

Housing Key Performance Indicators 2021-22

Indicator	Target	Q4 19/20	Q1 20/21	Q2 20/21	Q3 20/21	Q4 20/21	Q1 21/22	Q2 21/22	Q3 21/22	Q4 21/22	YTD	Remarks	Actions
HM - Tenancy													
Lettings & estate services													
GN: Average re-let time in days (standard re-lets)	20.00	17.0 29	16.2 34	16.1 48	18.9 66	21.5 39	20.9 39	14.7 35			17.9		
Total re-lets											74		
SH: Average re-let time in days (standard re-lets)	23.00	20.6 11	39.8 8	21.4 14	24.5 13	29.4 21	30.8 13	17.5 14			23.9		
Total re-lets											27		
Percentage satisfaction of new tenants following 6 months in a property	90.00%	85.8% 200 of 233	0.0% 0 of 0	0.0% 0 of 0	91.6% 22 of 24	85.7% 36 of 42	93.8% 30 of 32	100% 33 of 33			96.92%		
*NOTE: Data presented for Q4 18/19 through Q4 19/20 is representative of a different measure- the previously recorded "percentage of tenants satisfied with the lettings service"													
HM - Income													
Rent & Arrears													
Rent arrears as % of rent due (dwellings)	3.00%	2.85% £717,686	3.20% £825,128	3.36% £866,826	3.31% £853,888	2.70% £696,923	2.97% £772,813	3.25% £847,158			3.25%		
Former tenant arrears as % of rent due (dwellings)	1.00%	1.14% £287,516	1.18% £287,908	1.09% £293,803	1.22% £315,121	0.87% £225,769	0.90% £247,889	1.01% £278,756			1.01%		
Rent arrears as % of rent due (dwellings) NON UNIVERSAL CREDIT ONLY	2.00%	1.61% £320,304	1.63% £309,678	1.59% £304,020	1.63% £305,443	1.29% £238,414	1.45% £267,039	1.58% £288,083			1.58%		
Rent arrears as % of rent due (dwellings) UNIVERSAL CREDIT ONLY	10.00%	7.57% £397,381	8.16% £601,548	8.41% £562,806	8.01% £548,445	6.26% £458,509	6.61% £505,774	7.09% £559,076			7.09%		

HM - Responsive Repairs		Target	Q4 19/20	Q1 20/21	Q2 20/21	Q3 20/21	Q4 20/21	Q1 21/22	Q2 21/22	Q3 21/22	Q4 21/22	YTD	Remarks	Actions
Repairs & Maintenance														
% of all repairs completed on time	90.00%	92.50% 3761 of 4065	97.20% 1936 of 1990	95.57% 3668 of 3828	93.60% 3391 of 3621	92.60% 3949 of 4262	94.40% 3035 of 3212	93.80% 2861 of 3048				94.10% 5896 of 6260		
% of repairs completed right first time (PDA)	95.00%	94.80% 3541 of 3732	95.00% 806 of 848	91.41% 1459 of 1596	94.00% 1474 of 1568	95.30% 1673 of 1754	94.10% 1244 of 1322	96.90% 1050 of 1083				94.50% 2294 of 2405		
HM - Planned & Cyclical Maintenance		Target	Q4 19/20	Q1 20/21	Q2 20/21	Q3 20/21	Q4 20/21	Q1 21/22	Q2 21/22	Q3 21/22	Q4 21/22	YTD	Remarks	Actions
Repairs & Maintenance														
% of tenants satisfied with planned maintenance	95.00%	86.40% 51 of 59	81.40% 35 of 43	89.05% 122 of 137	91.95% 137 of 149	78.79% 26 of 33	87.50% 56 of 64	100% 33 of 33				91.70% 89 of 97		
% of tenants satisfied with cyclical maintenance	95.00%	92.20% 147 of 159	96.45% 163 of 169	95.56% 215 of 225	95.76% 158 of 165	88.80% 16 of 18	95.30% 203 of 213	91.30% 95 of 104				94.00% 298 of 317		