

Housing Performance Report - March 2018

| Tenancy | | | Home | | |
|---|--|---|--|------------------------------|---|
| We will... | We have... | | We will... | We have... | |
| Collect 98% of rent charges | Current collection rate 99.90% achieved | ✓ | Complete 80% of urgent repairs in 5 days | 84.47% | ✓ |
| Collect 97% of leasehold service charges | Current collection rate 103.53% achieved | ✓ | Complete 90% of non-urgent repairs in 20 days | 89.07% | ✗ |
| Complete 120 under occupation moves in the year | 143 moves achieved | ✓ | Re-let council lettable properties within an average of 21 days | 39 days turnaround | ✗ |
| Let 200 properties to severely overcrowded families | 183 letting achieved | ✗ | Increase the energy efficiency of our housing stock to 69 | Annual collection 2017-18 66 | ✓ |
| Prevent 1600 homelessness cases | 1699 prevented | ✓ | Complete 16 tenant void property inspections | 16 | ✓ |
| Approve and complete 100 Mutual Exchanges | 92 approved | ✗ | | | |
| 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 | 1 | ✗ | Complete 90% of closed ASB cases where legal action was not required | 100% resolved | ✓ |
| Complete 64 key estate inspections with tenants | 79 inspections completed | ✓ | Working with our partners to deliver 400 affordable homes | 590 for 2017/18 | ✓ |
| Achieve 85% of satisfaction rate for the condition of empty properties from the tenant void inspection | 86.55% satisfaction rate achieved | ✓ | Work with 200 families referred through the Early Help Team | 466 referred | ✓ |
| Hold 40 Housing Panel meetings with in the year | 40 taken place | ✓ | Early Help Team to assist and claim for 488 families through Payment by Results within the year | 303 claims assisted | ✗ |
| 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 | | | | 97.10% | ✗ |
| Respond to 97% of Stage 1 Complaints in 15 working days | | | | 82.30% | ✗ |
| Respond to 95% of Stage 2 Complaints in 20 working days | | | | 73.56% | ✗ |
| We want you... | | | | | |
| To be patient with us and only chase a reply when it is out of target | | | | | |