






Performance as at October 2024

Delivering Maintenance Service			
Indicator	Target	Performance	How are we doing
% of homes with a valid gas safety certificate	100%	99.85%	
% Tenant satisfaction with repair	88%	93.5%	
<p>% homes with a gas safety certificate: There were five properties outside of target as of the end of October 2024. All properties have had issues with access and are being pursued in line with our no access protocol. Two properties are currently going through court proceedings, two have since been completed and one currently has an appointment booked.</p>			

Managing Empty Homes			
Indicator	Target	Performance	How are we doing
% of £ lost due to empty homes	0.79%	0.80%	
Average time to let a property	20 days	25 days	
<p>Void Loss: Some of our empty properties are taking longer to repair. We are working closely with our contractors to reduce this. Performance has improved from last month and we continue to monitor this closely</p> <p>Average relet time: During this year, we have let three properties that took longer to repair as they needed major work. This has impacted our performance. 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%	3.02%	
<p>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. These payments for October were received the following week and performance was in target at 2.58%.</p>			

Delivering Customer Service			
Indicator	Target	Performance	How are we doing
% satisfaction with call handling:	88%	93.5%	