

H&C OSC QUARTERLY PERFORMANCE REPORT

Housing Landlord

June 2016



Measure	Owner & Updater	Jun 2016 Result	Mar 2016 Result	Jun 2015 Result	Sign Off	Comments
HL05a - Stage 1 Complaints responded to within target for Housing	Julia Hedger Corvu Admin	98.51% (66/67) Target: 85	100% (87/87) Target: 85	87.65% (71/81) Target: 85	✓	Owner Excellent Performance in terms of response turnaround.
PP01 - Percentage of dwellings with a valid Gas Safety Certificate	Fiona Williamson Fiona Kimberley	99.97% Target: 100	99.99% Target: 100	100% Target: 100	✓	Owner The compliance performance remains strong with proactive interventions from the Sun Realm team and the Council officers.
PP04 - Percentage of properties passing QA checks Repairs and voids	Fiona Williamson Fiona Kimberley	99% Target: 98	99% Target: 98	99% Target: 98	✓	Owner The quality of completed work in empty properties and day to day repairs remains high and this is reflected in the first quarters performance.
PP05 - Percentage of properties passing QA checks Planned works	Fiona Williamson Fiona Kimberley	100% Target: 98	100% Target: 98	100% Target: 98	✓	Owner The process for completing planned works has resulted in all work being rectified after the snagging inspections so performance has been strong for this indicator.
PP10 - Percentage of emergency repairs completed within 4 hours	Fiona Williamson Fiona Kimberley	99% Target: 99	100% Target: 99	100% Target: 99	✓	Owner The majority of emergency repairs were attended within the four hour timescale. Any that were over this timescale have been reviewed to determine the reasons for the inability to attend within the 4 hour period.

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PP12 - Percentage of non-urgent repairs completed within target	Fiona Williamson Fiona Kimberley	90% Target: 98	98% Target: 98	95% Target: 98	✓	Owner The backlog from the final quarter of the financial year 15-16 and the high demand in the first quarter of this year resulted in pressure to obtain additional resources to deliver the work.
PP13a - Percentage of responsive repairs completed within target	Fiona Williamson Fiona Kimberley	91.01% (5396/5929) Target: 97	98.01% (5652/5767) Target: 97	94.94% (5384/5671) Target: 97	✓	Owner There were a number of routine response repairs that were completed outside of the target, due to the backlog and increased volumes.
PP15 - Percentage of tenants satisfied with the service planned and responsive works	Fiona Williamson Fiona Kimberley	96% Target: 90	97% Target: 90	96% Target: 90	✓	Owner Generally there is a high level of customer satisfaction with the planned and responsive repairs service.
SH03a - Average Time (working days) to re-let all properties	Natasha Brathwaite Tracy Vause	25.5 Days (3624/142) Target: 35	24.9 Days (3317/133) Target: 35	27.2 Days (3647/134) Target: 35	✓	Updater Whilst please that figure is within target work is still on-going to ensure that the average time to relet properties is consistent and any delays are recognised and dealt with as soon as possible. Owner
SH05 - Number of new Affordable Homes completed	Julia Hedger Sam Bramley	No Data Info Only	179 Dwellings Info Only	88 Dwellings Info Only	✗	
TL02 - Rent collected as a percentage of rent owed (excluding current arrears brought forward)	Andy Vincent Katie Kiely	98.92% Target: 99	99.93% Target: 95	99.01% Target: 95	✓	Updater This figure is as expected at this stage of the financial year. It is expected to improve towards the end of the year.
TL04 - Voids loss as a percentage of the rent roll	Andy Vincent Katie Kiely	0.35% Target: 0.7	0.44% Target: 0.7	0.46% Target: 0.8	✓	Updater This is a very good result and represents the hard work done to reduce void times and improve turnaround

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TL13a - Percentage of Community Alarm calls answered within 1 min	Andy Vincent Andy Vincent	97.81% Target: 97.5	97.72% Target: 97.5	97.81% Target: 97.5	✓	Owner Performance in responding to calls exceeds target
TL15 - Satisfaction with the outcome of medium level ASB cases	Andy Vincent Lindsey Walsh	100% (10/10) Target: 65	100% (1/1) Target: 65	60% (12/20) Target: 50	✓	Owner Satisfaction with case management of ASB cases is very high
TL16 - Acknowledgement of a report of ASB within 24 hours	Andy Vincent Lindsey Walsh	98% (101/103) Target: 95	96% (93/97) Target: 95	97% (97/100) Target: 95	✓	Owner The vast majority of reports of ASB are acknowledged within 24 hours
TL36 - Percentage of committee places filled (target of 80%?)	Andy Vincent Emily-Rae Maxwell	No Data Info Only	No Data Info Only	No Data Info Only	✗	