

## Housing Performance Dashboard – 1st April 2021 – 30<sup>th</sup> September 2021

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### RENT COLLECTION – Q2

Q2

**94.3%**

**£357,115**

Year End (Q4 of 2020-21)

**97%**

**£374,275**

### HOUSEHOLD ARREARS (8+ weeks)

Q2

**5.03%** of total households

**97** households

Year End

**6.2%** of total households

**116** households


## LEGAL ACTION (ARREARS)

	Q1 & 2	Year End Total (2020-21)
Evictions	<b>1</b>	<b>0</b>
Notices Seeking Possession	<b>13</b>	<b>8</b>

## FORMER TENANT ARREARS

Q2 figure	Year End Total	
<b>£126,070</b>	<b>£97,586</b>	<b>£85K</b> target for former tenant arrears
<b>£41,070 over target</b>	<b>£12,586 over target</b>	

# HOUSING REGISTER

	30 <sup>th</sup> September 2021	31 <sup>st</sup> March 2021	
<b>Total live applications</b>	<b>852</b>	<b>903</b>	
<b>Non-tenants</b>	<b>664</b>	<b>721</b>	<b>172</b> New applications in Q1 and Q2, with <b>152</b> accepted
<b>Internal transfers</b>	<b>188</b>	<b>182</b>	 <b>15%</b> on previous two quarters

**100%** Properties offered within 5 days of bids closing

**80%** Properties let at first viewing

**87%** Applications processed within 30 days (target 95%)

## ESTATE SERVICES

**Average Internal Score Q2** **86.82%** (80%)

**Average External Score Q2** **87.37%** (80%)

**Block and Grounds Inspections  
completed Q2** **468** (462)

# REPAIRS

	Target	Q2 Performance	Year end 2020-21
Total repairs completed within timescale	<b>97%</b>	<b>88.38%</b> ↓	<b>90.7%</b>
P0 completed within 4 hours	<b>95%</b>	<b>93.75%</b> ↑	<b>86.05%</b>
P1 completed within 24 hours	<b>95%</b>	<b>95.27%</b> ↑	<b>91.52%</b>
P2 completed within 3 working days	<b>95%</b>	<b>88.06%</b> ↓	<b>89.91%</b>
P3 completed within 5 working days	<b>95%</b>	<b>91.12%</b> ↑	<b>88.47%</b>
P4 completed within 20 working days	<b>96%</b>	<b>82.33%</b> ↓	<b>91.96%</b>

**6,576**

Calls received by the repairs  
service desk – Q1 and Q2

**96.6%** of calls answered

**6,350**

calls answered

## GAS SAFETY

**99.35% (100%)** Properties with a valid CP12 gas safety certificate at Q2

**99.42% (100%)** Figure at year end of 2020-21

**11 / 0.6%** Homes without a valid CP12 certificate at Q2

**1,706** Total homes with relevant gas installations

## COMPLAINTS

	Stage One	Stage Two	Stage Three	Ombudsman	Complaint Split at Stage One
Q1 - 2	<b>33</b>	<b>7</b>	<b>0</b>	<b>3</b>	<b>10</b> housing management <b>23</b> Assets/Repairs
2020-21 (Q3 - 4)	<b>24</b>	<b>1</b>	<b>5</b>	<b>3</b>	

## ANTI-SOCIAL BEHAVIOUR

**New cases**  
**April 2021 to**  
**Sept. 2021** **39** **+6** on previous six months

**City Estates** **13** **Outside City Estates** **26**

## EMPTY PROPERTIES (VOIDS)

Routine voids

10 working days

**11.8 days**

Complex voids

20 working days

**22 days**

Total Voids Q1/2

38

(28 routine, 10 complex)

*Note: figures exclude "project voids", which are properties used for major works pilots and testing*