








# 2022-23 Quarter to June Housing and Property Performance Report - Service Plan Performance Indicators



Section 4 - Strategic Outcome or Priority												
4.1 (CP) A Sustainable Council: that provides valued services to our communities												
(Outcome) Improving how the Council manages and maintains its property assets - Property Asset Manager - Neil Strachan												
Cat	PI Code & Short Name	Target	2020/21	2021/22	2022/23	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Latest note	Status
Nat(b)	H2.1 % of stock meeting the SHQS	100%	56.6%	47.3%	N/A	Not measured for quarters					<p>At 31 March 2022, 1003 properties were classed as exemptions (technical reasons) and 201 were classed as abeyances (social reasons). 2115 properties did not meet the SHQS, mainly due to non-compliance with EESSH which became a requirement from Jan 2021 and the amended fire safety regulations which changed from Feb 2022.</p> <p>Performance has been adversely affected by the changes to fire safety regulations. We aim to complete our remaining fire safety upgrades during 2022/2023. In terms of EESSH compliance, we continue to focus on heating installations, however some properties are likely to require insulation measures which will follow once the insulation contract is in place. There are around 565 properties benefiting from planned heating works in 2022/2023. A backlog of EPCs are yet to be entered in our system which should also see improvements.</p>	
Nat(b)	H2.2b Percentage of stock meeting the Energy Efficiency Standard for Social Housing (EESSH)	67.0%	56.7%	60.4%	N/A	Not measured for quarters					See 2.1	

Local	H7.6 % of planned maintenance works completed within agreed programme	98.0%	92.5%	98.2%	N/A	Not measured for quarters					
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**Section 4 - Strategic Outcome or Priority**  
**4.3 Review and Further Enhance Tenant Participation following Best Audit - Housing Strategy & Development Manager - Fiona Geddes (Acting)**  
**(Outcome) Tenants are more satisfied with the quality of their home and housing services and have adequate opportunity to participate in formation of relevant plans.**

Cat	PI Code & Short Name	Target	2020/21	2021/22	2022/23	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Latest note	Status
Nat(b)	H1.1 % of tenants satisfied with the overall services provided by their landlord	90%	n/a	82.8%	N/A	Not measured for quarters					Drawn from 2021 Tenant Survey. Report on findings was presented to Housing and Safety committee on 8th Feb 2022. Improvement action plan will be presented to committee in due course.	
Nat(b)	H1.3 % who feel landlord is good at keeping them informed about services	90%	n/a	91.3%	N/A	Not measured for quarters					See 1.1	
Nat(b)	H1.6 % tenants happy with opportunity to participate in decision making process	90%	n/a	96.2%	N/A	Not measured for quarters					See 1.1	
Local	H2.3 % of tenants satisfied with the standard of their home when moving in	90%	79.7%	82.8%	87.5%	90.9%	85.7%	84.6%	66.7%	87.5%	A small number of new tenants have expressed dissatisfaction with the standard of cleaning and decoration. This has been addressed by DLO staff by improving the standard of cleaning and ensuring all wall surfaces are prepared and brought back to neutral colours to allow tenants to decorate using paint packs provided.	
Nat(b)	H2.4 % of tenants satisfied with the quality of their home	90%	n/a	82.7%	N/A	Not measured for quarters					Drawn from 2021 Tenant Survey. Report on findings was presented to Housing and Safety committee on 8th Feb 2022. Improvement action plan will be presented to committee in due course.	
Nat(b)	H3.1 % of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in	85%	n/a	89.6%	N/A	Not measured for quarters					Drawn from 2021 Tenant Survey. Report on findings was presented to Housing and Safety committee on 8th Feb 2022. Improvement action plan will be presented to committee in due course.	

Section 5 - Service Level Outcomes or Priorities

5.1 Systemic Review of Voids – Building Services Manager - Mike Rollo




5.1 (Outcome) Reduction in overall timescales to relet void properties and associated void rent loss






Cat	PI Code & Short Name	Target	2020/21	2021/22	2022/23	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Latest note	Status
Nat(b)	H5.4 % of rent lost due to voids	0.63%	1.17%	1.25%	N/A	1.12%	1.34%	1.25%	1.30%	1.31%	Void rent loss targets are still high due to the issues highlighted in H5.6 below.	
Nat(b)	H5.6 Average time taken to relet empty properties (calendar days)	32	72	62	N/A	62	61	65	59	61	Average relet times continue to reduce, however the 32 day target has not been met as a result of ongoing issues such as labour resource difficulties, utility provider delays and ongoing high levels of concurrent voids requiring repairs. A Voids Improvement Group continues to meet regularly to address these issues.	
Local	H5.6a Average calendar days between the KEYC (keys to contractor) and WORC (all works complete)	Data Only	N/A	N/A	N/A	N/A	N/A	N/A	N/A	41	New PI from Q1 2022/23	

Section 5 - Service Level Outcomes or Priorities

5.2 Rent Setting Policy Review – Housing Strategy & Development Manager - Fiona Geddes

5.2 (Outcome) Assurance that the rent structure is fair and sustainable across the range of property sizes, types and condition and enables delivery of strategic and regulatory priorities







Cat	PI Code & Short Name	Target	2020/21	2021/22	2022/23	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Latest note	Status
Nat(b)	H5.1 % of tenants who feel that the rent for their property represents good value for money	84.0%	n/a	86.4%	N/A	Not measured for quarters					Drawn from 2021 Tenant Survey. Report on findings was presented to Housing and Safety committee on 8th Feb 2022. Improvement action plan will be presented to committee in due course.	
Nat(b)	H5.2 Rent collected as % of total rent due	97.0%	99.1%	99.0%	N/A	98.0%	95.6%	95.2%	101.8%	96.4%	The higher figure is usual at the start of the year and tails off as the year progresses, however the national cost of living increase is beginning to affect rent collection.	
Nat(b)	H5.3 Gross rent arrears as a % of rent due	2.8%	3.2%	3.8%	N/A	3.8%	4.1%	4.4%	4.2%	4.7%	Rent arrears performance remains above target but we are still in the top quartile for local authorities. The cost of living crisis with increasing inflation, fuel and energy costs will pose a challenge next year.	







Nat(b)	H5.3a Total value of gross rent arrears (£)	Data Only	£711,812	£711,830	N/A	£711,812	£770,099	£839,571	£897,121	£984,419	Rent arrears data is produced cumulatively so a higher figure for the start of the year is usual and tails off near the end of the financial year when its spread across the whole year and as the rent free weeks are factored in. However, the national cost of living increase is now becoming a factor.	
Local	H5.5 Current tenants' arrears as a % of net rent due	3.5%	3.9%	4.5%	N/A	4.3%	4.6%	4.9%	4.5%	5.3%	Q4-See 5.3	
Local	H5.10 Former tenant arrears - value	Data Only	£120,352	£115,938	N/A	£121,812	£122,635	£118,616	£115,958	£132,130		
Local	H5.11 % of tenants giving up tenancy in arrears	Data Only	32.1%	33.1%	N/A	21.1%	29.5%	30.9%	33.1%	21.1%		
Local	H5.12 % of Former Tenants Arrears written off & collected	Data Only	70.5%	87.6%	N/A	12.0%	29.6%	54.0%	87.6%	20.2%		


### Section 5 - Service Level Outcomes or Priorities

#### 5.3 Review of Rapid Rehousing Transition Plan (RRTP) – Housing Needs Manager - Gordon McCluskey

5.3 (Outcome) Undertake review of rental structure to ensure it aligns with business plan priorities. Engage with tenants regarding review.

Cat	PI Code & Short Name	Target	2020/21	2021/22	2022/23	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Latest note	Status
Local	H4.15 Percentage of housing applications admitted to list within 10 days	100.0%	13.5%	54.7%	N/A	78.4%	15.9%	30.9%	92.7%	45.9%	Following the implementation of our new online application in May 2021 this figure has been quite erratic as all 3000 (approx.) applicants had to re-register. We are now seeing a more consistent figure of applications being admitted within 10 days.	
Local	H4.18a % allocations by group: Homeless list	50.0%	51.4%	49.2%	N/A	62.2%	41.7%	54.9%	55.3%	48.4%		
Local	H4.18b % allocations by group: Waiting List	32.0%	29.5%	29.9%	N/A	26.1%	35.4%	30.3%	25.2%	32.0%		
Local	H4.18c % allocations by group: Transfer List	18.0%	21.3%	17.5%	N/A	11.7%	22.9%	14.8%	19.5%	19.7%		
Nat(b)	H4.1f % of new tenancies sustained for more than one year by source of let: All sources	Data Only	94.8%	91.9%	N/A	88.9%	100.0%	92.9%	93.6%	91.1%		
Nat(b)	H4.7 % of households requiring temp or emergency accomm to whom an offer was made	100.0%	100.0%	100.0%	N/A	100.0%	100.0%	100.0%	100.0%	100.0%		

Nat(b)	H4.8 % of temp or emergency accomm offers refused in the last year by accommodation type	7.0%	0.2%	2.3%	N/A	0.0%	0.0%	0.9%	0.0%	2.1%		
Local	H4.9 % satisfied with the quality of temporary or emergency accommodation (of those households homeless in the last 12 months)	90.0%	90.0%	96.0%	N/A	100.0%	100.0%	80.0%	72.7%	100.0%		
Nat(b)	H4.12a Percentage of homeless households referred to RSLs under Section 5 and through other referral routes	Data Only	35.3%	6.1%	N/A	24.7%	11.2%	18.0%	13.7%	16.4%		
Local	H4.13 Percentage of homelessness assessments completed within 28 days	100.0%	98.4%	100.0%	N/A	98.2%	98.4%	99.2%	97.9%	98.6%		
Local	H4.14 Average time (weeks) between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless	Data Only	N/A	N/A	N/A	N/A	N/A	N/A	N/A	16.0	New PI from 2022-23 Q1	
at(b)	H4.6j Average length of time in temp accomm by type (days): LA ordinary dwelling	Data Only	98	90	N/A	106	117	91	81	70.0%		
Nat(b)	H4.6k Average length of time in temp accomm by type (days): HA/RSL ordinary dwelling	Data Only	104	152	N/A	87	161	98	58	44.0%		
Nat(b)	H4.6l Average length of time in temp accomm by type (days): Hostel - LA owned	Data Only	94	0	N/A	99	215	25	0	N/A		
Nat(b)	H.46m Average length of time in temp accomm by type (days): Hostel - RSL	Data Only	77	73	N/A	53	95	98	72	64.0%		
Nat(b)	H4.6n Average length of time in temp accom (days) Hostel-other	Data Only	13	0	N/A	0	0	0	13	N/A		
Nat(b)	H4.6o Average length of time in temp accomm by type (days): Bed & Breakfast	Data Only	0	0	N/A	0	0	0	0	0		
Nat(b)	H4.6p Average length of time in temp accomm by type (days): Women's refuge	Data Only	116	71	N/A	122	118	130	102	71		
Nat(b)	H4.6q Average length of time in temp accomm by type (days): Private Sector Lease	Data Only	0	0	N/A	0	0	0	0	N/A		

Nat(b)	H4.6r Average length of time in temp accomm by type (days): Other	Data Only	0	0	N/A	0	0	0	0	N/A	
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