

Performance Targets 2024/25

Indicator	Item	Performance 2021/22	Performance 2022/23	Performance 2023/24	Peer Group Performance 2023/24	HHC Target for 2024/25
Housing Management						
26	Rent collected as % of total rent due	101.83	99.7	98.5	100.2	100.2
27	Gross rent arrears as a % of rent due	7.35	7.38	7.29	2.63	5.1
18	% of rent lost through voids	0.54	0.39	0.16	0.28	0.16
	Void rent loss	£8,719	£6,433	£2,748		£2,500
	Former tenant arrears as % of rent due	1.26	1.52	1.2	0.84	1.2
C7	Amount of former tenant arrears written off	£8,458	£10,586	£12,969		
17	Number of voids (that became empty during the year)	21	24	8	146	
	% of houses that became vacant	5.77	6.6	2.2	5.25	3
C3	Number of lets during the reporting year (not including mutual exchanges or successions)	26	23	9	148	
C2	The number of lets during the reporting year by source of let:					
	The number of lets to existing tenants	6	11	1	46 (31%)	
	The number of lets to housing list applicants	14	8	2	53 (36%)	
	The number of mutual exchanges	2	0	2		
	The number of lets from other sources	0	0	0	2 (1%)	
	The number of section 5 referrals	6	4	6	47 (32%)	
23	% of section 5 referrals that result in an offer	85.71	80	75	61	50
	% of section 5 offers that result in a let	100	100	100	94	100
C4	Number of properties abandoned	3	0	0		0
22	Number of evictions	0	1	1	5	
30	Average time to relet properties (days)	37.42	26	24.67	18.54	18.5
16	% of tenancies sustained for more than 1 year by source of let:					
	Existing tenants	100	83.33	100	92.68	95.6
	section 5	85.71	83.33	100	93.75	
waiting list	80	100	87.5	95.4		
	Total cost of void repairs	£35,213	£45,114	£12,969		
	No. of houses empty at end of period	0	3	2		0
	% satisfied with VFM in rent consultation exercise	95.2	81.5	91.4		91.4
14	% of offers refused	22.78	44.19	30	12	25
15	No. of cases of ASB reported	30	35	56		
	% of ASB cases reported which were resolved	100	100	100	97.6	100
Maintenance						

C9	SHQS Stock Summary:	Stock exempt from SHQS	0	0	0		
		Stock in abeyance from SHQS	7	2	0		
		Stock failing SHQS for one criterion	0	0	2		
		Stock failing SHQS for two or more criterion	0	0	2		
		Total self-contained stock failing SHQS	0	0	4		
6	% of stock meeting SHQS		98.08	99.4	98.9	93.7	100
8	Ave time to complete emergencies [hrs]		4.7	4.41	2.92	3.7	2.7
9	Ave time to complete non-emergencies [days]		3.6	2.81	3.17	4.9	3.2
10	% of reactive repairs completed right first time		94.64	94.05	98.5	92.7	99
12	% satisfied with repairs service		92.31	79.41	98.46	94.5	99
19	Number of households waiting for adaptations to their home		1	0	1	9	
	Number of adaptations completed		4	7	10	92	
20	Total cost of adaptations completed		£25,970	£25,558	£5,364	£199,852	
21	Average time to complete adaptations (working days)		23.79	27.57	6.2	38.18	
	% of planned work carried out		92.41	82.6	100		100
11	No. of times we did not meet statutory duty to complete a gas safety check		0	1	0	13	0
Corporate							
C1	% of total staff turnover		30	8.34	18	10.76	9
	% of days lost through staff sickness absence		0.82	1.38	1.32	6.91	
3 & 4	Number of stage 1 complaints received		15	8	8		
	% of complaints responded to in full at stage 1		100	100	100	98.8	100
	Average time taken in working days to provide a full response at stage 1		2.2	1.75	3.5	2.69	5
	Number of stage 2 complaints received		5	3	4		
	% of complaints responded to in full at stage 2		100	100	100	94.1	100
	Average time taken in working days to provide a full response at stage 2		8.2	8.33	6.5	10.25	20
	Number of compliments received		4	12	1		10
	Amount of re-dress given (not including compensation for planned works)		£2,486	£197	£100		
	ICT Jobs Logged		58	98	165		
Tenant Satisfaction Survey Results							
1	% satisfied with overall service		92.86	91.78	91.78	94.1	94.1
2	% who feel we are good at keeping them informed about services and decisions		100	98.63	98.63	97.3	98.6
5	% satisfied with opportunities to participate		93.65	100	100	94.3	100
7	% satisfied with quality of their home		88.1	86.3	86.3	87.9	87.6
13	% satisfied with management of neighbourhood		97.62	89.73	89.73	92.7	93
25	% who feel that the rent represents good value for money		85.71	81.51	81.51	86.29	84
Rent							
	Average weekly rent		2021/22	2022/23	2023/24	2023/24	2024/25
	Ave rent of a 2 apt		£80.34	£84.36	£87.06	£87.06	£91.58

	Ave rent of a 3 apt	£82.62	£86.75	£89.52	£89.52	£94.18
	Ave rent of a 4 apt	£90.27	£94.78	£97.81	£97.81	£102.90
	Ave rent of a 5 apt	£100.61	£105.64	£109.02	£109.02	£114.69
C5	% Rent increase (to be applied in the next reporting year)	3.2	5	5.2	6.11	