

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

RENT COLLECTION – Q4

Q4 2021-22

97.7%



£286,949.56

Previous Year (Q4 of 2020-21)

97%

£374,274.50

Arrears
decreased by
£87,324.94



HOUSEHOLD ARREARS (8+ weeks)

Q4

3.99% of total households



Previous Year (Q4 2020-1)

6.2% of total households

77 households  **116** households


LEGAL ACTION (ARREARS)

	Q1 – 4 2021-22	Year End Total (2020-21)
Evictions	1	0
Notices Seeking Possession	52	8

FORMER TENANT ARREARS

Q2 figure	Q4 2020/21	£85K target for former tenant arrears
£122,689	£97,586	
£37,689 over target	£12,586 over target	

HOUSING REGISTER

	Q4 2022	Q4 2021	
Total live applications	899	903	164 New applications in Q3/4, with 156 accepted
	712	721	
Non-tenants			336 applications in 2021/22, 308 accepted onto register
	187	182	
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% ↑	90.7%
P0 completed within 4 hours	95%	91.92% ↓	86.05%
P1 completed within 24 hours	95%	96.08% ↑	91.52%
P2 completed within 3 working days	95%	95.60% ↑	89.91%
P3 completed within 5 working days	95%	90.72% ↓	88.47%
P4 completed within 20 working days	96%	91.73% ↑	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