

# 2020-21 Housing and Property Services Performance Report

## Performance Indicators



### 1. THE CUSTOMER/LANDLORD RELATIONSHIP

Cat	PI Code & Short Name	Target	2019/20	2020/21	Q1	Q2	Q3	Q4	Latest Note	Status
			Value	Value	2020/21	2020/21	2020/21	2020/21		
Nat(b)	H1.1 % of tenants satisfied with the overall services provided by their landlord	90%	N/A	N/A	Not measured for Quarters					
Nat(b)	H1.3 % who feel landlord is good at keeping them informed about services	90%	N/A	N/A	Not measured for Quarters				See H1.1	
Nat(b)	H1.4a % of 1st stage complaints resolved		100	100	87.5	85	93.9	90.9		
Nat(b)	H1.4b % of 2nd stage complaints resolved		93	93	77.8	60	85.7	87.5		
Local	H1.4c % of complaints upheld		62.9	65.4	50	65.4	65.6	64.2		
Nat(b)	H1.5c The average time in working days for a full response to stage 1 complaints	5	5	5	3	3	5	6		
Nat(b)	H1.5d The average time in working days for a full response to stage 2 complaints	20	19	19	36	22	21	18		
Nat(b)	H1.6 % tenants happy with opportunity to participate in decision making process	80%	N/A	N/A	Not measured for Quarters				See 1.1.	
Local	H1.7a No of MSP enquiries received in period		144	151	19	40	45	46		
Local	H1.7b % of MSP enquiries responded to within target	90	91.7	63.1	56.3	46.5	79.5	65.7		

## 2. HOUSING QUALITY AND MAINTENANCE

Cat	PI Code & Short Name	Target	2019/20	2020/21	Q1	Q2	Q3	Q4	Latest Note	Status
			Value	Value	2020/21	2020/21	2020/21	2020/21		
Nat(b)	H2.1 % of stock meeting the SHQS	100%	90.7%	90.1%	Not measured for Quarters				<p>At 31 March 2020, 272 properties were classed as exemptions (technical reasons) and 45 were classed as abeyances (social reasons). 257 properties did not meet the SHQS.</p> <p>Of the 257 SHQS failures; 93 were identified during 2018/19 and the remaining 164 are new failures. 130 of the 257 are already included on a heating replacement contract. The remainder will be reviewed and included in a future works programme.</p>	
Nat(b)	H2.2b Percentage of stock meeting the Energy Efficiency Standard for Social Housing (ESSH)	65.75	54.6	56.8	Not measured for Quarters				<p>At 31 March 2020, 877 properties were classed as exemptions with the majority of these due to excessive cost. 1874 properties did not meet the ESSH.</p> <p>The Council substantially increased its ESSH programme in 2019/20 (£1.189m) and 2020/21 (£2.6m) with a focus on heating replacements. Over 1,000 older style gas fired back boilers remain in the housing stock and replacement parts are now obsolete. Tenants were offered new heating installations in early 2020 which resulted in 794 positive responses, with a large number of no replies to follow up. Tenants are now being contacted again to confirm if they are still in agreement with new heating being installed in their home given the anxiety remaining about COVID-19. All heating installation works were suspended when lockdown started in March and recommenced at the end of August.</p>	
Local	H2.3 % of tenants satisfied with the standard of their home when moving in	90	80.9	79.7	50	0	0	79.7		
Nat(b)	H2.4 % of tenants satisfied with the quality of their home	90%	N/A	N/A	Not measured for Quarters				<p>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.</p>	

Cat	PI Code & Short Name	Target	2019/20	2020/21	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Latest Note	Status
			Value	Value	Value	Value	Value	Value		
Nat(b)	H2.7 Average length of time (hours) to complete emergency repairs	4	2.5	2.5	2.6	3.1	2.6	2.8		
Nat(b)	H2.8 Average length of time (working days) to complete non-emergency repairs	10	9.5	5.4	2.6	3.9	7.3	5.4		
Nat(b)	H2.9a Number of repairs completed within target time (excl voids)		15,095	12,196	1,679	2,725	3,810	3,317		
Nat(b)	H2.11 % of repairs completed right first time	90	79.8	86.2	92.7	92.1	87.2	89.2		
Local	H2.12 % of repairs appointments kept	95%	92.4%	97.6%	93.3%	93.4%	100%	100%		
Nat(b)	H2.13a Number of times did not meet statutory obligations to complete a gas safety check within 12 months of a gas appliance being fitted or its last check	0	3	198	167			10		
Nat(b)	H2.14 % of tenants who have had repairs or maintenance carried out in last 12 months and are satisfied with the service	90%	99.2%	99.7%	Not measured for Quarters					
Local	H7.6 % of planned maintenance works completed within agreed programme	98%	92.5%	94.3%	Not measured for Quarters					

### 3. NEIGHBOURHOOD AND COMMUNITY

Cat	PI Code & Short Name	Target	2019/20	2020/21	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Latest Note	Status
			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	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	30%	29.1%	28.5%	64.3%	26.7%	22.9%	31.6%		
Nat(b)	H3.4 % ASB cases reported which were resolved		89.8%	79.6%	27%	31.5%	25%	72.7%		

#### 4. ACCESS TO HOUSING AND SUPPORT

Cat	PI Code & Short Name	Target	2019/20	2020/21	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Latest Note	Status
			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		96.3%	97.9%	96.0%	100.0%	93.8%	100.0%		
Nat(b)	H4.1b % of new tenancies sustained for more than one year by source of let: statutory homeless		89.8%	93.7%	94.0%	92.5%	93.4%	94.8%		
Nat(b)	H4.1c % of new tenancies sustained for more than one year by source of let: housing list		93.2%	93.1%	89.3%	92.6%	90.9%	100.0%		
Nat(b)	H4.1f % of new tenancies sustained for more than one year by source of let: All sources		92.6%	94.3%	93.3%	94.2%	92.7%	97.3%		
Nat(b)	H4.2 % of lettable houses that became vacant in the last year		7.9%	6.0%	0.7%	1.5%	1.9%	1.9%		
Nat(b)	H4.4 Average time to complete applications for medical adaptations (working days)		19.5	37.6	N/A	N/A	N/A	N/A		
Nat(b)	H4.4a Average time to complete applications for major medical adaptations (working days)		132.7	284	N/A	N/A	N/A	N/A		
Nat(b)	H4.4b Average time to complete applications for minor medical adaptations (working days)		10.7	37	N/A	N/A	N/A	N/A		
Nat(b)	H4.4c Number of households currently waiting for adaptations to their home		38	185	N/A	N/A	N/A	N/A		
Nat(b)	H4.4d Total cost of adaptations completed in the year by source of funding (landlord funded/grant funded/other sources)		£418,039.00	£75,354.00	N/A	N/A	N/A	N/A		
Nat(b)	H4.5 % of court actions initiated which resulted in eviction		14.1%	N/A	N/A	N/A	N/A	N/A		
Nat(b)	H4.5a No of court actions initiated		78	0	0	0	0	0		

Cat	PI Code & Short Name	Target	2019/20	2020/21	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Latest Note	Status
			Value	Value	Value	Value	Value	Value		
Nat(b)	H4.5b No of repossession orders granted		31	0	0	0	0	0		
Nat(b)	H4.5c No of properties recovered for: Non payment of rent		10	0	0	0	0	0		
Nat(b)	H4.5ci No of properties recovered for: Anti Social Behaviour		1	0	0	0	0	0		
Nat(b)	H4.5cii No of properties recovered for: Other		0	0	0	0	0	0		
Nat(b)	H4.6j Average length of time in temp accomm by type (days): LA ordinary dwelling		84.6	102.0	88.0	101.0	119.0	90.0		
Nat(b)	H4.6k Average length of time in temp accomm by type (days): HA/RSL ordinary dwelling		113.4	142.0	151.0	120.0	161.0	152.0		
Nat(b)	H4.6l Average length of time in temp accomm by type (days): Hostel - LA owned		61.0	81.0	69.0	177.0	73.0	0.0		
Nat(b)	H4.6m Average length of time in temp accomm by type (days): Hostel - RSL		105.6	75.0	70.0	88.0	66.0	73.0		
Nat(b)	H4.6n Average length of time in temp accom (days) Hostel-other		0.0	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		0.0	0.0	0.0	3.0	6.0	0.0		
Nat(b)	H4.6p Average length of time in temp accomm by type (days): Women's refuge		116.7	128.0	94.0	162.0	144.0	71.0		
Nat(b)	H4.6q Average length of time in temp accomm by type (days): Private Sector Lease		0.0	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		473.0	0.0	0.0	0.0	0.0	0.0		
Nat(b)	H4.7 % of households requiring temp or emergency accomm to whom an offer was made	100%	100%	100%	100%	100%	100%	100%		

Cat	PI Code & Short Name	Target	2019/20	2020/21	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Latest Note	Status
			Value	Value	Value	Value	Value	Value		
Nat(b)	H4.8 % of temp or emergency accomm offers refused in the last year by accommodation type	7%	2.9%	2.8%	1%	3.5%	2.3%	2.3%		
Local	H4.9 % satisfied with the quality of temporary or emergency accommodation (of those households homeless in the last 12 months)	90%	90%	96%	100%	100%	100%	100%		
Nat(b)	H4.12a Percentage of homeless households referred to RSLs under Section 5 and through other referral routes		13.5%	7.2%	8.8%	10.6%	3.7%	6.1%		
Local	H4.13 Percentage of homelessness assessments completed within 28 days	100%	99.6%	98.7%	98.9%	98.5%	97.1%	100%		
Local	H4.15 Percentage of housing applications admitted to list within 10 days	100%	98.4%	13.5%	3.6%	3.7%	4.3%	25.1%		
Local	H4.18a % allocations by group: Homeless list	50.0%	51.4%	49.2%	88.9%	52.4%	67.0%	43.6%		
Local	H4.18b % allocations by group: Waiting List	32.0%	28.7%	29.5%	11.1%	27.2%	1.8%	35.3%		
Local	H4.18c % allocations by group: Transfer List	18.0%	19.9%	21.3%	0.0%	20.4%	31.3%	21.2%		

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

Cat	PI Code & Short Name	Target	2019/20	2020/21	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Latest Note	Status
			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	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 %	97.5 %	94.0 %	93.8 %	99.4 %		
Nat(b)	H5.3 Gross rent arrears as a % of rent due	2.8%	2.6%	3.2%	3.6%	3.9%	3.9%	3.7%		

Cat	PI Code & Short Name	Target	2019/20	2020/21	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Latest Note	Status
			Value	Value	Value	Value	Value	Value		
Nat(b)	H5.3a Total value of gross rent arrears (£)		£610,641.	£711,812.	£694,172.	£767,139.	£764,723.	£711,812.		
Nat(b)	H5.4 % of rent lost due to voids	0.63%	0.95%	1.17%	1.17%	1.09%	1.11%	1.3%		
Local	H5.5 Current tenants' arrears as a % of net rent due	3.5%	3.5%	3.9%	4.3%	4.7%	4.5%	3.9%		
Nat(b)	H5.6 Average time taken to re-let empty properties (calendar days)	32	46	72	73	99	61	57		
Local	H5.10 Former tenant arrears - value		£121,695	£120,352	£123,590	£114,794	£123,863	£120,352		
Local	H5.11 % of tenants giving up tenancy in arrears		31.5%	32.1%	21.1%	35.5%	30.5%	32.1%		
Local	H5.12 % of Former Tenants Arrears written off & collected		42.5%	70.5%	6.3%	27.5%	41.9%	70.5%		

## 6. GYPSY/TRAVELLERS

Cat	PI Code & Short Name	Target	2019/20	2020/21	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Latest Note	Status
			Value	Value	Value	Value	Value	Value		
Local	H6.1a No of new unauthorised encampments within period		27	17	5	8	4	2		
Local	H6.1b No of encampments ended within period		29	17	3	8	4	2		
Local	H6.1c Average duration of encampments ended within period (days)		39	34.82	19.7	38.25	53.75	6		
Local	H6.2 % of new unauthorised encampments visited within target timescale	100%	100%	94.1%	100%	87.5%	100%	100%		