






Performance as at August 2024

Delivering Maintenance Service			
Indicator	Target	Performance	How are we doing
% of homes with a valid gas safety certificate	100%	99.79%	
% Tenant satisfaction with repair	88%	88.6%	
<p>% homes with a gas safety certificate: There are seven gas services outside of target as of the end of August 2024. These properties have had issues with access and have been pursued in line with our no access protocol.</p> <ul style="list-style-type: none"> • Two properties have appointments re booked, one is now complete, and the other is booked in for 23rd September. • Two properties followed the no access protocol, one is now complete, and the other is currently with the housing officer. • Two properties are currently going through court proceedings. • One properties gas service has now been completed during the void process. 			

Managing Empty Homes			
Indicator	Target	Performance	How are we doing
% of £ lost due to empty homes	0.79%	0.87%	
Average time to let a property	20 days	27.5 days	
<p>Void Loss: Some of our empty homes are taking longer to repair. We are meeting regularly with our contractors to reduce the time taken to carry out these repairs and improve performance</p> <p>Average relet time: Performance has improved by 2.5 days since last month. During April, we let two properties that took longer to repair as they needed major works. Excluding these properties, we would be within target.</p>			

Managing Income			
Indicator	Target	Performance	How are we doing
% of £ lost due to rent arrears	2.90%	3.01%	
Rent arrears:			

Our rent arrears performance continues to be affected by how we receive cyclical monthly payments of housing benefit, direct debits and universal credit. Once these payments have been received, we are within target.

Delivering Customer Service			
Indicator	Target	Performance	How are we doing
% satisfaction with call handling:	88%	97%	