

Housing Performance Stats:

Q1 & Q2 Combined 2024-25

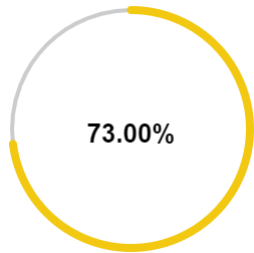


Year

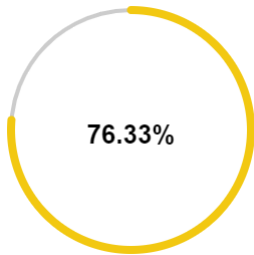
Month

Housing Complaints:

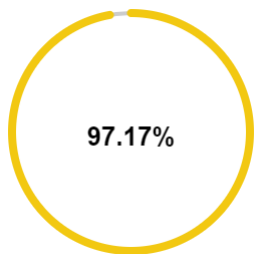
Complaints Acknowledged in 5 Working Days (Target 100%)



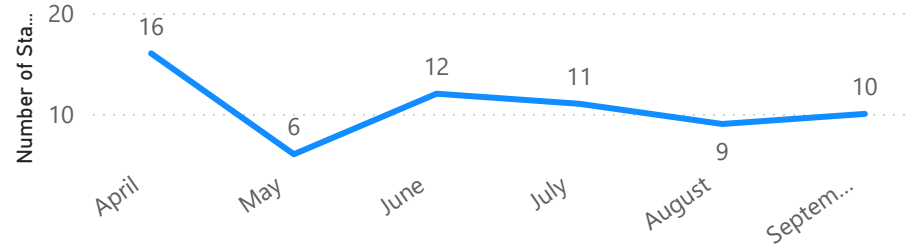
Stage One Complaints Responded to in 10 Working Days (Target 100%)



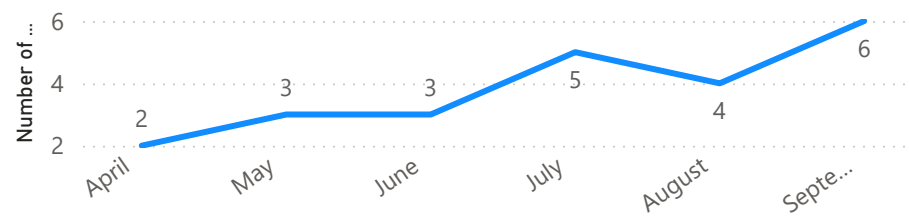
Stage Two Complaints Responded to in 20 Working Days (Target 100%)



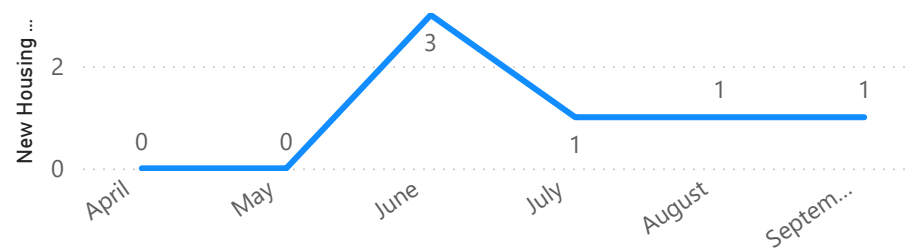
Number of Stage One Complaints Received by Month



Number of Stage Two Complaints Received by Month by Month



New Housing Ombudsman Complaints Received by Month



93%

Average of Complaints upheld or partially upheld (Stage One)

£3.65K

Total Compensation Paid Following Complaint Outcome

92%

Average of Complaints upheld or partially upheld (Stage Two)

£500.00

Compensation Paid following Ombudsman Finding

1

Complaints Upheld by Ombudsman

20

Total Number of Compliments Received

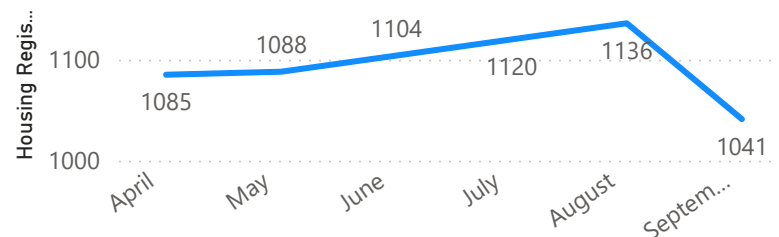


Year

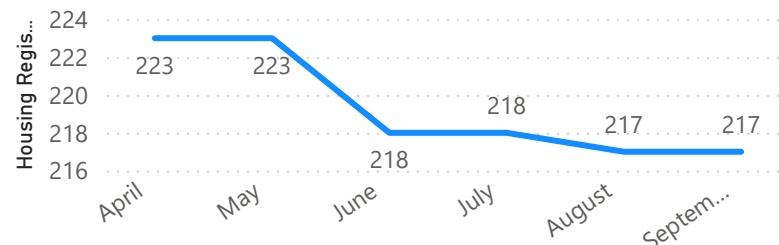
Month

Housing Allocations:

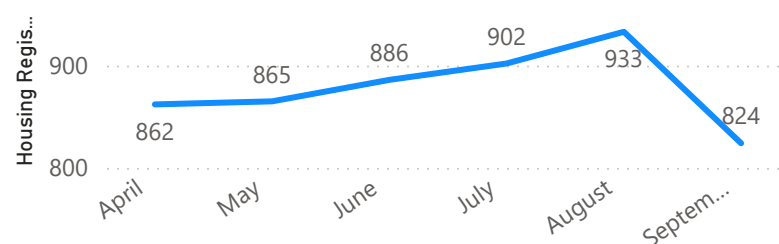
Housing Register Total



Housing Register Transfers



Housing Register Non-tenant



175

New applications received

22

Number of properties let (CBL)

5

Mutual Exchange Submitted

152

New applications accepted

8

Number of properties let
(management transfer/direct offer)

2

Mutual Exchange Completed

112

Applications cancelled
(non-let reasons)

0

Sum of Properties refused due to
quality or condition

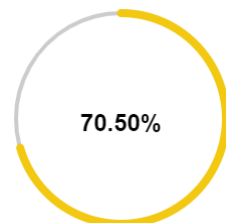
2

Mutual Exchange Declined

Properties offered
within 5 days of bid
end (Target 90%)



Average of Properties
let after one offer
(Target 90%)



Applications processed
within 30 working days
(Target 95%)



Properties offered
within 10 days of
handover (Target 90%)



Mutual Exchanges
Decided within 42
days (Target 100%)





Year

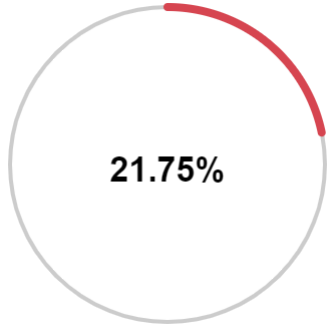
Month

Estate Services:

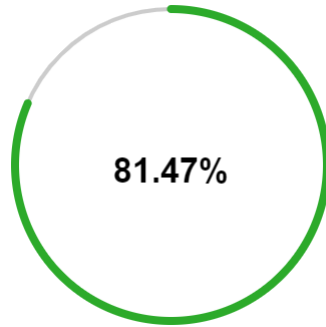
Monthly playground inspections completed (Target 100%)



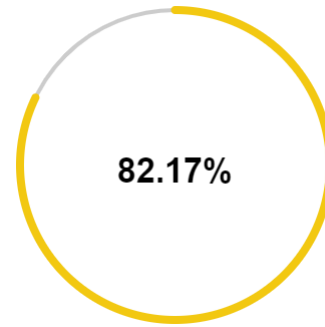
Quarterly fire door checks completed (Target 100%)



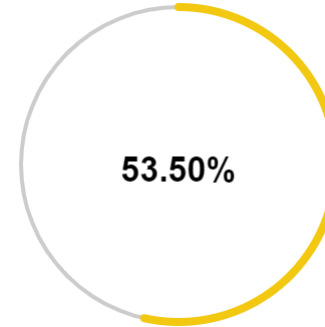
Average Internal Inspections Score (Target 75%)



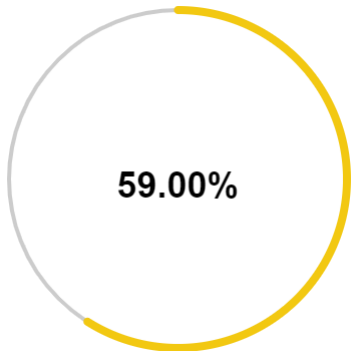
Internal inspections meeting minimum standard (Target 100%)



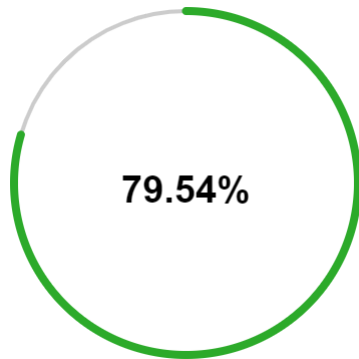
Monthly Fire Box Checks Completed (Target 100%)



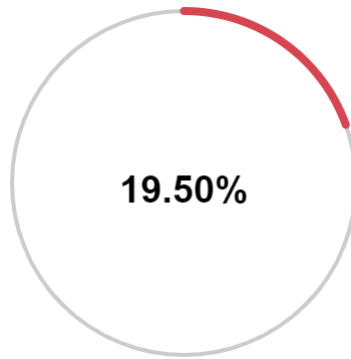
Monthly Internal Inspections completed each period (Target 100%)



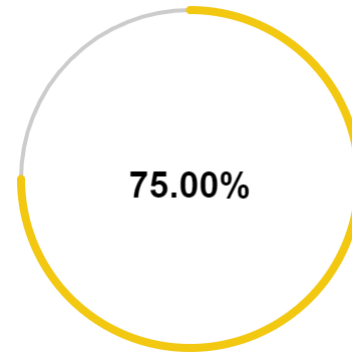
Average Grounds Inspection Score (Target 75%)



Quarterly Estate Grounds Inspections completed each period (Target 100%)



Estate Grounds Inspections meeting Minimum Standard (Target 100%)



53

Hazards identified

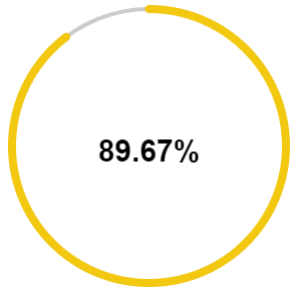


Year

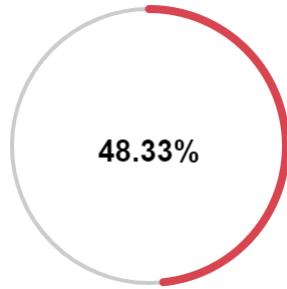
Month

Tenancy Management:

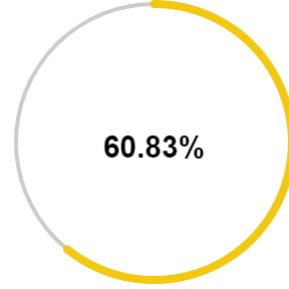
Introductory tenancy visits completed (6 weeks) (Target 100%)



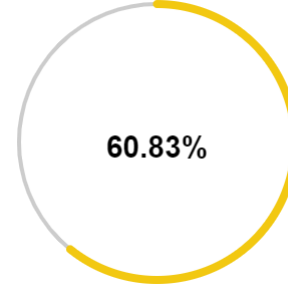
Six month visits completed (Target 100%)



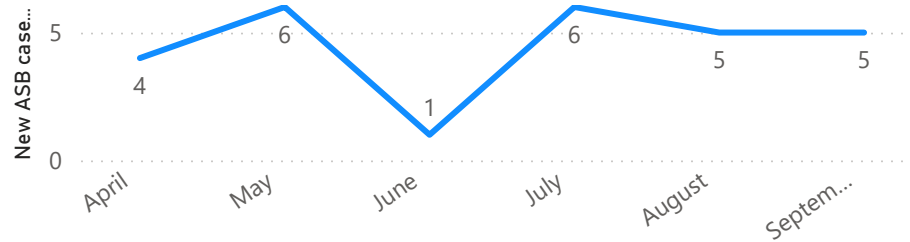
Nine month visits completed (Target 100%)



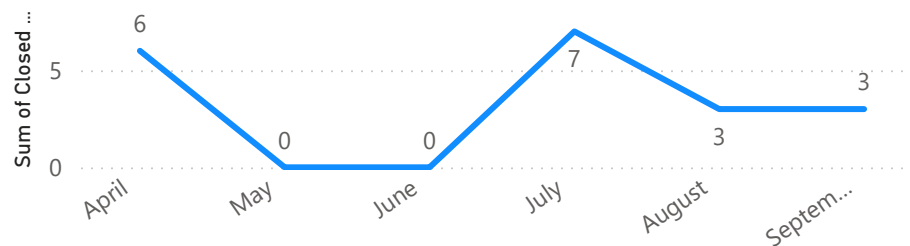
Nine month reviews completed (Target 100%)



New ASB cases



Closed ASB cases



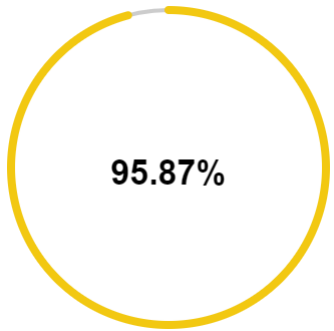


Year

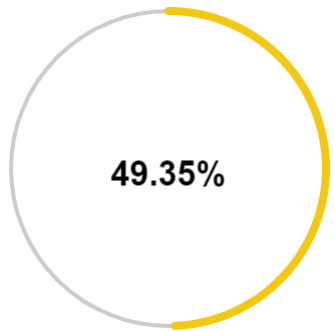
Month

Income:

Rent Collected (Target 100%)

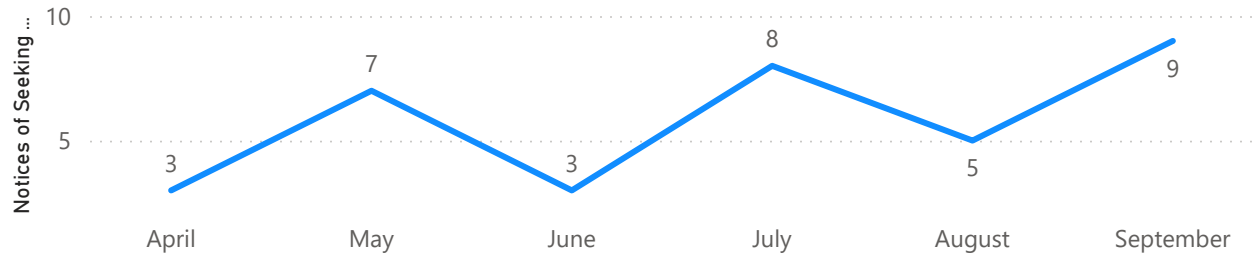


Secure Tenants Paying Rent by Direct Debit (Target 60%)



Rent Arrears	Former Tenant Arrears - Target = < £85,000
£478.83K	£199.78K
Parking Arrears = < £5,000	Shed Arrears = < £4,000
£16.06K	14.61K

Notices of Seeking Possession Per Month by Month



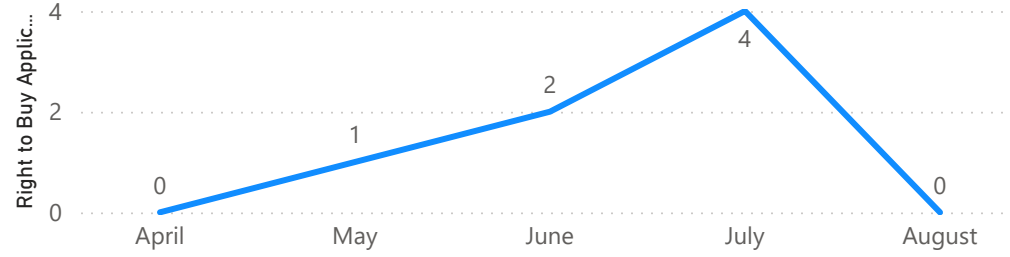


Year

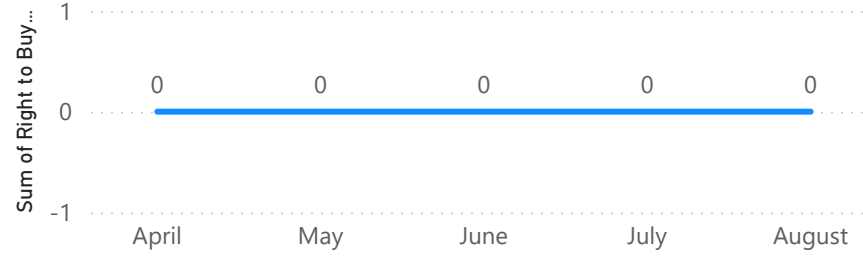
Month

Home Ownership:

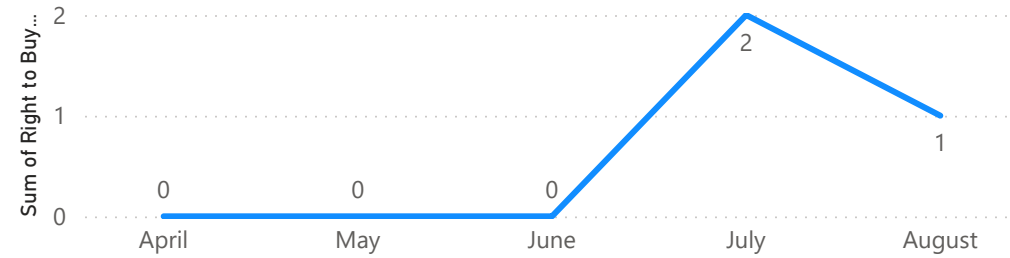
Right to Buy Applications Received



Right to Buy Applications Completed



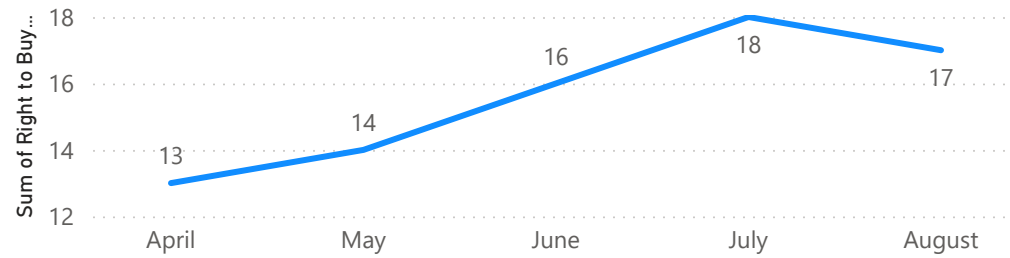
Right to Buy Applications Withdrawn



0

Right to Buy Applications Exceeding Timescales
(Target 0)

Right to Buy Pending Applications



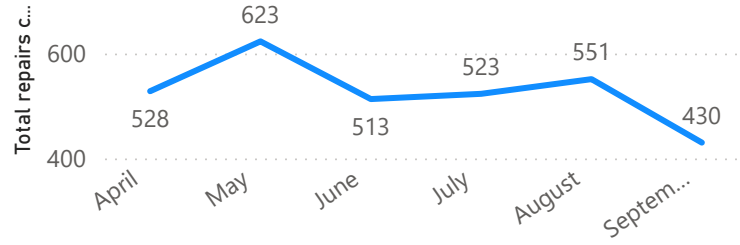


Year

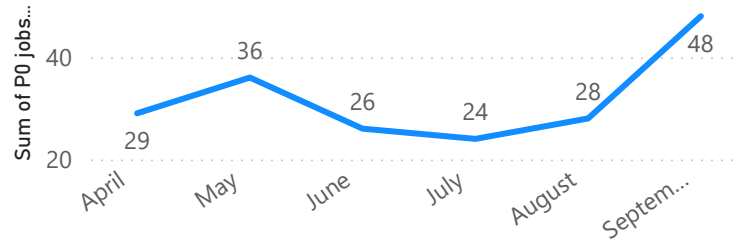
Month

Repairs:

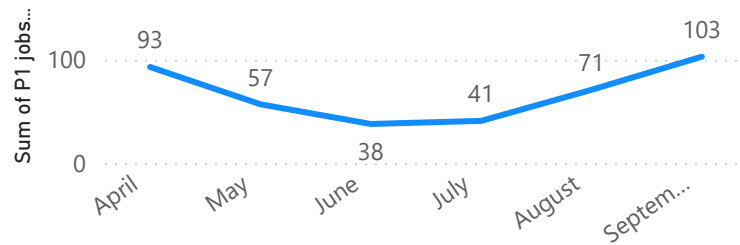
Total repairs completed (all priorities)



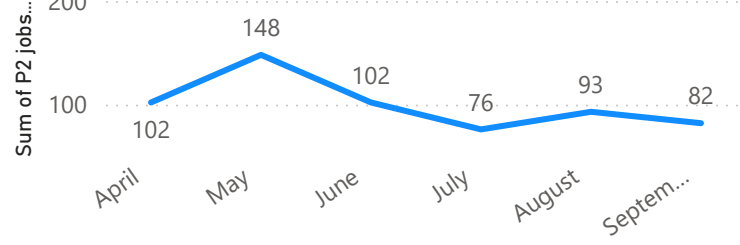
P0 Jobs Raised



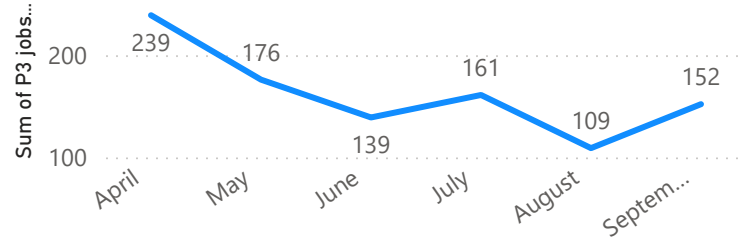
P1 Jobs Raised



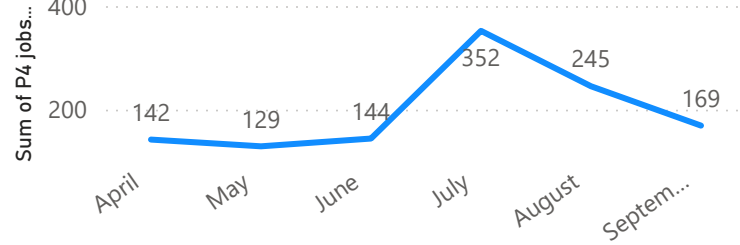
P2 Jobs Raised



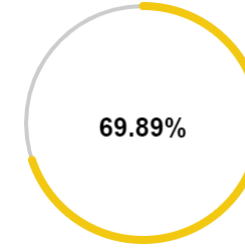
P3 Jobs Raised



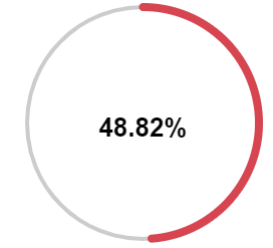
P4 Jobs Raised



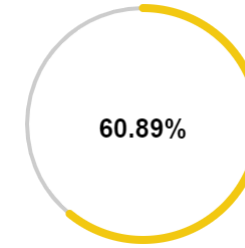
Total repairs completed within timescale (all priorities) (Target 97%)



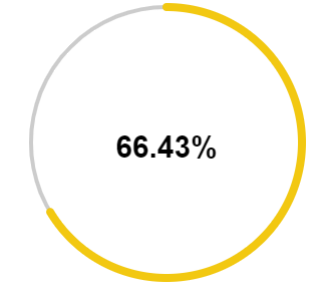
P0 Jobs Completed Within 4 Hours (Target 95%)



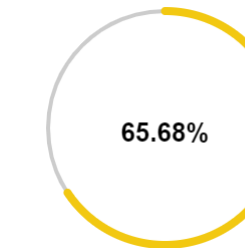
P1 Jobs Completed within 24 Hours (Target 95%)



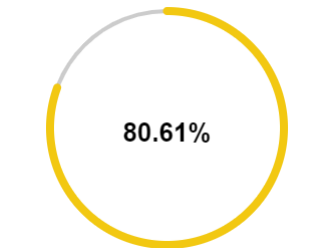
P2 Jobs Completed within 3 Working Days (Target 95%)



P3 Jobs Completed Within 5 Working Days (Target 95%)



P4 Jobs Completed Within 20 Working Days (Target 95%)



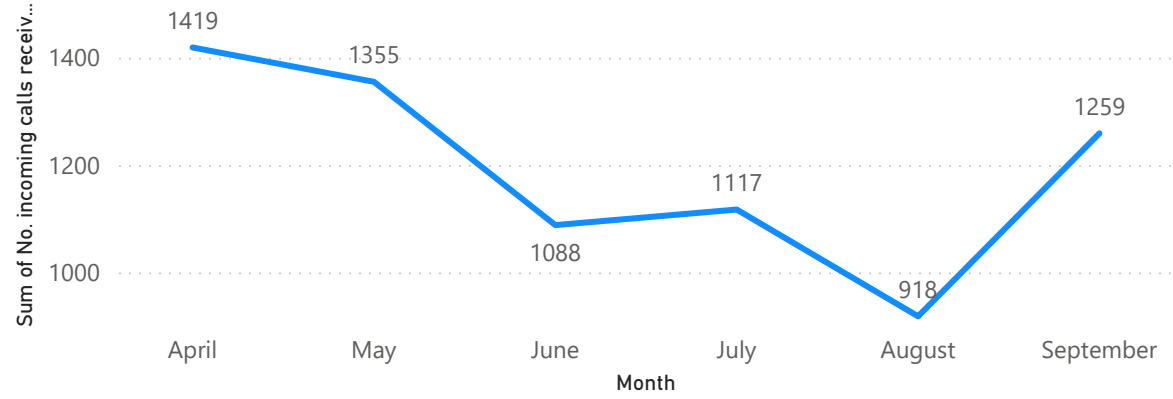


Year

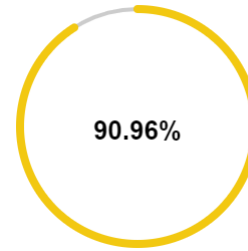
Month

Repairs Service Desk:

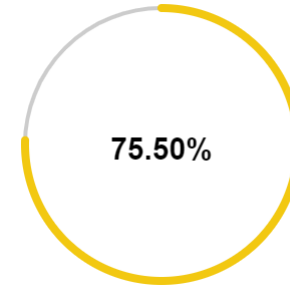
Number of Incoming Calls Received



Average of % incoming calls answered Target 100%



% calls answered in 30 seconds





Year

Month

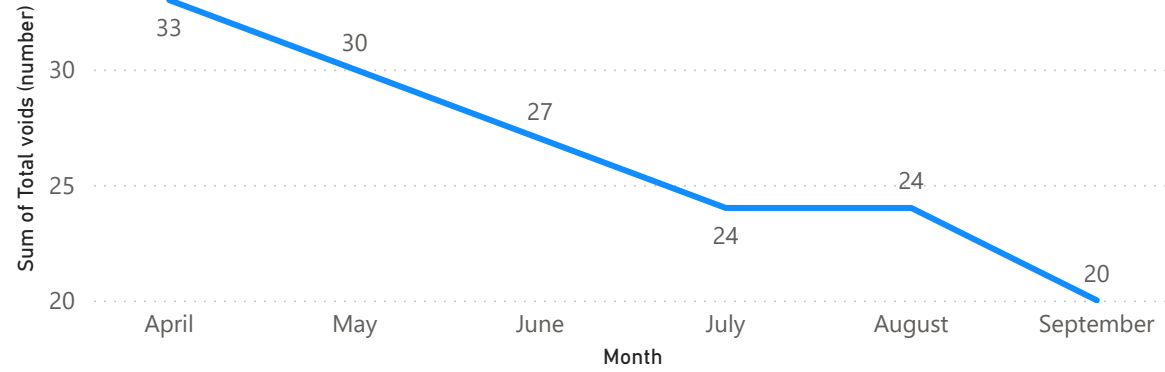
Empty Properties:

16
Average void time (routine voids)(days)
(Target 10 Days)

0
Average of Average void time (complex voids)(days) (Target 28 Days)

16
Average void turnaround time (contractor only)(days) (target 25 Days)

Total Voids





Year

Month

Gas Safety:

1702

No. of homes requiring annual CP12

3

Number of Properties without a valid CP12

7

Number of Blocks with Communal Boilers

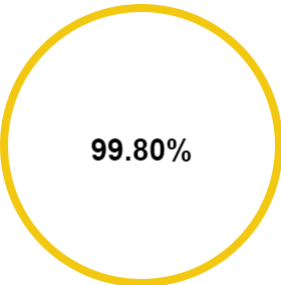
7

No. of communal boilers with valid safety certificates

Proportion of communal boilers which are compliant (Target 100%)



Proportion of Homes with Valid CP12 (Target 100%)





Year

Month

Asbestos Checks:

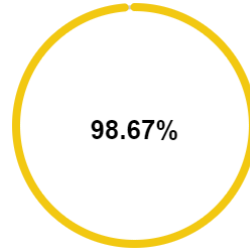
Proportion of blocks with valid asbestos survey/inspection (Target 100%)

58

Blocks requiring asbestos surveys/re-inspection

57

No. of blocks with valid asbestos survey/re-inspection





Year

Month

Water Safety:

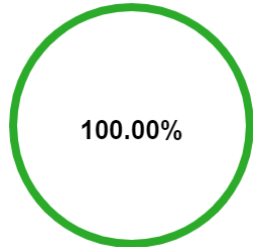
253

Cold Water Storage Tanks

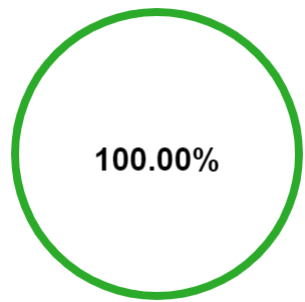
253

Cold Water Storage Tanks with valid Legionella Risk Assessment

Proportion of properties with Legionella Risk Assessment (Target 100%)



Proportion of Cold Water Storage Tanks which are compliant (Target 100%)





Year

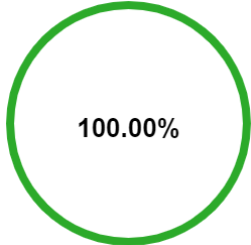
Month

Fire Safety:

1874

Average of No. of homes within blocks requiring a Fire Risk Asse...

Proportion of homes for which FRAs have been carried out (Target 100%)



1874

No. of homes within blocks with a current Fire Risk Assessment

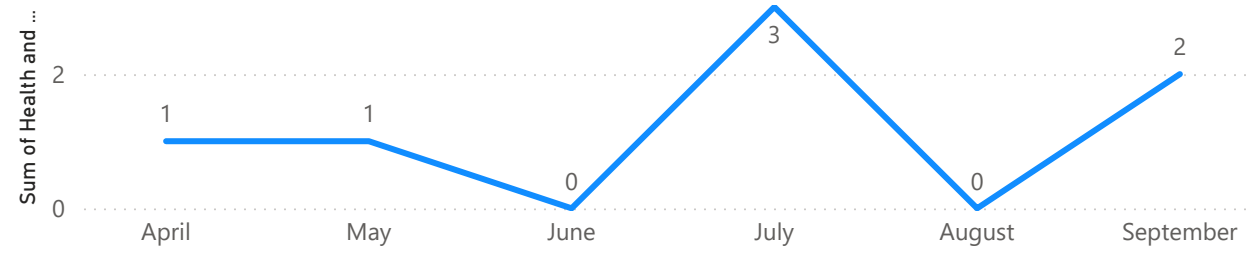


Year

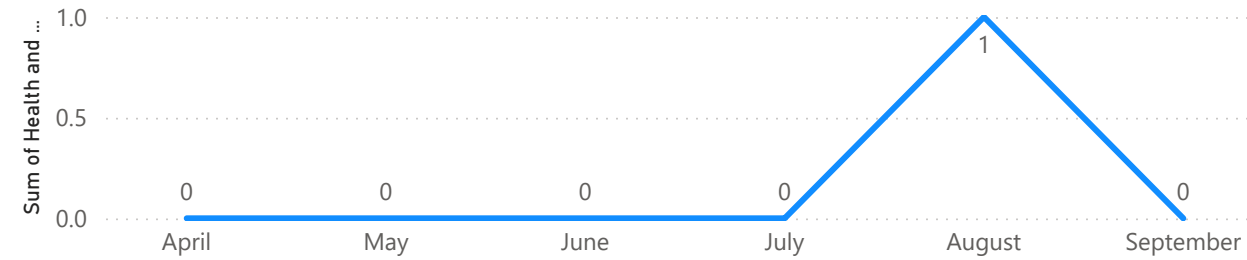
Month

Health and Safety:

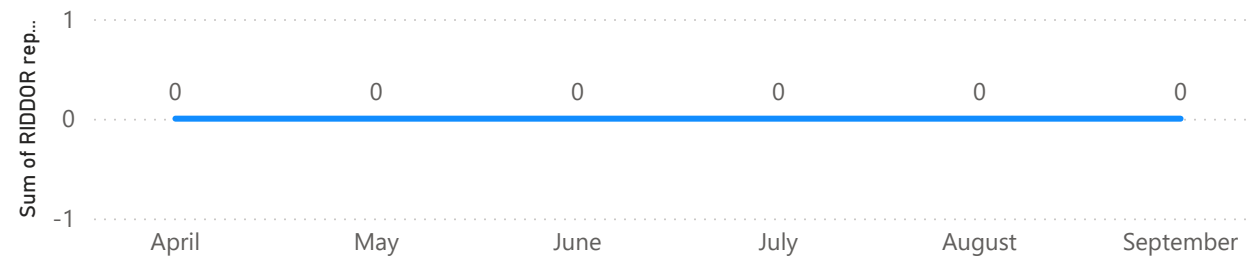
Health and Safety Incidents



Health and Safety Near Misses



RIDDOR Reportable Incidents





Year

Month

Decent Homes:

1934

Target Decent Homes

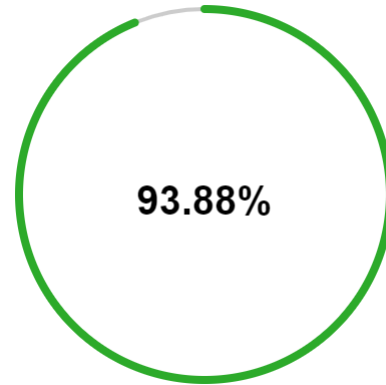
72

Tenant Refusals (Not Included in Final Figures)

1862

Number of Homes Measured (Not inclusive of tenant refusals)

% Decent (not inclusive of tenant refusals)



1748

Number of Decent Homes (not inclusive of tenant refusals)

113

Number of Non-Decent Homes (not inclusive of tenant refusals)



Year

Month

Resident Involvement:

Golden Lane Community Centre:

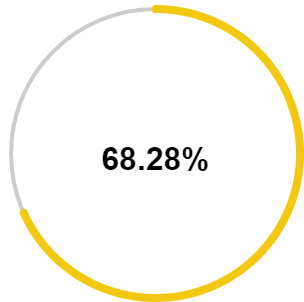
£8,715

Average Golden Lane Community Centre Income

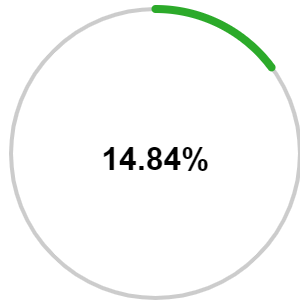
566

Golden Lane Community Centre - Hours of Use (Average)

% of available time booked - Golden Lane Community Centre



Golden Lane Community Centre - % of free community use vs overall use



Portsoken Community Centre:

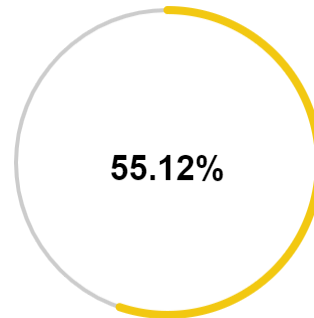
£4,789

Average of Portsoken Community Centre Income

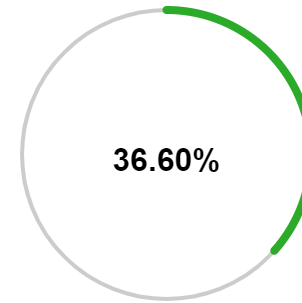
548

Portsoken Community Centre - Hours of Use (Average)

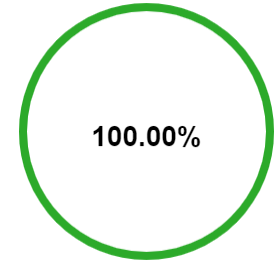
% of available time booked - Portsoken Community Centre



Portsoken Community Centre - % of free community use vs overall use



Resident Communications Sent (Target 100%)



Other Community Centres:

45

Other Community Centres - Hours of Use (Average)

£1,245

Average Other Community Spaces Income