

# Customer Committee

## Quarter 1 performance measures

### Empty Homes



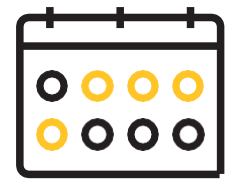
Actual **98.7%**  
Target **99%**

% of lettable homes currently occupied



Actual **408**  
Target **2345**  
Q4 2022/23

Number of properties allocated (year-to-date)



Actual **52.7** days  
Target **44** days

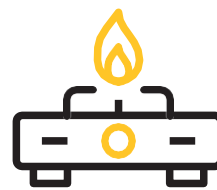
Average number of days to re-let

### Landlord health and safety compliance



Actual **100%**  
Target **100%**

% of eligible properties with a current Landlord Gas Safety Record



Actual **2**  
Target **0**

Number of overdue remedial actions arising from a Landlord Gas Safety Check



Actual **99.11%**  
Target **100%**

% of domestic properties with a current electrical installation condition report



Actual **35**  
Target **0**

Number of overdue remedial actions arising from a domestic electrical installation condition report



Actual **100%**  
Target **100%**

% of non-domestic properties with a current fire risk assessment



Actual **1**  
Target **0**

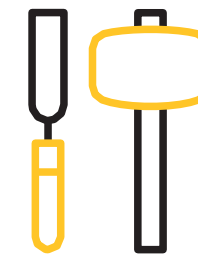
Number of overdue actions arising from a fire risk assessment

### Repairs



Actual **98%**  
Target **85%**

% of emergency repairs completed within target



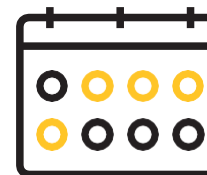
Actual **96%**  
Year to date target **90%**

% of repairs completed right first time



Actual **65%**  
Target **85%**

% of non-emergency repairs completed within target timescale



Actual **32** days  
No target

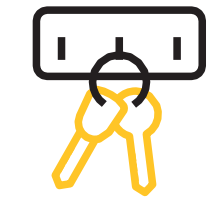
Average number of days to complete a repair

### Stock condition



Actual **99.9%**  
Target **100%**

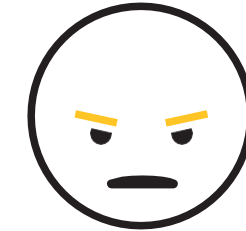
% of homes that meet the requirements of the Decent Homes Standard



Actual **98.9%**  
Year to date target **100%**

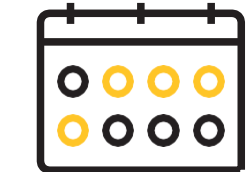
% of homes with a current stock condition survey

### Neighbourhoods and communities



Actual **91%**  
Target **100%**

% of anti-social behaviour cases responded to in target timescale



Actual **34** days

Average number of days to resolve an anti-social behaviour case

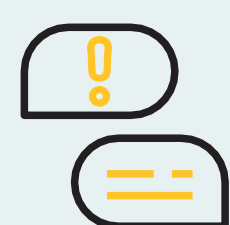
# Customer Committee

## Quarter 1 performance measures

### Complaints

Note – these measures are broken down to distinguish between stage one and two complaints in order to demonstrate how we meet the Housing Ombudsman response times – Acknowledged figures are unavailable due to report transition.

#### Stage 1



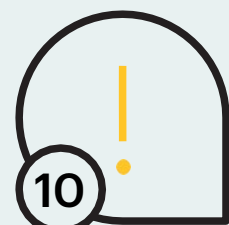
**87**  
actual in quarter  
**87**  
Year to date

Number of stage one complaints received (year to date)



Actual **NA%**  
**100%**  
Target

% of stage one complaints acknowledged within five working days of the complaint being received



Actual **90%**  
**100%**  
Target

% of stage one complaints responded to within 10 working days of the complaint being received



Actual in quarter  
**0**  
**0**  
Year to date

Number of Housing Ombudsman Maladministration Notices received



Year to date  
**0**

Number of Housing Ombudsman Severe Maladministration Notices received



Actual in quarter  
**3**  
**3**  
Year to date

Number of Housing Ombudsman Service Failures

### Customer contact



Actual  
**102,659**

Number of calls presented



Actual  
**68%**  
**80%**  
Year to date target

% of calls answered within 60 seconds



Actual  
**23%**  
**5%**  
Target

% of calls abandoned

### Income



Actual  
**96.47%**  
**100.2%**  
Target

% of rent collected



Actual  
**1.55%**  
**1.47%**  
Year to date target

% of rent arrears as a % of the debit



Actual  
**1.19%**  
**1.19%**  
Year to date target

% of rent lost through empty homes