

Quarterly Performance - Housing Landlord  
Q1, 2012

Ref	Indicator	Q1 Target	Q1 Result	Quarterly Trend	Updater Comments	Sign Off	Approval Comments
<b>Housing &amp; Regeneration &gt;&gt; Housing Landlord &gt;&gt; Property &amp; Place</b>							
<b>COMP1A-PP</b>	Percentage of stage 1 complaints responded to within target - Property and Place	80.00%	96.00% (24/25)	↑		✓	Approved. Very good performance considering volume and the introduction of the new system having teething problems
<b>COMP1B-PP</b>	Number of Stage 1 complaints received – Property and Place	Info only	33 complaint(s)	↓		✓	Approved.
<b>PP01</b>	Percentage of dwellings with a valid Gas Safety Certificate	100.00%	99.56%	↑		✓	Approved. Slight improvement over the quarter
<b>PP02</b>	Average Cost of a repair	£93.47	£89.23			✓	Approved. Within target
<b>PP07</b>	Value of capital type installations, replacements, or major repairs for year to date	Info only	£2,240,978.00	↓		✓	Approved
<b>PP08</b>	Percentage of tenants satisfied with Gas Servicing	97.00%	99.30%	↑	Overall improvement	✓	Approved. Good and improved performance
<b>PP09</b>	Average Time taken to relet a Council Property (General Needs)	25.00 day(s)	27.34 day(s)	↑		✓	Approved. There had been a few properties that were returned in very poor condition and some where a local connection reduced the number of suitable applicants. The team continue to work on all properties in the system to reduce as far as possible any delays in re-let times.
<b>PP10</b>	Percentage of Urgent repairs completed within government time limits	98.00%	98.95%	↑		✓	Approved. Improved performance this quarter
<b>PP11</b>	Average Time taken to complete non urgent repairs	15.00 day(s)	12.90 day(s)	↑		✓	Approved. Performance within target
<b>PP12</b>	Percentage of non-urgent repairs completed within target	97.00%	97.94%	↑		✓	Approved. Performance within target
<b>PP13</b>	Percentage of responsive repairs completed right first time	98.50%	99.30%	↑		✓	Approved. Good and improved performance
<b>PP14</b>	Appointments kept as a percentage of appointments made	97.00%	99.73%			✓	Approved. Good performance this quarter
<b>PP15</b>	Percentage of Tenants satisfied with the level of repair	97.00%	98.52%	↑		✓	Approved. High level of tenant satisfaction which is positive
<b>PP16a</b>	Average time to relet a Council Property (Sheltered)	35.00 day(s)	60.42 day(s) (1873/31)			✓	Approved. This is the first quarter this indicator had been reported separately and has provided information to target improvements which have been implemented.
<b>PP16b</b>	Average time to relet a Council Property (Adapted)	50.00 day(s)	39.80 day(s) (398/10)			✓	Approved. First quarter this category of property has been reported separately and provided a very positive result.
<b>PP17</b>	Average Time to relet all properties	35.00 day(s)	36.40 day(s)	↓		✓	Approved. Slightly over target due to the impact of sheltered accomodation, where there are multiple offers made and therefore often tenants wait for the "perfect property" and a number are refused more than once.
<b>PP18</b>	Average cost of voids (empty homes)	£1,998.00	£2,416.60	↑		✓	Approved. The new relet standard, combined with a number of properties returned in a poor state have resulted in a higher than average spend on voids in this quarter.
<b>PP19</b>	Percentage of Tenants satisfied with planned replacement works	97.00%	98.68%			✓	Approved. Good level of tenants satisfaction with the planned programmes of work.

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<b>Housing &amp; Regeneration &gt;&gt; Housing Landlord &gt;&gt; Tenants &amp; Leaseholders</b>							
<b>COMP1A-TL</b>	Percentage of stage 1 complaints responded to within target – Tenants and Leaseholders	80.00%	100.00% (9/9)	↑		✔	Approved. Very good performance
<b>COMP1B-TL</b>	Number of Stage 1 complaints received – Tenants and Leaseholders	Info only	12 complaint(s)	↑		✔	Approved.
<b>TL01</b>	Current rent arrears as a percentage of the annual debit	3.05%	3.24%	↑	The increase in arrears over the first quarter is expected due to the pattern of DD payments although further increases are likely this should even out over the year. Rent Officers are continuing to work to minimise arrears and work is being done on Financial Inclusion projects	✔	Approved. The arrears performance has been impacted by the collection of Direct Debit payments. Due to the reporting cycle these have not been collected for July by the time performance has been reported. As a consequence rent arrears are slightly higher than last month. At the end of the financial year Direct Debits will be included giving the most favourable possible arrears performance.
<b>TL02</b>	Rent collected as a percentage of rent owed (excluding current arrears brought forward)	100.00%	98.72%	↓	Collection rates have reduced over the quarter due to the pattern of Direct Debit payments. This should smooth out over the year and collection target should be achieved	✔	Approved. The reduction in collection performance as been impacted by the Direct Debit cycle. The 1 of the month payments have not been collected and therefore are not included in the performance. At the end of the financial year they will be included in the year end performance.
<b>TL04</b>	Void loss as a percentage of the rent roll	1.00%	0.62%	↑	Within target - the good performance reflects the work done to reduce void turnaround times	✔	Approved. This excellent performance reflects the success in letting properties as soon as they become empty. This also demonstrated the success in letting sheltered properties that have previously been 'harder to let'.
<b>TL12</b>	Percentage of New Tenant visits completed in target (within 6 weeks) for general needs properties	98%	98% (50/51)	↓	1 visit was completed out of target for quarter 1 as the officer had difficulty contacting tenant to make appointment. This has now been completed	✔	Approved. New tenant visits are essential in building relationships with new tenants. The very high percentage of new tenancy visits conducted illustrates the efforts that DBC go to, to ensure new tenancies are established and sustained.
<b>TL13a</b>	Percentage of Community Alarm calls answered within 1 min	97.50%	98.05%	↑	Performance is very pleasing and continues to improve. Officers and Eldercare are working together to ensure performance standards are maintained.	✔	Approved. Good performance is being sustained in responding to alarm calls within sheltered properties.
<b>TL16</b>	Acknowledgement of a report of ASB within 24 hours	95%	88% (112/127)	↓	figures are down for this quarter due to figures in May. 2 cases were updated incorrectly and one case was not ASB so three cases were reported as out of target incorrectly.	✔	Approved. Performance has improved across the quarter. The annual performance target is likely to be achieved as long as current performance is sustained.
<b>TL19</b>	The number of Mutual Exchanges undertaken in the financial year to date	Info only	43			✔	Approved. 43 Mutual Exchanges have been reported as completed in the first quarter. Approximately 120 mutual exchanges are anticipated to be completed in the year - this demonstrates the popularity of the mutual exchange scheme