## **Customer Committee**

# Quarter 4 performance measures

### **Empty Homes**



Actual **99%** 

**99%**Target

% of lettable homes currently occupied



Actual **2019** 

**2345** Q4 2022/23

Number of properties allocated (year-to-date)



Actual

**68.6** days

**44** days target

Average number of days to re-let

### Landlord health and safety compliance



99.99%

**100%** Target

% of eligible properties with a current Landlord Gas Safety Record



Actual **O** 

**O** Target

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



Actual **96.55%** 

**100%** Target

% of domestic properties with a current electrical installation condition report

Actual **48** 

**O** Target

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



Actual 100% 100%

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



Actual 2

**O** Target

Number of overdue actions arising from a fire risk assessment

### **Repairs**



Actual **99%** 

**100%** Target

% of emergency repairs completed within target



Actual **97%** 

90% Year to date target

% of repairs competed right first time



Actual **66%** 

**85%** Target

% of non-emergency repairs completed within target timescale



Actual **32** 

Target **28** 

days

days

Average number of days to

complete a repair

### **Stock condition**



Actual **99.93%** 

**100%**Target

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



Actual **97.9%** 

100% Year to date target

% of homes with a current stock condition survey

# Neighbourhoods and communities



92%

**100%**Target

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



Actual **31** 

days

Average number of days to resolve an anti-social behaviour

## **Customer Committee**

## Quarter 4 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



105 actual in quarter



Number of stage one complaints received (year to date)



NA
100%

Target

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



80%

**100%** Target

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



Actual in quarter

12 Year to date

Number of Housing Ombudsman Maladministration Notices received



Year to date

Number of Housing Ombudsman Severe Maladministration Notices received



Service Failures

Actual in quarter

**5** Year to date

Number of Housing Ombudsman

### **Customer contact**



Actual **418,593** 

Number of calls presented



Actual **75%** 

**80%** Year to date target

% of calls answered within 60 seconds



Actual **20%** 

**5%** Target

% of calls abandoned

### Income



Actual **100.6%** 

**100.1%** Target

% of rent collected



Actual **1.41%** 

**1.57%** Year to date target

% of rent arrears as a % of the debit



Actual **1.26%** 

1.32% Year to date target

% of rent lost through empty homes

Stage 2



**36** actual in quarter

107 Year to date

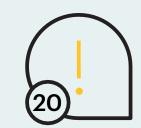
Number of stage two complaints received (year to date)



Actual NA

**100%** Target

% of stage two complaints acknowledged within five days of the escalation request being received



**100%**Target

Actual

98.1%

% of stage two complaints responded to within 20 working days of the escalation request being received