

Housing Performance Dashboard – 1st Oct. 2020 – 31st Mar. 2021

RENT COLLECTION – Q4

2020-21

97.0%

2019-20

98.4%

£374,275 (+£153k)

£221,189

HOUSEHOLD ARREARS (8+ weeks)

2020-21

6.2% of total households

2019-20

2.9% of total households

116 households

55 households


LEGAL ACTION (ARREARS)

	2020-21	2019-20
Evictions	0	4
Notices Seeking Possession	8	25

FORMER TENANT ARREARS

2020-21	2019-20	
£97,586	£66,129	£85K target for former tenant arrears
£12,586 over target	£18,871 below target	

HOUSING REGISTER

	31 st March 2021	31 st March 2020	
Total live applications	903	782	
Non-tenants	721	579	289 New applications in year to 31 st March 2021
Internal transfers	182	203	 73% on previous year (167 new applicants)
Properties let	48	96	

100% Properties offered within 5 days of bids closing

88% Properties let after first viewing

91% Applications processed within 30 days (target 95%)

ESTATE SERVICES

Average Internal Score Q3/4

85.4% (80%)

Average External Score Q3/4

83.5% (80%)

Block and Grounds Inspections
completed Q3/4

445

Top 3 'failed items' identified

38 repairs to entrance doors

30 cleanliness of stairwell windows

19 repairs to basement areas

REPAIRS

	Target	Q4 Performance	2019/20
Total repairs completed within timescale	97%	90.7%	96%
P0 completed within 4 hours	95%	86.05%	96.02%
P1 completed within 24 hours	95%	91.52%	95.12%
P2 completed within 3 working days	95%	89.91%	96.74%
P3 completed within 5 working days	95%	88.47%	96.71%
P4 completed within 20 working days	96%	91.96%	94.96%

11,710

Calls received by the repairs
service desk – year up to 31st
March 2021

94% call answer rate

11,265

calls answered

33% increase in calls on previous year

GAS SAFETY

99.42% (100%) Properties with a valid CP12 certificate

COMPLAINTS

	Stage One	Stage Two	Stage Three	Ombudsman
2020-21	46	6	8	5
2019-20	41	17	5	2
1 adverse finding by Ombudsman	4 no adverse findings by Ombudsman			

ANTI-SOCIAL BEHAVIOUR

**New cases
Oct 2020 –
Mar 2021**

33



13

on same period in 2019/20

City Estates

13

**Outside City
Estates**

20