

































Appendix A - Housing management performance April - July 2020


















All satisfaction surveys are carried out by an independent research organisation and calculated at a 95% confidence level.





The targets shown are from 2019/20 and are being reviewed to take effect from quarter 3.

Contact centre		July	Year to date	Target	Trend	Year end 19/20	Housemark upper quartile
Number of calls received		19,597	61,370	-		221,514	-
% of calls answered within 30 seconds		77%	84%	70%		72%	-
Longest call waiting time (minutes)		29	-	-		-	-
% of calls abandoned		6%	4%	8%		7%	7.2%
% of calls resolved on the first contact		68%	75%	60%		73%	-
Resident satisfaction with call handling %		89%	90%	80%		84%	93%
Resident satisfaction with complaint handling		62%	36%	TBC		29% (Sep-Mar)	82.5%
% of complaints responded to in target		88%	88%	95%		90%	95.4%
% of member enquiries responded to in target		95%	96%	95%		89%	-

Repairs & voids		July	Year to date	Target	Trend	Year end 19/20	Housemark upper quartile
Overall tenant satisfaction with repairs		87%	85%	84%		83%	96.3%
Tenant satisfaction with quality of repairs		86%	86%	85%		83%	-
% of routine repairs completed within target		92%	90%	90%		86%	-
% of urgent repairs completed within target		92%	94%	95%		94%	-
% of emergency repairs completed within target		98%	99%	98%		99%	-
% of responsive repair appointments kept		89%	90%	95%		93%	99.3%
Number of works in progress		741	-	-		-	-
% of communal repairs post inspected		50%	51%	50%		51%	-
Routine voids keys in to re-let (calendar days)		89	92	28		38	21
Number of voids longer than six months (excluding regeneration)		31	-	10		15	-
New tenant satisfaction		88%	89%	90%		86%	-

Compliance		July	Year to date	Target	Trend	Year end 19/20	Housemark upper quartile
% of properties with valid gas safety certificates		98.20%	98.81%	100%		99.95%	100%
Water tank testing		100%	99.50%	100%		98.83%	-
Electrical testing - communal		99%	99.25%	100%		99.58%	-
% of fire risk assessments (FRAs) in target		100%	-	95%		-	-
Asbestos survey compliance - communal areas		62%	-	100%		52%	-
Remediation actions - communal (high risk only)		66%	-	100%		66.00%	-
Asbestos survey compliance - in-flat		139	264	1400		1093	-

Neighbourhoods		July	Year to date	Target	Trend	Year end 19/20	Housemark upper quartile
Resident satisfaction with ASB case handling		70%	66%	64%		63%	89.1%
Unlawfully occupied properties recovered		1	0	25		26	-
Number of tenancy checks carried out		9	0	500		641	-
Tenant satisfaction with cleaning of communal areas		84%	80%	-		83%	-
Lessee satisfaction with cleaning of communal areas		70%	72%	-		77%	-
Tenant satisfaction with grounds maintenance		91%	89%	-		88%	-
Leaseholder satisfaction with grounds maintenance		78%	83%	-		83%	-
Income collection		July	Year to date	Target	Trend	Year end 19/20	Housemark upper quartile
Rent collected as a proportion of rent due			96.23%	98.50%		98.91%	98.3%
Rent arrears as a % of rent roll			2.03%	-		1.11%	1.9%
% of universal credit claimants with 7 or more weeks arrears		13.00%	-	10.00%		9.00%	-
Former tenant arrears collection		£16,492	£67,855	177600		256253	-

Lessee service charge collection	 96.65%	-	98%		96.6%	97.1%
Collection of aged lessee major works debt	 £39,076	£123,262	£1.16m		1.173m	-