

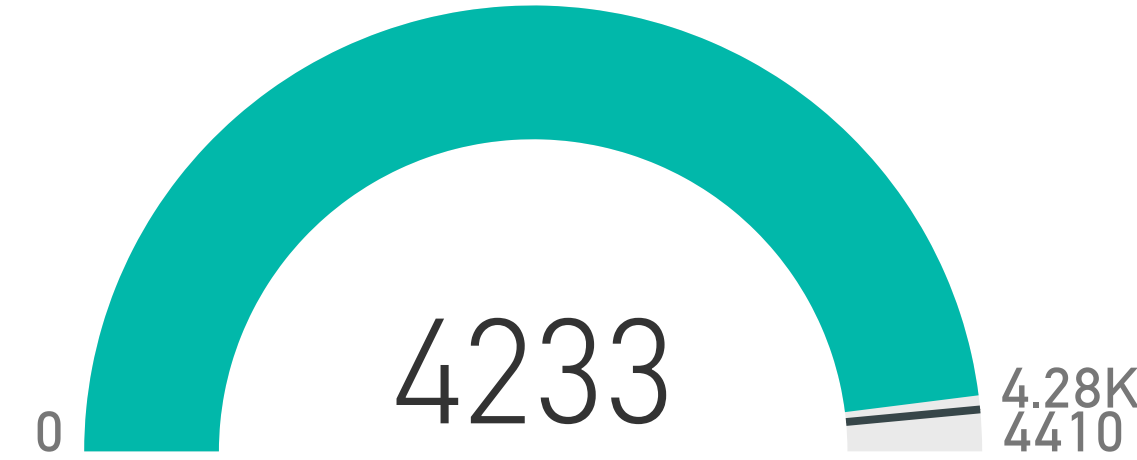
HOUSING UPDATE REPORT | September 2019 - March 2020

OVERALL REPAIRS

Total Repairs

4410

Total Repair Completion



Overall Repair Completion Rate

95.99%!

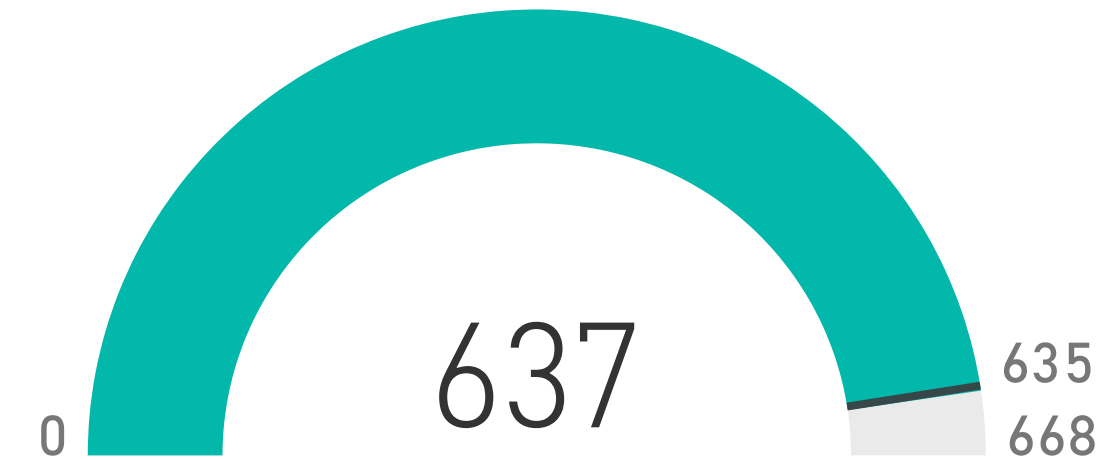
Goal: 97.00%

PRIORITY ONE REPAIRS (COMPLETE WITHIN 24 HOURS)

Total Repairs

668

Total Repair Completion



Overall Repair Completion Rate

95.36%✓

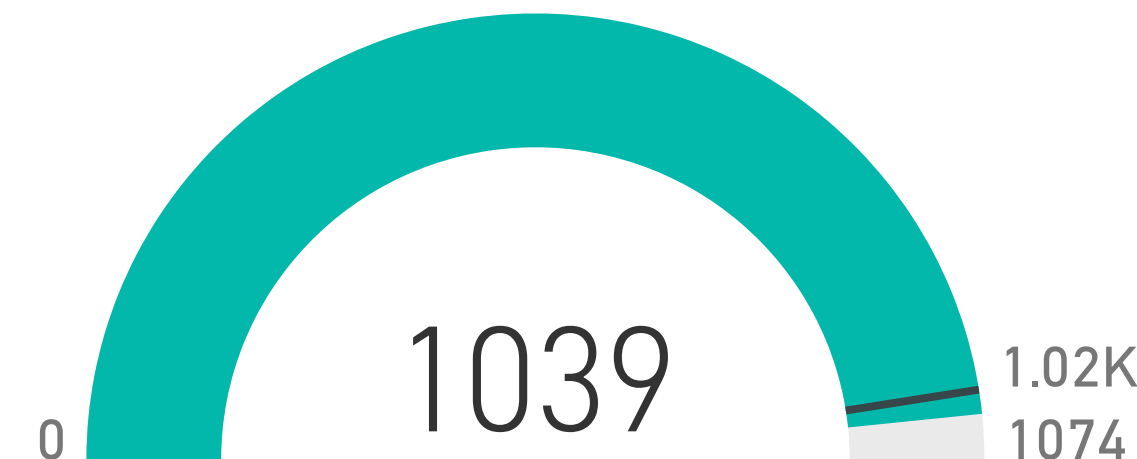
Goal: 95.00%

PRIORITY TWO REPAIRS (COMPLETE WITHIN 3 WORKING DAYS)

Total Repairs

1074

Total Repair Completion



Overall Repair Completion Rate

96.74%✓

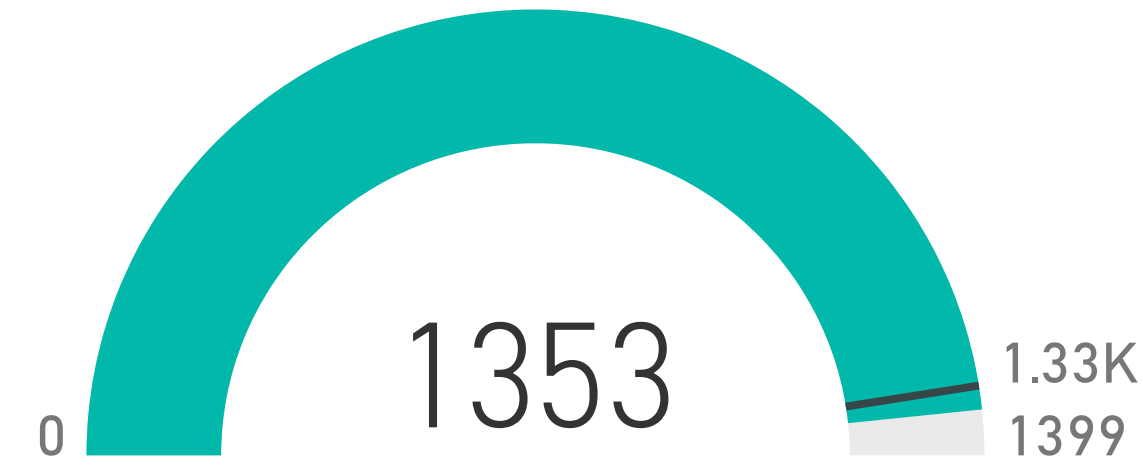
Goal: 95.00%

PRIORITY THREE REPAIRS
(COMPLETE WITHIN 5 WORKING DAYS)

Total Repairs

1399

Total Repair Completion



Overall Repair Completion Rate

96.71%✓

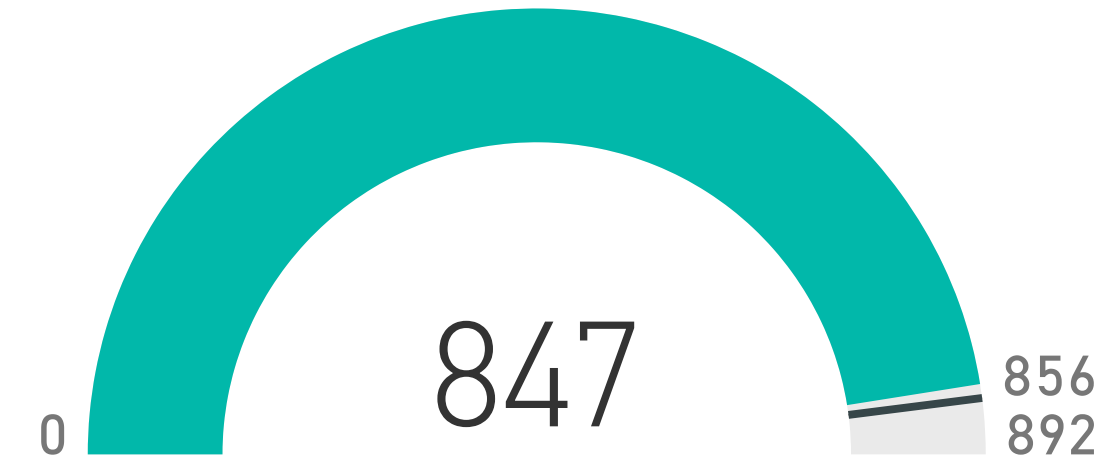
Goal: 95.00%

PRIORITY FOUR REPAIRS
(COMPLETE WITHIN 20 WORKING DAYS)

Total Repairs

892

Total Repair Completion



Overall Repair Completion Rate

94.96%!

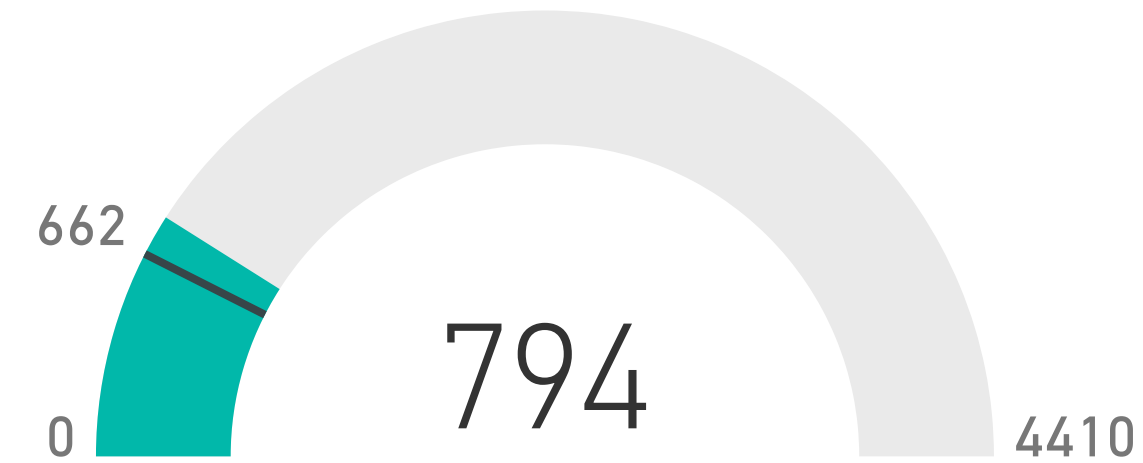
Goal: 96.00%

POST-INSPECTIONS

Total Post-Inspections

794

Total Post-Inspection Completion



Overall Post-Inspection Completion Rate

18.00%✓

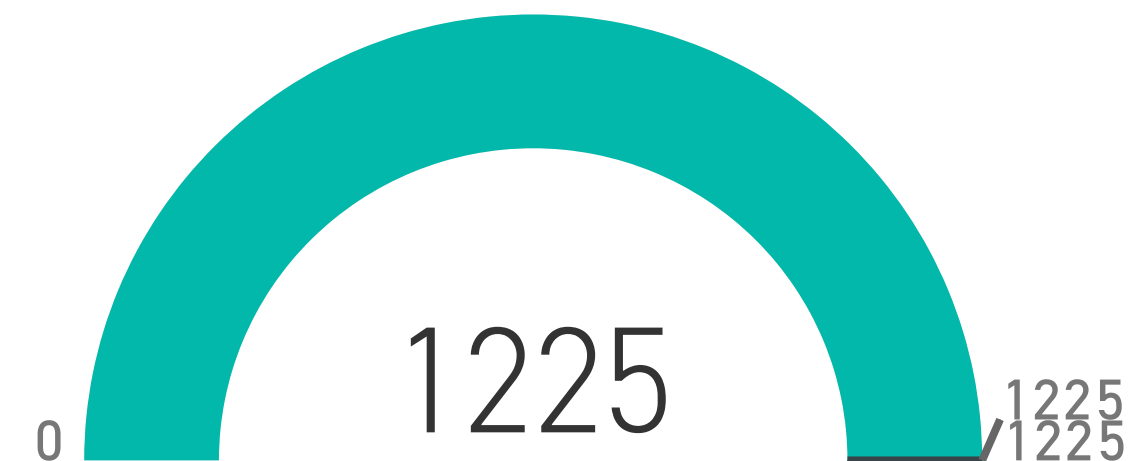
Goal: 15.00%

CP-12 CERTIFICATION

Total Repairs

1225

Total Repair Completion



Overall Repair Completion Rate

100.00%✓

Goal: 100.00%

HOUSING WAITING LISTS

Current Housing Waiting List

782

167

New applications

158

Accepted

5

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.

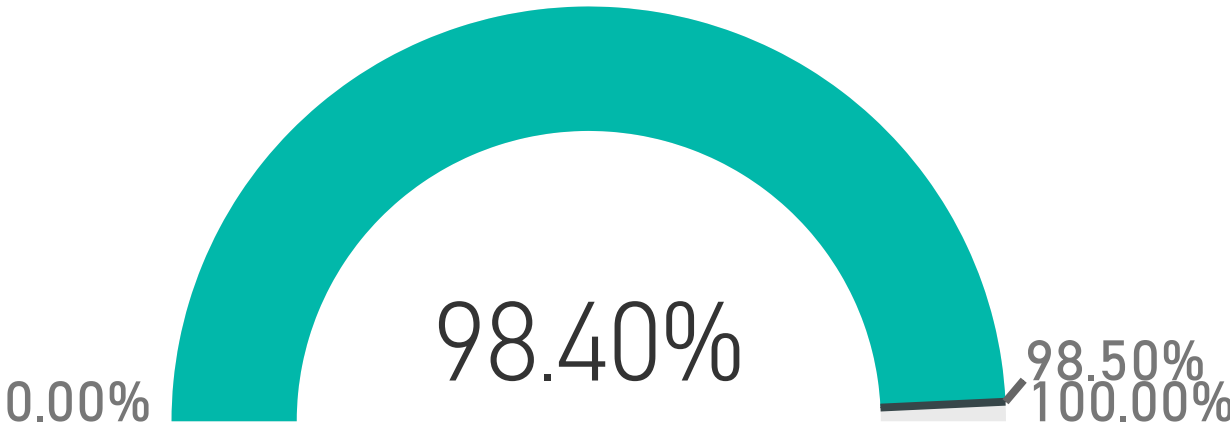
RENT COLLECTION

Total Rent Arrears

£221,189!

Goal: £190,000 (-16.42%)

Total Rent Collection



Rent Collection Rate

98.40%!

Goal: 98.50% (-0.1%)

RIGHT TO BUY APPLICATIONS

Total Right to Buy Applications

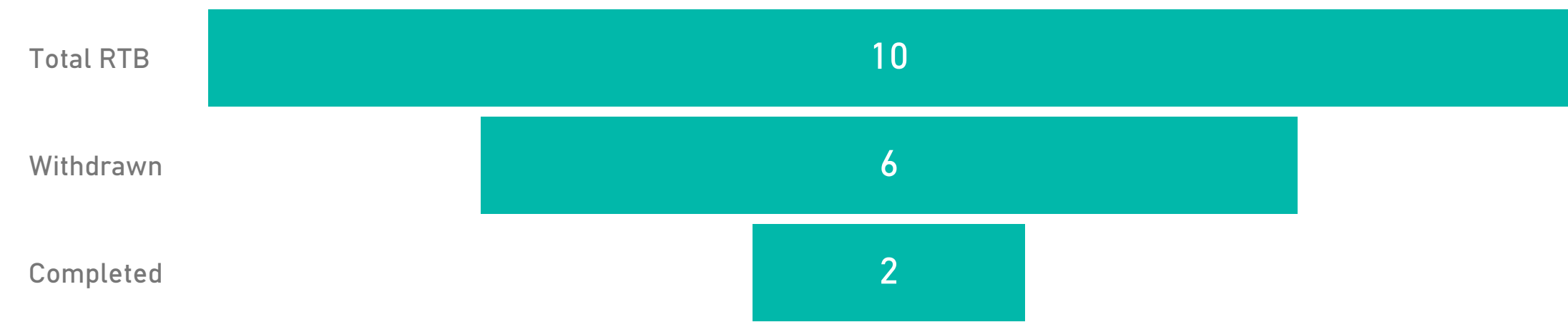
10

ANTI-SOCIAL BEHAVIOUR

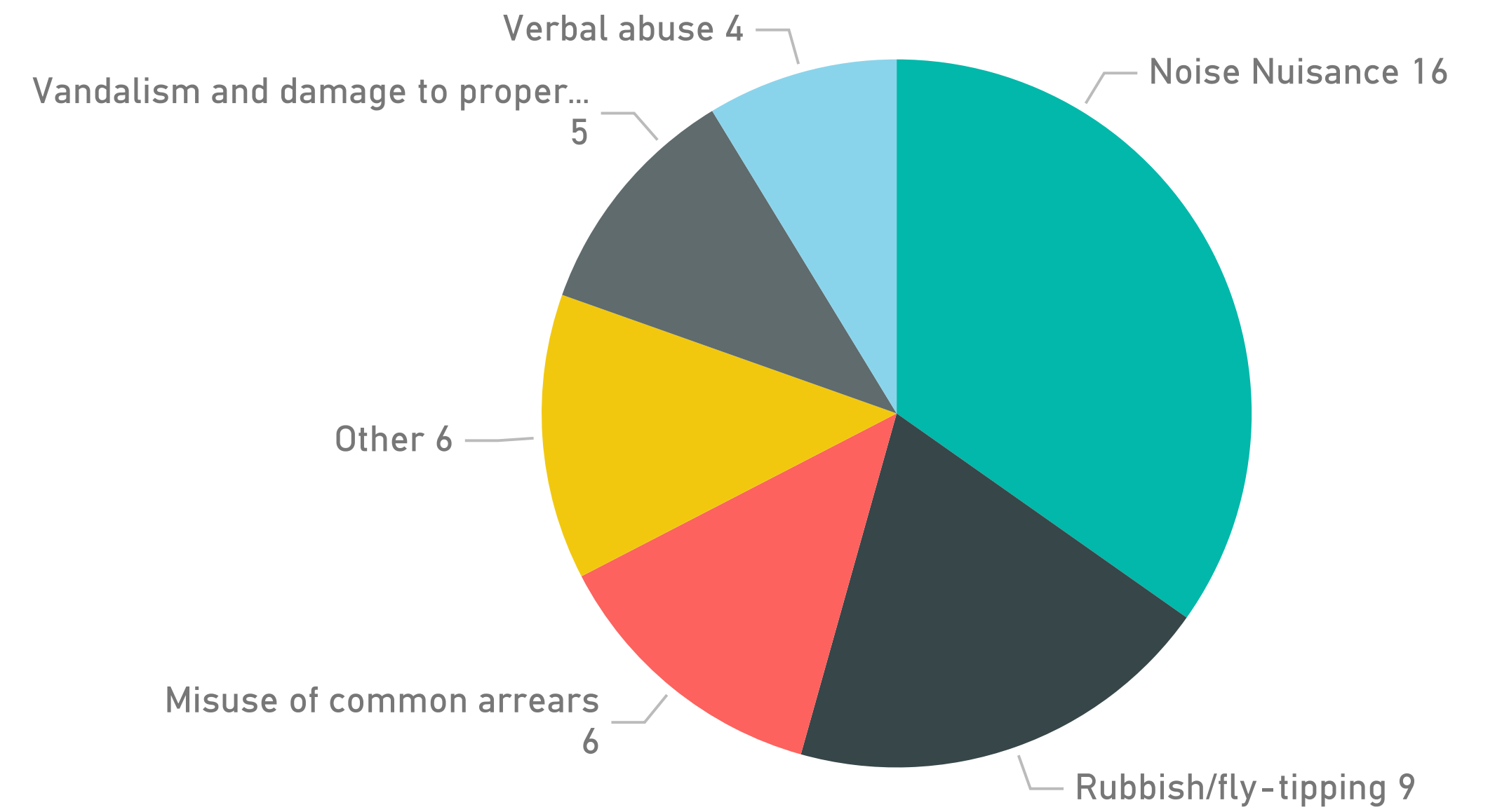
Total ASB Cases

46

Stages of Right to Buy



ASB Type



COMPLAINTS

Total Complaints

26

9 upheld

6 partially upheld

11 not upheld

Stages of Complaints

Stage 1

26

Stage 2

6

Stage 3

2

LG Ombudsman

2

Housing Ombudsman

0