
















	Key Performance Indicator	Target	October	November	December	Comment	Progress against previous quarter
HO1	Percentage rent collected from current tenants as a percentage of rent due	100%	100.32%	94.92%	97.12%	Officers have been working hard to recoup rent arrears and despite being in challenging times. We have worked with tenants to minimise the increase to arrears. We continue to refer people where necessary and reduce payment arrangements to the lowest possible level to assist tenants with their finances where necessary.	
HO2	Rent arrears of current tenants as a percentage of rent due	2.00%	6.26%	6.25%	6.28%	This figure has stayed relatively stable and is as a result of the hard work of officers as identified in HO1	
HO3	Rent arrears of former tenants as a percentage of rent due	0	0	0	0	This KPI will be collected from April 2023	N/A
HO4	Discretionary Housing Payments Made £	0	£0	£0	£0	This KPI will be collected from April 2023	N/A
HO5	Average re-let times for homes (DAYS)	10	39	38	39	This has stayed relatively stable. During November and December we had a large reduction in incoming voids and have therefore managed to turn around voids quicker. There has been a small delay to some voids as people do not generally wish to move in late December but this is for a minimal amount of voids	

HO6	Dwellings let	0	19	5	5	November and December saw low level of voids being returned and people being less willing or able to move during december.	
HO7	Number of customers registered to access services online	0	0	0	0	This KPI will be collected from April 2023	N/A
HO8	% of tenants satisfied with landlord service in month	0	0.00%	0.00%	0.00%	This KPI will be collected from April 2023	N/A
HO9	% of tenants satisfied with opportunities to be involved	0	0.00%	0.00%	0.00%	This KPI will be collected from April 2023	N/A
HO10	% of Scheduled Tenant Visits carried out	0	0.00%	0.00%	0.00%	This KPI will be collected from April 2023	N/A
HO11	% of Estates Meetings Required at standard inspection	0	0.00%	0.00%	0.00%	This KPI will be collected from April 2023	N/A
HO12	Satisfaction with repairs	94.00%	97.20%	94.60%	87.28%	This KPI is generally provided by our contractors, however, for the purposes of accuracy, we will be procuring an external contract to collect this KPI independantly from April 2023	N/A

HO13	Number of Non Emergency Repairs completed within the month (gas)	N/A	155	142	163	Slight increase in number of non emergency repairs. Service is seasonal and an increase in gas repairs is always expected in winter months.	
HO14	% of repairs completed within target timescale (gas)	99.00%	100.00%	100.00%	100.00%	All gas repairs completed. This exceeds the target of 99% and equates to 279 jobs in November and 396 jobs in December	
HO15	Net Cost of Temporary Accommodation	0	0	0	0	This KPI will be collected from April 2023	N/A
HO16	Number of Moved in to Permanent social housing	0	3	3	0	Discharge into social housing remains relatively stable however this is dependent on stock levels and the accommodation needs of our current homeless applicants which can change depending on external homeless trends	
HO17	Number of moves into permanent private accommodation	0	2	0	1	We have had several successful discharges into private accommodation however it is an increasingly difficult task with the cost of living and affordability in the private rented sector. We are now exploring new avenues to discharge our duty into the private sector more effectively moving forward	
HO18	Total No of households living in temporary accommodation	25	26	29	29	Temporary accommodation has remained relatively low however we have seen a trend in more complex approaches after COVID restrictions were lifted and courts resumed possession cases	

HO19	Number of Households living in B&B in excess of 6 weeks	0	0	0	0	We have ensured as per government guidance that no families are to remain in B&B for more than 6 weeks.	
HO20	% of Successful Homeless preventions	0	0.00%	0.00%	0.00%	We had a successful month in October which saw multiple homeless applications being prevented. Although figures may not represent a high level of prevention in later months many of these cases may still be active and this will be reflected in future submissions.	
HO21	Number of Homes EPC D and below	0	0	0	0	This KPI will be collected from April 2023	N/A
HO22	% Home with a Gas safety certificate	100.00%	99.28%	99.62%	99.62%	Performance improved for this quarter. 8 properties where access has not been gained to complete the annual landlord gas safety check. All properties have been referred for legal action and court hearings scheduled for January 2023.	
HO23	Satisfaction that the landlord listens to tenant views and acts upon them	0	0	0	0	This KPI will be collected from April 2023	N/A
HO24	Satisfaction with the landlord's approach to handling of complaints	0	0	0	0	This KPI will be collected from April 2023	N/A

HO25	Number of formal complaints received within the month	0	6	6	4	This figure fluctuates across the year and depending on customer experience.	
HO26	% of Annual Planned investment Programme Delivered	0	0.00%	0.00%	0.00%	This KPI will be collected from April 2023	N/A
HO27	Leasehold Service Charge arrears	0	£101,802.68	£87,494.31	£75,769.23	This figure gradually decreases throughout the year and officers are working hard to ensure they can improve direct debit or standing order payments as these are more likely to be kept by the Leaseholder and will reduce the end arrears figure	
HO28	Number of New Council homes completed	0	0	0	0	None completed this quarter	

|