

Housing Performance Report - May 2017

Tenancy		Home	
We will...	We have...	We will...	We have...
Collect 98% of rent charges	Current collection rate 99.3% ✓	Complete 80% of urgent repairs in 5 days	Current rate 85.47% ✓
Collect 97% of leasehold service charges	Current collection rate 29.05% ✓	Complete 90% of non-urgent repairs in 20 days	Current rate 86.00% ✗
Complete 120 under occupation moves in the year	8 completed so far ✗	Re-let council lettable properties within an average of 21 days	37.25 days so far ✗
Let 200 properties to severely overcrowded families	29 let so far ✗	Increase the energy efficiency of our housing stock to 69%	Annual collection 2016-17 66.99%
Prevent 1600 homelessness cases	Quarterly data available June 2017	Complete 16 tenant void property inspections	Quarterly data available June 2017
Approve and complete 100 Mutual Exchanges	15 approved so far ✗		
We want you...		We want you...	
To pay your rent in advance on Monday each week either weekly, fortnightly or monthly - as long as it is in advance		To allow us access to the property to inspect and to carry out necessary repairs, improvements or disinfestation to the property or adjoining property	

Tenant Involvement and Empowerment		Neighbourhood and Communities	
We will...	We have...	We will...	We have...
Work with resident and leaseholders to 'Mystery Shop' our service 3 times a year	Quarterly data available June 2017	Complete 90% of closed ASB cases where legal action was not required	Quarterly data available June 2017
Complete 64 key estate inspections with tenants	Half year data available Sept 2017	Working with our partners to deliver 400 affordable homes	Annual collection 2016/17 473
Achieve 85% of satisfaction rate for the condition of empty properties from the tenant void inspection	Quarterly data available June 2017	Work with 350 families referred through the Families 1st Service	Quarterly data available June 2017
Hold 40 Housing Panel meetings with in the year	Quarterly data available June 2017	Early Help Team to assist and claim for 488 families through Payment by Results within the year	Annual collection 2016/17 378
We want you...		We want you...	
To be involved as you can make a big difference		To report anti-social behaviour or illegal subletting issues for us to investigate	
Customer Care and Communication			
We will...		We have...	
Respond to 100% of Correspondence in 10 working days		97.88%	✗
Respond to 97% of Stage 1 Complaints in 15 working days		92.32%	✗
Respond to 95% of Stage 2 Complaints in 20 working days		100.00%	✓
We want you...			
To be patient with us and only chase a reply when it is out of target			