

# 2021-22 Quarter to June Housing and Property Services Performance Report – Service Performance Indicators






## 1. THE CUSTOMER/LANDLORD RELATIONSHIP













Cat	PI Code & Short Name	Target	2019/20	2020/21	2021/22	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H1.4a % of 1st stage complaints resolved	N/A	100	100	N/A	87.5	85	93.9	90.9	88.6		
Nat(b)	H1.4b % of 2nd stage complaints resolved	N/A	93	93	N/A	77.8	60	85.7	87.5	66.7		
Local	H1.4c % of complaints upheld	N/A	62.9	65.4	N/A	50	65.4	65.6	64.2	48.8		
Nat(b)	H1.5c The average time in working days for a full response to stage 1 complaints	5	5	5	N/A	3	3	5	6	5		
Nat(b)	H1.5d The average time in working days for a full response to stage 2 complaints	20	19	19	N/A	36	22	21	18	24		
Local	H1.7a No of MSP enquiries received in period	N/A	144	N/A	N/A	19	40	45	46	43		
Local	H1.7b % of MSP enquiries responded to within target	90	91.7	63.1	95.3	56.3	46.5	79.5	65.7	95.3	MP/MSP enquiries answered - 43 MP/MSP enquiries answered in 20 working days - 41	
















## 3. NEIGHBOURHOOD AND COMMUNITY


Cat	PI Code & Short Name	Target	2019/20	2020/21	2021/22	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		

Cat	PI Code & Short Name	Target	2019/20	2020/21	2021/22	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H3.1 % of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in	85%	N/A	N/A	N/A	Not measured for Quarters					Major tenant satisfaction survey carried out every three years. A report presented to Communities Committee on 27 August 2019 sets out the areas identified for improvement.	
Nat(b)	H3.2 % of tenancy offers refused during the year	28.5%	29.1%	28.5%	N/A	64.3%	26.7%	22.9%	31.6%	28%		
Nat(b)	H3.4 % ASB cases reported which were resolved	N/A	89.8%	N/A	N/A	27%	31.5%	25%	72.7%	N/A	Unable to report at present due to issue with data – will report for Q2	









#### 4. ACCESS TO HOUSING AND SUPPORT

Cat	PI Code & Short Name	Target	2019/20	2020/21	2021/22	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H4.1a % of new tenancies sustained for more than one year by source of let: existing tenants	N/A	96.3%	97.9%	N/A	96.0%	100.0%	93.8%	100.0%	N/A		
Nat(b)	H4.1b % of new tenancies sustained for more than one year by source of let: statutory homeless	N/A	89.8%	N/A	N/A	94.0%	92.5%	93.4%	94.8%	93.8%		
Nat(b)	H4.1c % of new tenancies sustained for more than one year by source of let: housing list	N/A	93.2%	93.1%	N/A	89.3%	92.6%	90.9%	100.0%	50.0%		
Nat(b)	H4.1f % of new tenancies sustained for more than one year by source of let: All sources	N/A	92.6%	94.3%	N/A	93.3%	94.2%	92.7%	97.3%	88.9%		
Nat(b)	H4.2 % of lettable houses that became vacant in the last year	N/A	7.9%	6.0%	N/A	0.7%	1.5%	1.9%	1.9%	1.3%		
Nat(b)	H4.4 Average time to complete applications for medical adaptations (working days)	N/A	19.5	37.6	N/A	N/A	N/A	N/A	N/A	N/A	Unable to produce these figures at present. A new recording system is being set up	
Nat(b)	H4.4a Average time to complete applications for major medical adaptations (working days)	N/A	132.7	284	N/A	N/A	N/A	N/A	N/A	N/A	See H4.4	
Nat(b)	H4.4b Average time to complete applications for minor medical adaptations (working days)	N/A	10.7	37	N/A	N/A	N/A	N/A	N/A	N/A	See H4.4	
Nat(b)	H4.4c Number of households currently waiting for adaptations to their home	N/A	38	185	N/A	N/A	N/A	N/A	N/A	N/A	See H4.4	
Nat(b)	H4.4d Total cost of adaptations completed in the year by source of funding (landlord funded/grant funded/other sources)	N/A	£418,039	£75,354	N/A	N/A	N/A	N/A	N/A	N/A	See H4.4	
Nat(b)	H4.5 % of court actions initiated which resulted in eviction	N/A	14.1%	N/A	N/A	N/A	N/A	N/A	N/A	N/A		
Nat(b)	H4.5a No of court actions initiated	N/A	78	0	0	0	0	0	0	0		


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			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H4.5b No of repossession orders granted	N/A	31	0	0	0	0	0	0	0		
Nat(b)	H4.5c No of properties recovered for: Non payment of rent	N/A	10	0	0	0	0	0	0	0		
Nat(b)	H4.5ci No of properties recovered for: Anti Social Behaviour	N/A	1	0	0	0	0	0	0	0		
Nat(b)	H4.5cii No of properties recovered for: Other	N/A	0	0	0	0	0	0	0	0		
Nat(b)	H4.6j Average length of time in temp accomm by type (days): LA ordinary dwelling	N/A	84.6	102.0	N/A	88.0	101.0	119.0	90.0	106.0		
Nat(b)	H4.6k Average length of time in temp accomm by type (days): HA/RSL ordinary dwelling	N/A	113.4	142.0	N/A	151.0	120.0	161.0	152.0	87.0		
Nat(b)	H4.6l Average length of time in temp accomm by type (days): Hostel - LA owned	N/A	61.0	81.0	N/A	69.0	177.0	73.0	0.0	99.0		
Nat(b)	H4.6m Average length of time in temp accomm by type (days): Hostel - RSL	N/A	105.6	75.0	N/A	70.0	88.0	66.0	73.0	53.0		
Nat(b)	H4.6n Average length of time in temp accom (days) Hostel-other	N/A	0.0	0.0	N/A	0.0	0.0	0.0	0.0	0.0		
Nat(b)	H4.6o Average length of time in temp accomm by type (days): Bed & Breakfast	N/A	0.0	0.0	N/A	0.0	3.0	6.0	0.0	0.0		
Nat(b)	H4.6p Average length of time in temp accomm by type (days): Women's refuge	N/A	116.7	128.0	N/A	94.0	162.0	144.0	71.0	122.0		
Nat(b)	H4.6q Average length of time in temp accomm by type (days): Private Sector Lease	N/A	0.0	0.0	N/A	0.0	0.0	0.0	0.0	0.0		
Nat(b)	H4.6r Average length of time in temp accomm by type (days): Other	N/A	473.0	0.0	N/A	0.0	0.0	0.0	0.0	0.0		
Local	H4.15 Percentage of housing applications admitted to list within 10 days	100%	98.4%	13.5%	N/A	3.6%	3.7%	4.3%	25.1%	78.4%		
Local	H4.18b % allocations by group: Waiting List	32.0%	28.7%	29.5%	N/A	11.1%	27.2%	1.8%	35.3%	26.1%		



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			Value	Value	Value	Value	Value	Value	Value	Value		
Local	H4.18c % allocations by group: Transfer List	18.0%	19.9%	21.3%	N/A	0.0%	20.4%	31.3%	21.2%	11.7%		

### 5. GETTING GOOD VALUE FROM RENTS AND SERVICE CHARGES

Cat	PI Code & Short Name	Target	2019/20	2020/21	2021/22	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H5.1 % of tenants who feel that the rent for their property represents good value for money	N/A	N/A	N/A	N/A	Not measured for Quarters					Major tenant satisfaction survey carried out every three years. A report presented to Communities Committee on 27 August 2019 sets out the areas identified for improvement.	
Nat(b)	H5.2 Rent collected as % of total rent due	97.0 %	99.1 %	99.4 %	94.0 %	97.5 %	94.0 %	93.8 %	99.4 %	94.0 %		
Nat(b)	H5.3 Gross rent arrears as a % of rent due	2.8%	2.6%	3.2%	N/A	3.6%	3.9%	3.9%	3.7%	3.8%		
Nat(b)	H5.3a Total value of gross rent arrears (£)	N/A	£610,641	£711,812	£770,099	£694,172	£767,139	£764,723	£711,812	£770,099		
Local	H5.5 Current tenants' arrears as a % of net rent due	3.5%	3.5%	3.9%	N/A	4.3%	4.7%	4.5%	3.9%	4.3%		
Local	H5.10 Former tenant arrears - value	N/A	£121,695	£120,352	£121,812	£123,590	£114,794	£123,863	£120,352	£121,812		
Local	H5.11 % of tenants giving up tenancy in arrears	N/A	31.5%	32.1%	21.1%	21.1%	35.5%	30.5%	32.1%	21.1%		
Local	H5.12 % of Former Tenants Arrears written off & collected	N/A	42.5%	70.5%	12%	6.3%	27.5%	41.9%	70.5%	12%		

### 6. GYPSY/TRAVELLERS

Cat	PI Code & Short Name	Target	2019/20	2020/21	2021/22	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	H6.1a No of new unauthorised encampments within period	N/A	27	17	7	5	8	4	2	7		

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			Value	Value	Value	Value	Value	Value	Value			
Local	H6.1b No of encampments ended within period	N/A	29	17	6	3	8	4	2	6		
Local	H6.1c Average duration of encampments ended within period (days)	N/A	39	34.82	N/A	19.7	38.25	53.75	6	8.8		
Local	H6.2 % of new unauthorised encampments visited within target timescale	100%	100%	94.1%	N/A	100%	87.5%	100%	100%	100%		