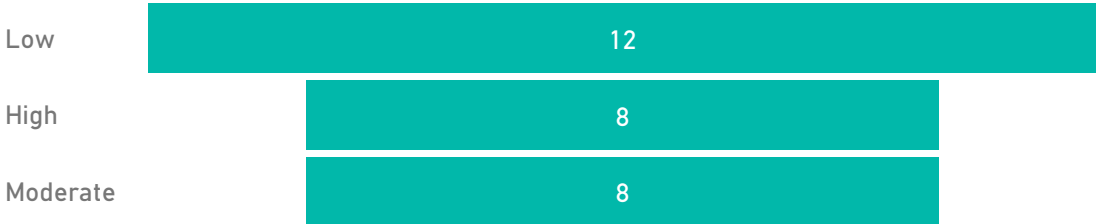
## Total ASB Cases

28

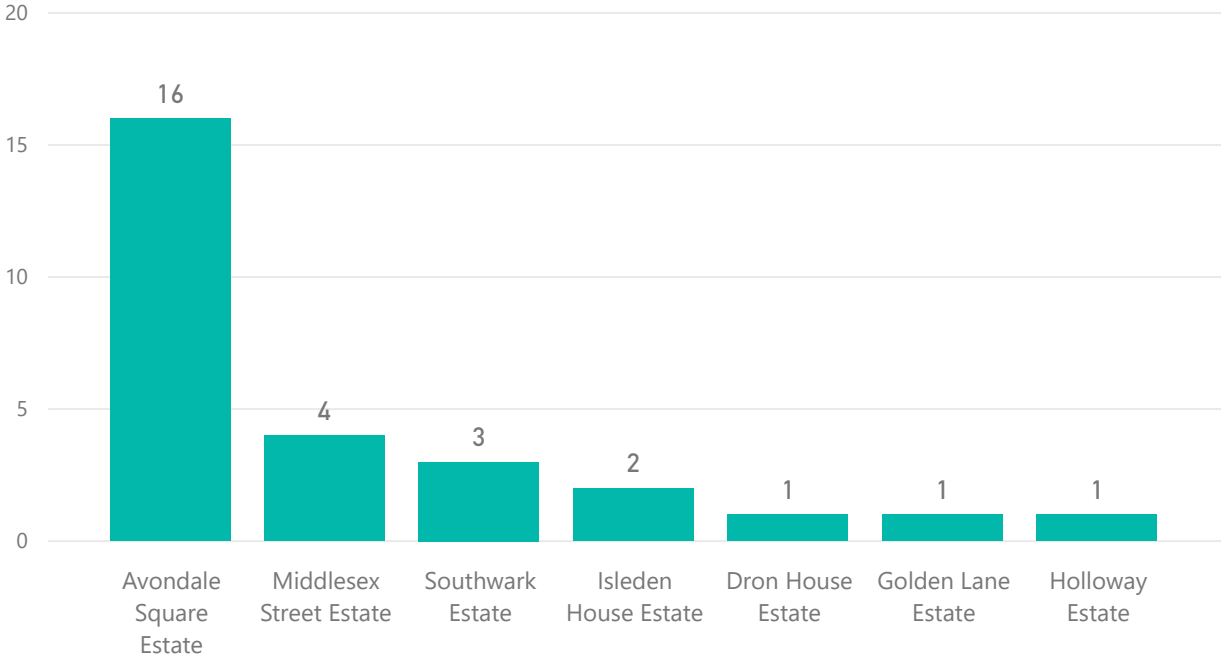
## Stages of Right to Buy



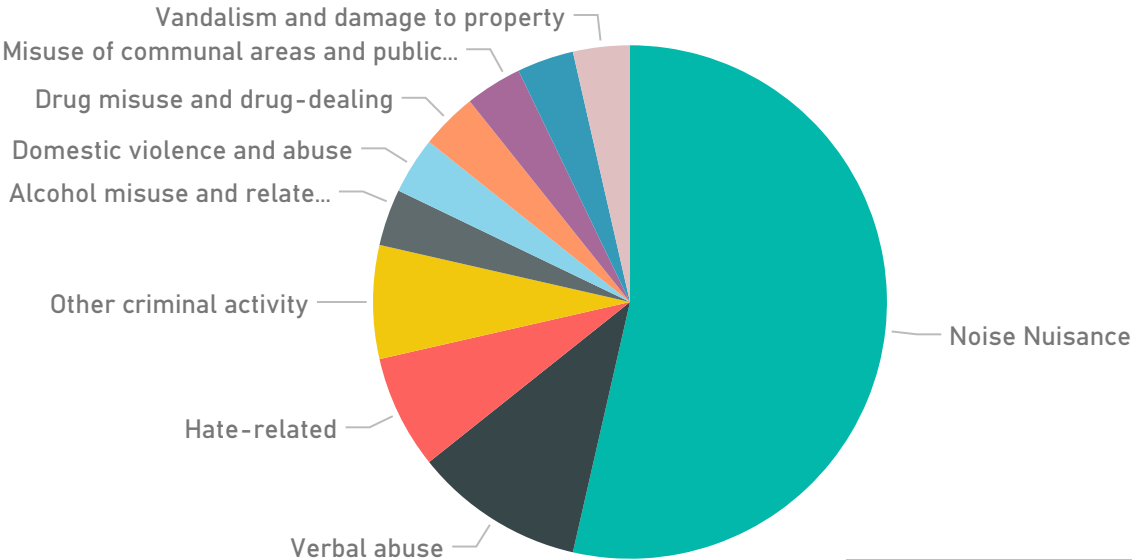
## ASB Categories



## ASB Incidents by Estate



## ASB Type



## FORMER TENANT ARREARS

Quarter	Balance b/f	Arrear Raised
Q1 Debt	£129,895	£17,621
Q2 Debt	£146,095	£15,263
Q3 Debt	£150,721	£24,083
Q4 Debt	£166,025	£15,626
<b>Total</b>		<b>£72,593</b>

Quarter	Paid	Written-off
Q1 Payment	£1,421	£0
Q2 Payment	£10,774	£6,000
Q3 Payment	£2,962	£5,628
Q4 Payment	£3,593	£43,265
<b>Total</b>	<b>£18,750</b>	<b>£54,893</b>

Total FTA Raised in Financial Year

**£72,593**

Total FTA Paid in Financial Year

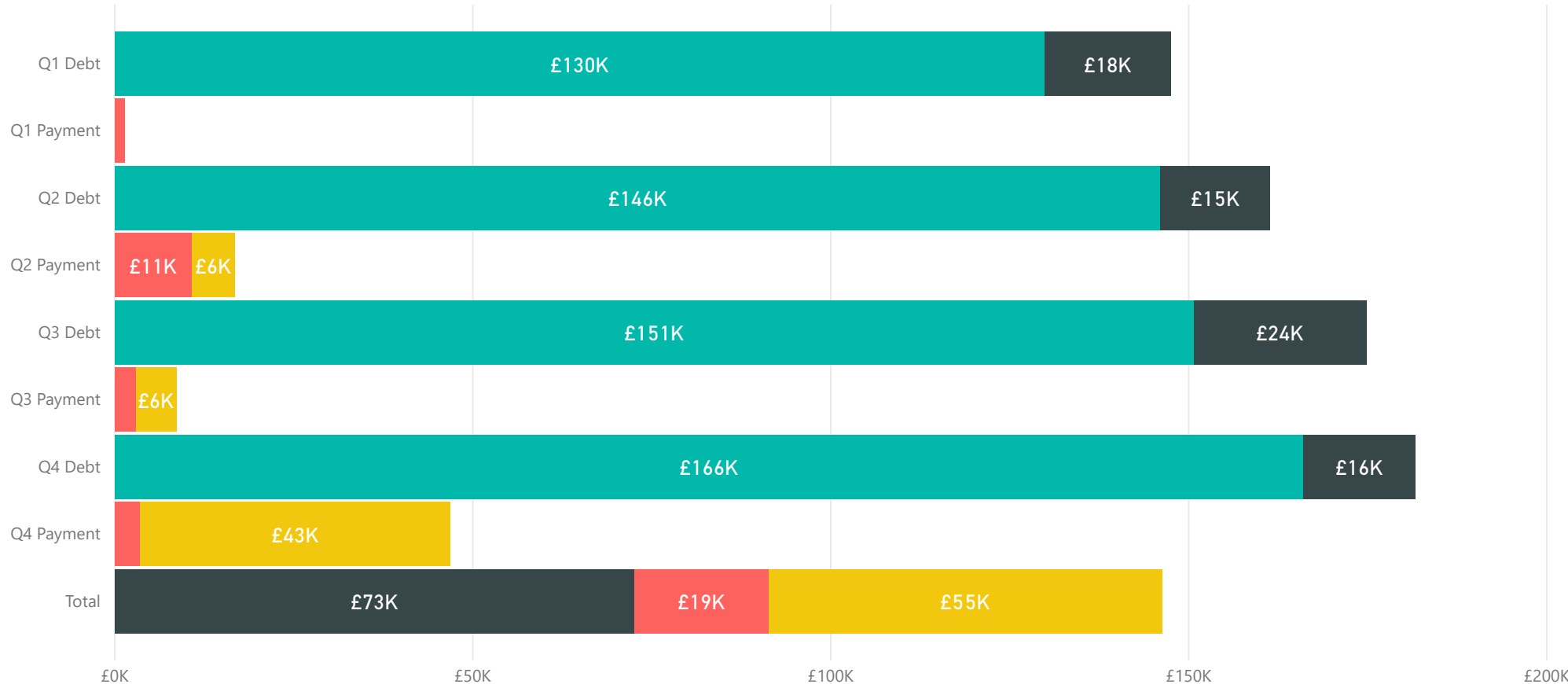
**£18,750**

Total FTA Written Off in Financial Year

**£54,893**

### Overall Analysis of Former Tenant Arrears Debt

● Balance b/f ● Arrear Raised ● Paid ● Written-off

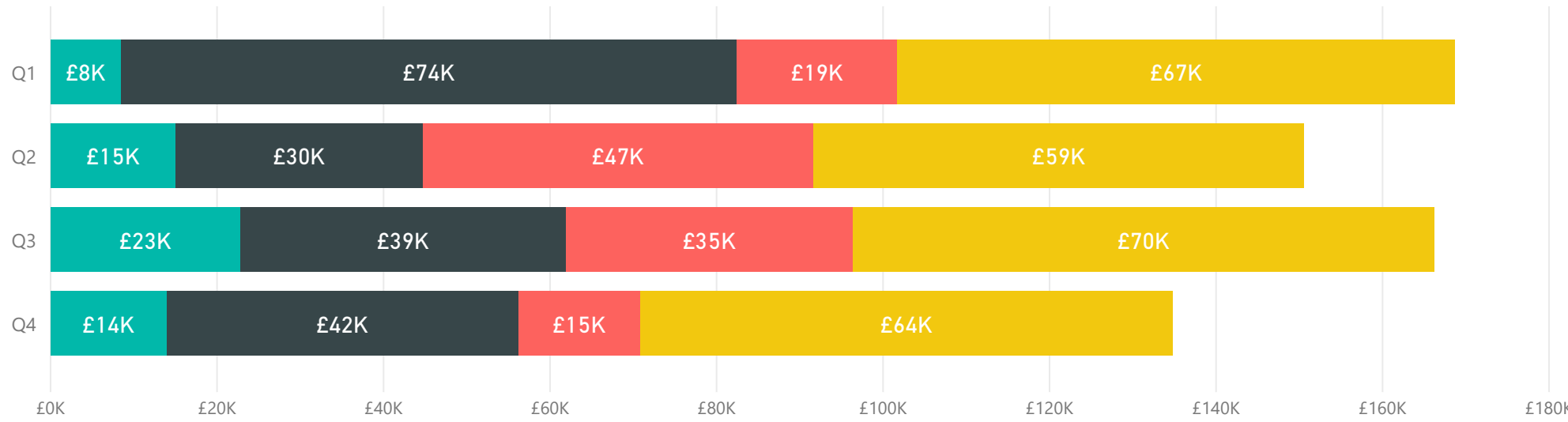


ARREARS FROM TEMPORARY ACCOMMODATION ARE NOT INCLUDED ON THIS PAGE.

REVENUES

### FTA Age Debt Analysis

● Under 3 Months ● 3-12 Months ● 12-24 Months ● Over 24 Months



### FTA Total Debt Outstanding

Q1  
£168,712

Q2  
£150,585

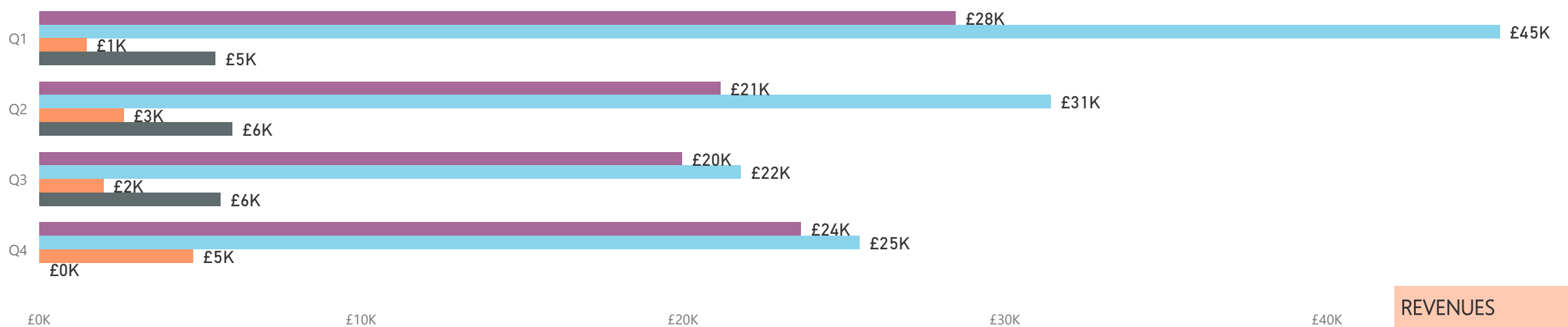
Q3  
£166,215

Q4  
£134,793

AGE DEBT ANALYSIS INCLUDES TEMPORARY ACCOMMODATION ARREARS

### Actions Taken to Recover FTA

● Arrangements to pay ● Referred to Trace ● Referred to Legal ● Pending Write-off



REVENUES £50K

Q1 FTA Target

£87,964!

Goal: £65,000 (-35.33%)

Q2 FTA Target

£89,396!

Goal: £65,000 (-37.53%)

Q3 FTA Target

£116,837!

Goal: £65,000 (-79.75%)

Q4 FTA Target

£80,884!

Goal: £65,000 (-24.44%)

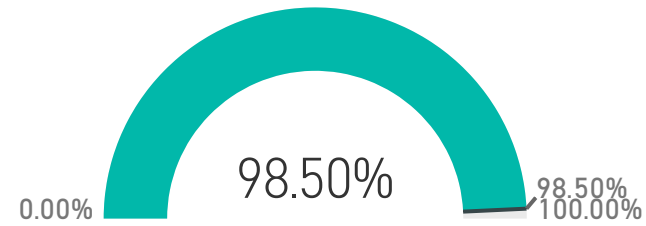
RENT COLLECTION

Total Rent Arrears

£191,474!

Goal: £190,000 (-0.78%)

Total Rent Collection



Rent Collection Rate

98.50%✓

Goal: 98.50% (+0%)

REVENUES

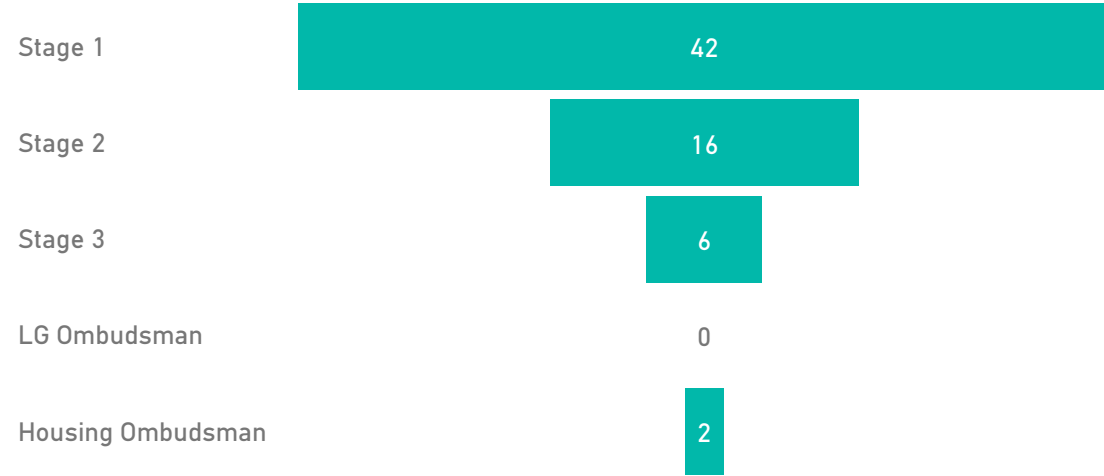


# COMPLAINTS

## Total Complaints

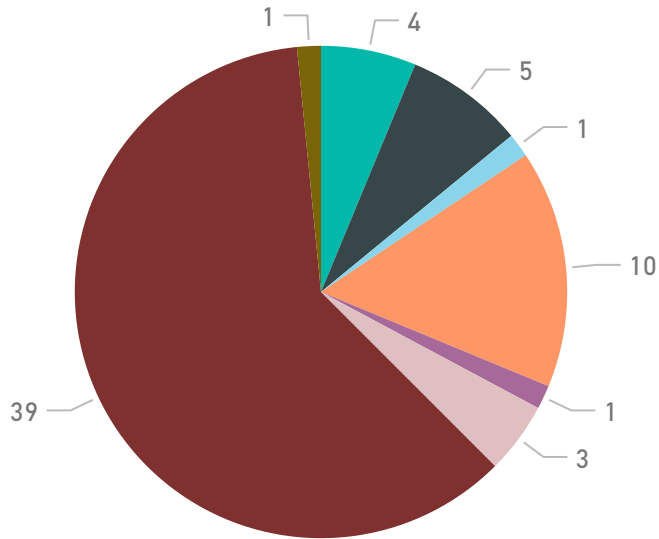
64

## Stages of Complaints



## Objects of Complaint

- ASB inc Noise Nuisance
- Estate Management
- Fire Safety
- Grounds Maintenance & ...
- Health & Safety
- Homeownership & RTB
- Other
- Parking
- Pest Control
- Property Condition inc Da...
- Property Services & Repairs
- Sheds & Garages



## Complaint Resolutions

