

Key Performance Indicators from the Wiltshire Council Housing Board

On 4 March 2020 the Environment Select Committee (ESC) resolved that Key Performance Indicators from the Wiltshire Council Housing Board (WCHB) are received at the Committees next meeting under Chairman's Announcements.

Presented below are the indicators and targets, which were included when the data was presented to WCHB on 3 August 2020

Table 1: Key Performance Indicators

Indicator	Target 2020/21
HM – Tenancy Services	
General Needs: Average re-let time in days (standard re-lets) [presented along with Total re-lets data]	20.00 days
Sheltered Housing: Average re-let time in days (standard re-lets) [presented along with Total re-lets data]	23.00 days
Percentage satisfaction of new tenants following 6 months in a property	96.00%
HM – Income*	
Rent arrears as a % of rent due (dwellings)	3.00%
Former tenant arrears as % of rent due (dwellings)	1.00%
Rent arrears as % of rent due (dwellings) NON-UNIVERSAL CREDIT ONLY	2.00%
Rent arrears as % of rent due (dwellings) UNIVERSAL CREDIT ONLY	10.00%
HM – Responsive Repairs	
% of all repairs completed on time	90.00%
% of repairs completed right first time	95.00%
HM – Planned and Cyclical Maintenance	
% of tenants satisfied with planned maintenance	95.00%
% of tenants satisfied with cyclical maintenance	95.00%

*Note that under 'Income' the % rent due is the arrears as a % of all the rent charges across all the homes the Council owns