

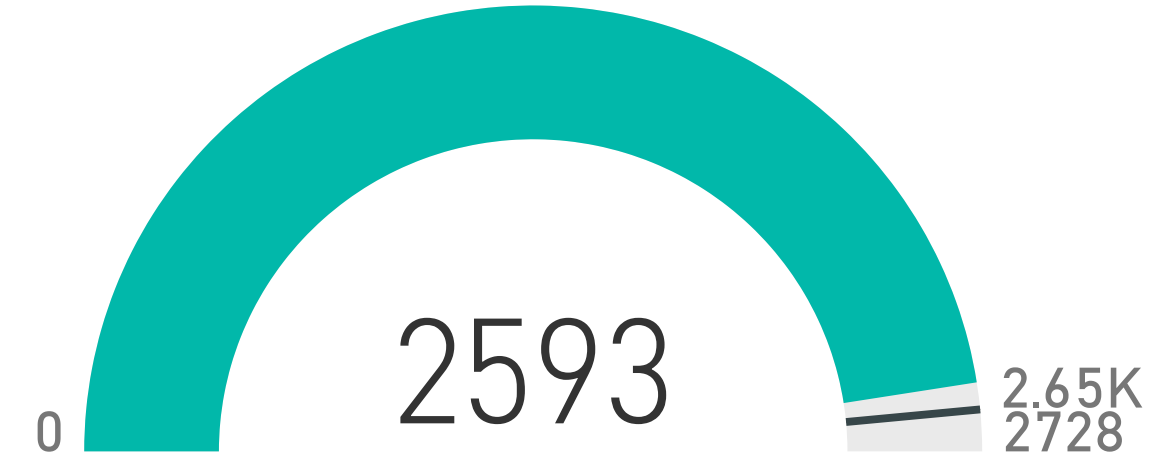
# HOUSING UPDATE REPORT | April 2020 - September 2020

## OVERALL REPAIRS

Total Repairs

2728

Total Repair Completion



Overall Repair Completion Rate

95.05%!

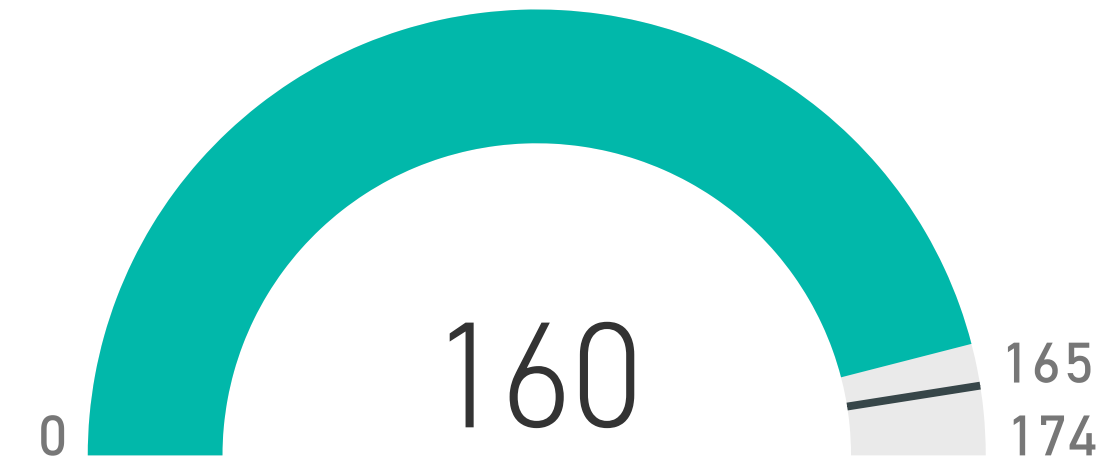
Goal: 97.00%

## PRIORITY ONE REPAIRS (COMPLETE WITHIN 24 HOURS)

Total Repairs

174

Total Repair Completion



Overall Repair Completion Rate

91.95%!

Goal: 95.00%

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

Total Repairs

848

Total Repair Completion



Overall Repair Completion Rate

97.64%✓

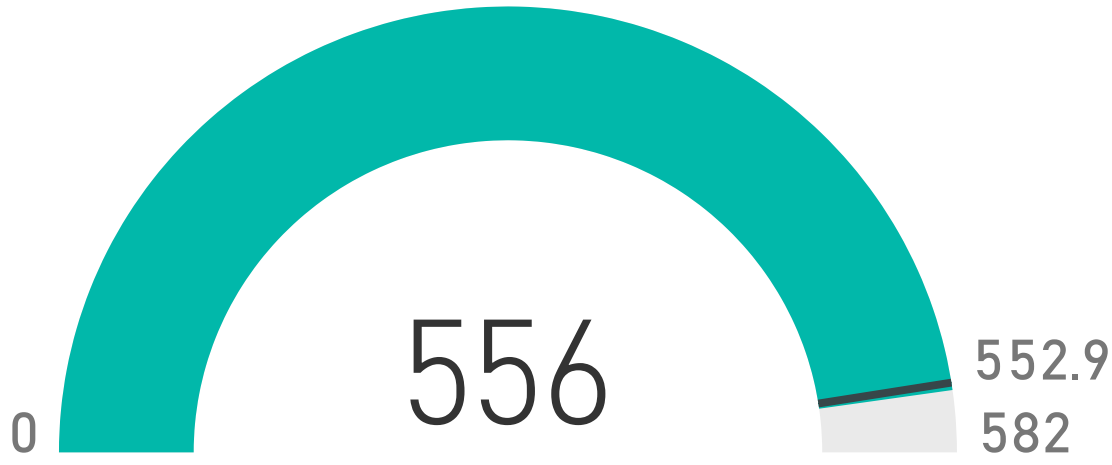
Goal: 95.00%

PRIORITY THREE REPAIRS  
(COMPLETE WITHIN 5 WORKING DAYS)

Total Repairs

582

Total Repair Completion



Overall Repair Completion Rate

95.53%✓

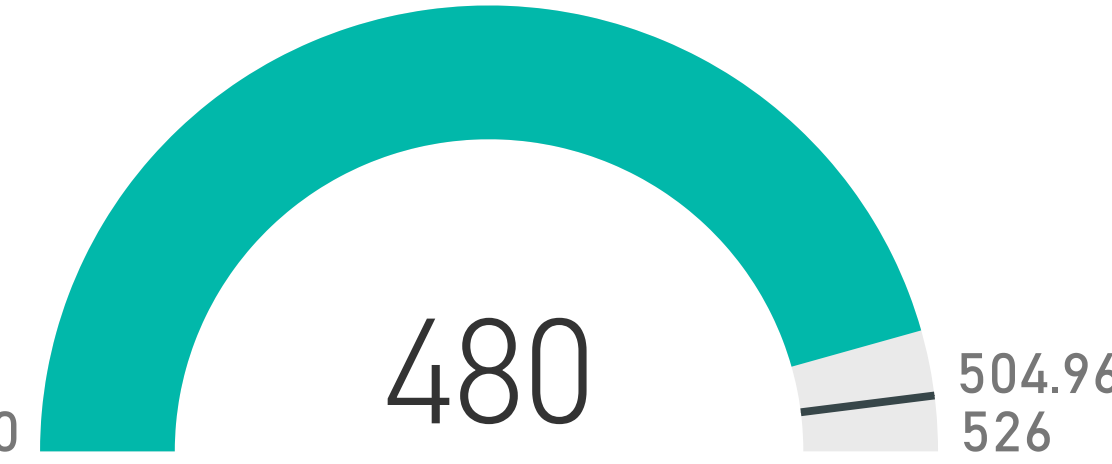
Goal: 95.00%

PRIORITY FOUR REPAIRS  
(COMPLETE WITHIN 20 WORKING DAYS)

Total Repairs

526

Total Repair Completion



Overall Repair Completion Rate

91.25%!

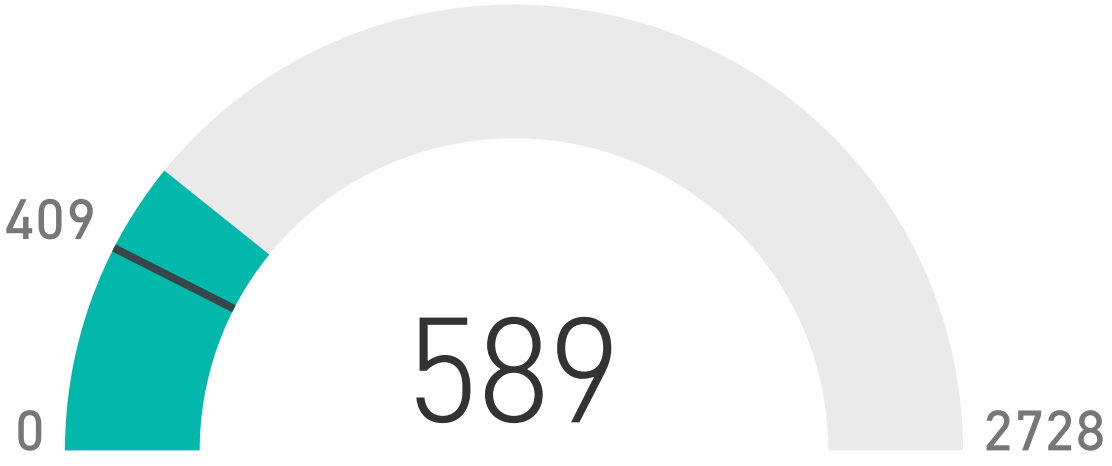
Goal: 96.00%

POST-INSPECTIONS

Total Post-Inspections

589

Total Post-Inspection Completion



Overall Post-Inspection Completion Rate

21.59%✓

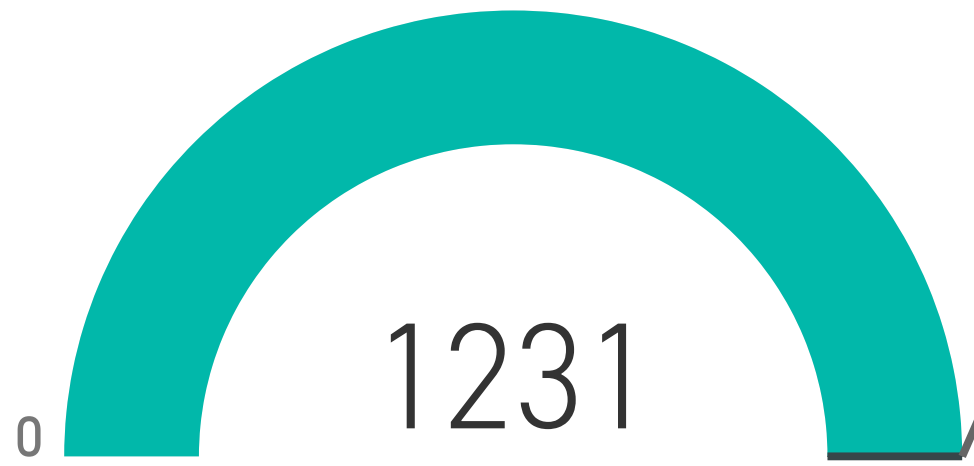
Goal: 15.00%

CP-12 CERTIFICATION

Total Repairs

1231

Total Repair Completion



Overall Repair Completion Rate

100.00 %✓

Goal: 100.00%

# HOUSING WAITING LISTS

Current Housing Waiting List

839

115

New applications

100

Accepted

8

Removed

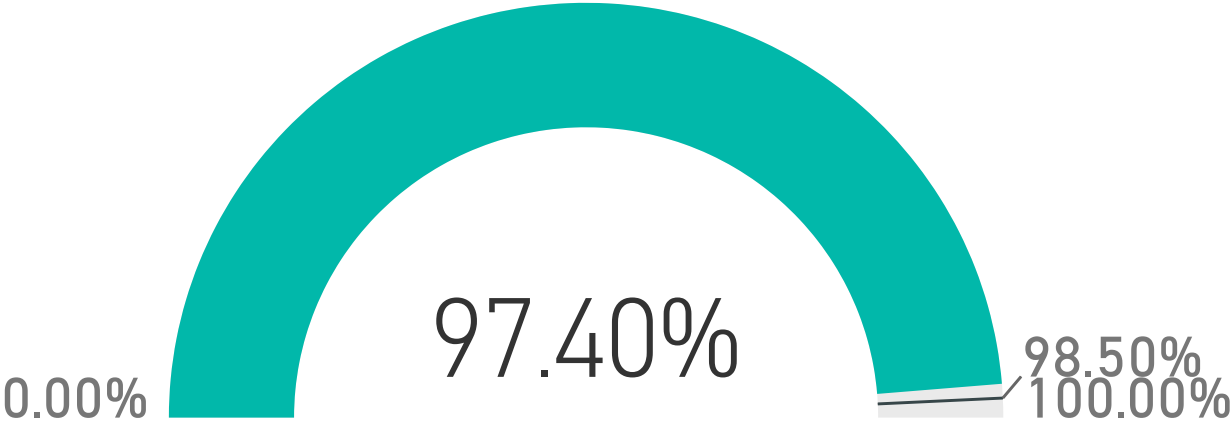
The number of removed applications include ineligible new applications as well as historic applicants who are non-responsive or no longer eligible due to a change of circumstance.

# RENT COLLECTION

Total Rent Arrears

£345,954!

Total Rent Collection



Rent Collection Rate

97.40%!

Goal: 98.50%

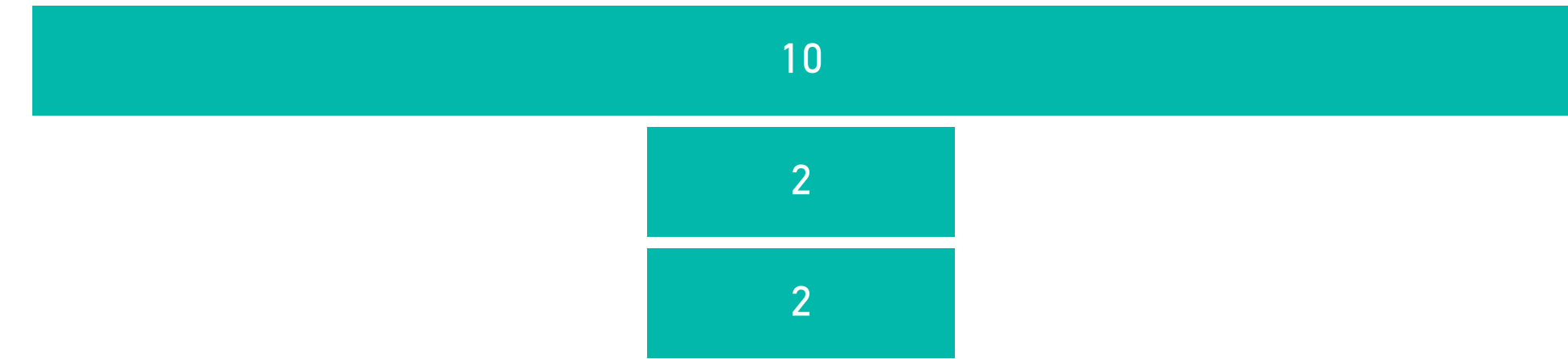
RIGHT TO BUY APPLICATIONS

Total Right to Buy Applications

10

Stages of Right to Buy

Total RTB  
Withdrawn  
Completed

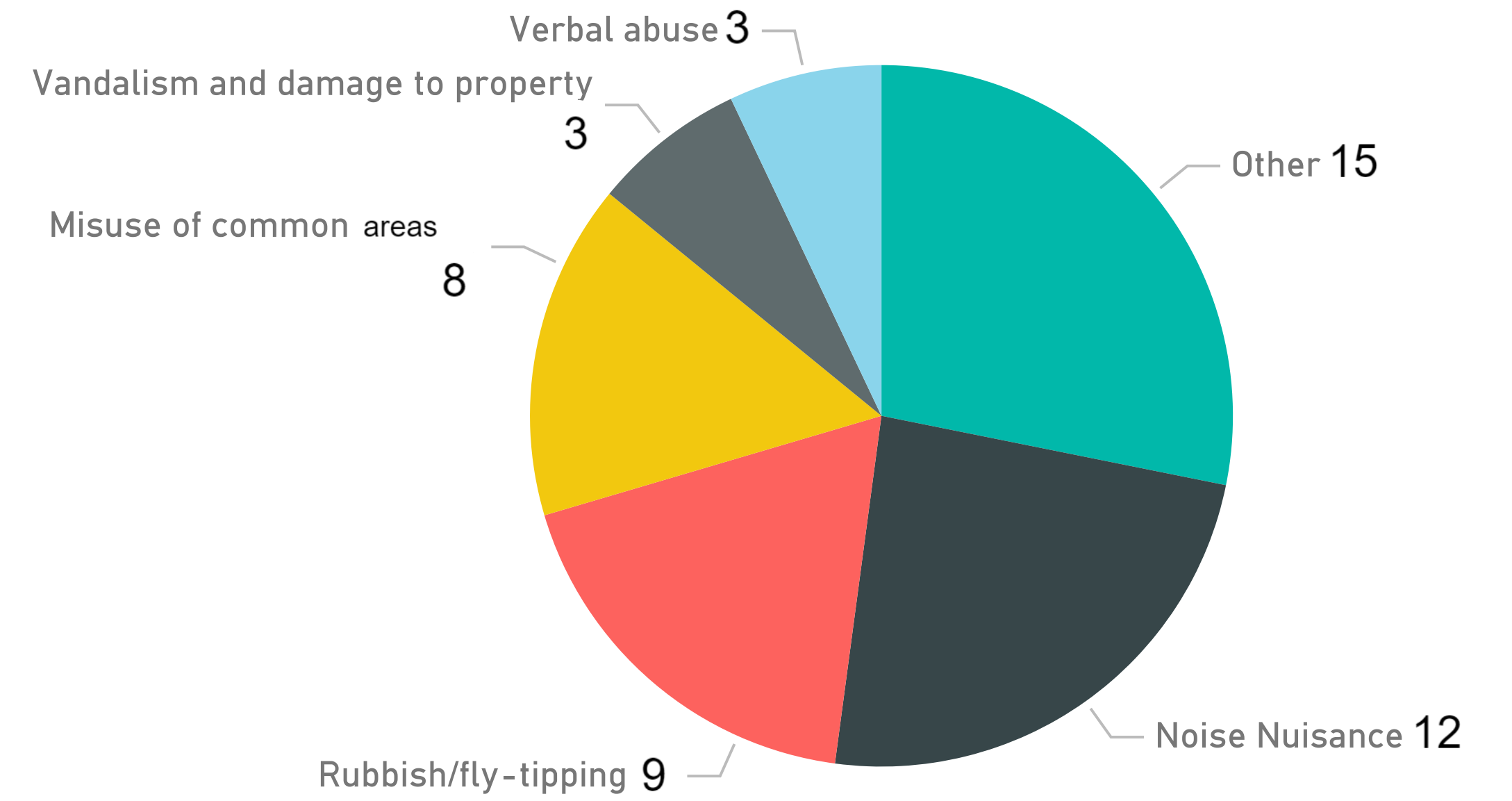


ANTI-SOCIAL BEHAVIOUR

Total ASB Cases

50

ASB Type



COMPLAINTS

Total Complaints

23

6 upheld

6 partially upheld

11 not upheld

Stages of Complaints

Stage 1

18

Stage 2

5

Stage 3

2

LG Ombudsman

1

Housing Ombudsman

2