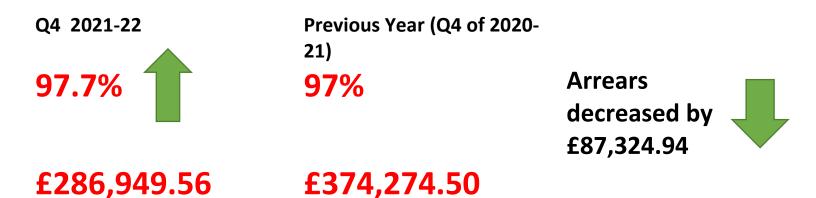
Housing Performance Dashboard – 1st October 2021 – 31st March 2022

RENT COLLECTION – Q4



HOUSEHOLD ARREARS (8+ weeks)





116 households

LEGAL ACTION (ARREARS)

Q1 - 4 2021-22

Year End Total (2020-21)

0

Notices Seeking Possession

52

8

FORMER TENANT ARREARS

Q2 figure

Q4 2020/21

£122,689

Evictions

£97,586

£85K target for former

£37,689 over target

£12,586 over target

tenant arrears

HOUSING REGISTER

	Q4 2022	Q4 2021	
Total live applications	899	903	164 New applications in Q3/4, with
Non-tenants	712	721	156 accepted
	187	182	336 applications in 2021/22, 308 accepted onto register
Internal transfers			17% on previous year

100% Properties offered within 5 days of bids closing

82% Properties let at first viewing

88% Applications processed within 30 days (target 95%)

ESTATE SERVICES

Average Internal Score Q4 89.06% (80%)

Average External Score Q4 88.06% (80%)

Block and Grounds
Inspections completed Q3 - Q4

456 (462)

98.7% Completion rate

REPAIRS

	Target	Q4 Performance	Year end 2020-21
Total repairs completed within timescale	97%	90.10% 1	90.7%
P0 completed within 4 hours	95%	91.92%↓	86.05%
P1 completed within 24 hours	95%	96.08% û	91.52%
P2 completed within 3 working days	95%	95.60% û	89.91%
P3 completed within 5 working days	95%	90.72%↓	88.47%
P4 completed within 20 working days	96%	91.73%1	91.96%

Note: arrows show trend compared to Q1/2 of 2021/22

GAS SAFETY

98.94% (100%)

Properties with a valid CP12 gas safety certificate at Q4

99.35% (100%)

Figure at year end of Q2

18 / 1%

Homes without a valid CP12 certificate at Q2

1,705

Total homes with relevant gas installations