

# Performance Overview - Quarter 2, 2019-20

## Housing and Neighbourhoods Service

### Access and Customer Care

		2019/20 Target	Quarter 2 Jul - Sep 2019/20	Quarter 2 last year (2018/19)	Year to Date 2019/20	Has performance got better or worse since last year
CP	Average time to answer calls in the Housing Call Centre (mins/seconds)	No target	00:02:30	00:04:26	00:02:30	↑
CP	Average time taken to respond to complaints (investigation and reviews) (days)	28.0	27.4	59.3	25.1	↑

### Income Management

		2019/20 Target	Quarter 2 Jul - Sep 2019/20	Quarter 2 last year (2018/19)	Year to Date 2019/20	Has performance got better or worse since last year
CP	Proportion of rent collected (excluding rent arrears)	99.5%	99.5%	99.5%	99.5%	↔
CP	Rent arrears of current tenants	4.51%	4.04%	3.59%	4.04%	↓
CP	% of tenants evicted as a result of rent arrears	0.32%	0.21%	0.26%	0.21%	↑

### Resident Involvement

		2019/20 Target	Quarter 2 Jul - Sep 2019/20	Quarter 2 last year (2018/19)	Year to Date 2019/20	Has performance got better or worse since last year
CP	Satisfaction that the Housing Service listens to your views and acts on them (out of 10)	7.6	7.7	7.2	7.7	↑

### Stock Condition and Asset Management

		2019/20 Target	Quarter 2 Jul - Sep 2019/20	Quarter 2 last year (2018/19)	Year to Date 2019/20	Has performance got better or worse since last year
	% of all repairs completed in time	97.2%	92.8%	93.9%	92.1%	↓
CP	% of repairs appointments kept, within a 2 hour time slot	98.5%	91.9%	77.2%	88.3%	↑
	Average satisfaction with repair services (out of 10)	8.5	9.3	8.5	9.3	↑
CP	% of gas servicing certificates outstanding	0.35%	1.8%	2.7%	1.8%	↑

## Tenancy & Estate Management

		2019/20 Target	Quarter 2 Jul - Sep 2019/20	Quarter 2 last year (2018/19)	Year to Date 2019/20	Has performance got better or worse since last year
CP	Satisfaction with the outcome of an anti-social behaviour complaint (out of 10)	7.3	7.1	6.4	7.0	↑
CP	Average calendar days to re-let all empty properties	49	66.96	68.7	70.1	↑
CP	Fly-tipping removed within one working day	99%	99.9%	99.7%	99.9%	↑
CP	Graffiti removed within one working day (offensive and non-offensive)	99%	98.9%	98.9%	93.3%	↔

↓ Performance is not as good as last year  
 ↑ Performance has improved since last year  
 ↔ Performance has stayed the same as last year  
 CP Customer Promise