

Performance Overview - Quarter 3, 2019-20

Housing and Neighbourhoods Service

Access and Customer Care

	2019/20 Target	Quarter 3 Oct to Dec 2019/20	Quarter 3 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	00:02:07	00:01:44	00:02:23	↓
CP Average time taken to respond to complaints (investigation and reviews) (days)	28.0	42.9	28.7	30.9	↓

Income Management

	2019/20 Target	Quarter 3 Oct to Dec 2019/20	Quarter 3 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%	100.4%	99.5%	100.4%	↑
CP Rent arrears of current tenants	4.51%	3.80%	3.59%	3.80%	↓
CP % of tenants evicted as a result of rent arrears	0.32%	0.29%	0.26%	0.29%	↓

Resident Involvement

	2019/20 Target	Quarter 3 Oct to Dec 2019/20	Quarter 3 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 3 Oct to Dec 2019/20	Quarter 3 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%	92.4%	93.9%	92.2%	↓
CP % of repairs appointments kept, within a 2 hour time slot	98.5%	90.4%	77.2%	89.0%	↑
Average satisfaction with repair services (out of 10)	8.5	8.6	8.5	9.0	↑
CP % of gas servicing certificates outstanding	0.35%	Not available	0.6%	Not available	↓

Tenancy & Estate Management

		2019/20 Target	Quarter 3 Oct to Dec 2019/20	Quarter 3 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	7.3	6.4	7.0	↑
CP	Average calendar days to re-let all empty properties	49	70.5	68.7	70.5	↓
CP	Fly-tipping removed within one working day	99%	99.4%	99.7%	99.8%	↓
CP	Graffiti removed within one working day (offensive and non-offensive)	99%	76.1%	98.9%	89.3%	↓

↓ 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