
















	Key Performance Indicator	Target	Janunary	February	March	Comment	Progress against previous quarter
HO1	Percentage rent collected from current tenants as a percentage of rent due	100%	99.66%	99.67%	98.42%	This figure does fluctuate throughout the financial year due to factors like direct debits. Universal Credit are now in the process of migrating legacy benefits onto universal credit, so this figure is likely to go down for a while whilst the change is taking place. officers have been briefed and letters sent to all those we believe will be affected	
HO2	Rent arrears of current tenants as a percentage of rent due	2.00%	6.52%	6.50%	6.42%	This reflects how hard the Officers have been working to negotitate affordable payment plans in such difficult times	
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	63	52	39	This figure is improving as we hold fewer properties for decants for development and work with Axis and Estates officers to turnaround properties quicker. We have however seen an increase in the numbers of properties becoming void which has impacted the figures.	
HO6	Dwellings let	0	14	16	5	This is reflective of how fast we can turn properties around and that some are being held for possible decants for those affected by development. It fluctuates month on month	
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%	89.50%	89.10%	93.40%	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	178	123	131	The number of emergency repairs increased slightly when compared to the same quarter the previous year	
HO14	% of repairs completed within target timescale (gas)	99.00%	100.00%	100.00%	100.00%	All gas repairs completed. This exceeds the target. 366 jobs in January , 257 in February and 249 in March	
HO15	Net Cost of Temporary Accomodation	0	0	0	0	This KPI will be collected from April 2023	N/A
HO16	Number of Moved in to Permenant social housing	0	6	0	2		
HO17	Number of moves into permanent private accomodation	0	0	2	2		

HO18	<b>Total No of households living in temporary accommodation</b>	25	30	31	28	Temporary accommdation has reduced slightly however we continue to receive more complex cases that do not have LC to our housing register.	
HO19	<b>Number of Households living in B&amp;B in excess of 6 weeks</b>	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	<b>% of Successful Homeless preventions</b>	0	58.00%	36.00%	0.00%		
HO21	<b>Number of Homes EPC D and below</b>	0	0	0	0	This KPI will be collected from April 2023	N/A
HO22	<b>% Home with a Gas safety certificate</b>	100.00%	98.95%	100.00%	100.00%	Target has been achieved and maintained in this quarter. All properties that are due to have an annual gas service have been completed.	
HO23	<b>Satisfaction that the landlord listens to tenant views and acts upon them</b>	0	0	0	0	This KPI will be collected from April 2023	N/A
HO24	<b>Satisfaction with the landlord's approach to handling of complaints</b>	0	0	0	0	This KPI will be collected from April 2023	N/A

HO25	Number of formal complaints received within the month	0	4	4	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	£63,820.32	£53,153.14	£36,883.22	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	

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