








## Housing Key Performance Report 31 March 2021

The following report presents performance against our key indicators for the months January-March 2021, as well as our final year-end position for the 2020/21 financial year (highlighted).




**Key:**

	On target		With 5% of target
	Off target		No target (data only)



### Health & Safety compliance

PI Code	Performance Indicator	Jan'21	Feb'21	Mar'21	2020/21	Traffic Light Icon	2020/21 Target
GAS05	Percentage of properties with a valid LGSR	99.93%	99.69%	100%	100%		100%
FRA01	Percentage of blocks with a valid Fire Risk Assessment	100%	100%	100%	100%		100%
LEG01	Percentage of blocks with a valid Legionella Risk Assessment	100%	100%	100%	100%		100%
ELE01	Percentage of blocks with valid (in date) Electrical Certificate	79.31%	79.31%	88.28%	88.28%		100%
ELE02	Percentage properties with a valid (in date) Electrical Certificate	43.19%	43.88%	44.18%	44.18%		100% (May 2022)
ABS01	Percentage of properties Asbestos compliant (Communal)	98.25%	100%	100%	100%		100%
LIF01	Passenger lift services completed on communal properties	100%	100%	100%	100%		100%



### Gas servicing and heating repairs

Code	Performance Indicator	Jan'21	Feb'21	Mar'21	2020/21	Traffic Light Icon	2020/21 Target
GAS01	Percentage of urgent heating repairs completed on time	100%	100%	100%	<b>100%</b>		98%
GAS03	Percentage of heating repair appointments kept	100%	100%	98.93%	<b>99.9%</b>		95%
GAS04	Percentage of tenants satisfied with their most recent heating repair	98.04%	90.41%	91.84%	<b>92.77%</b>		98%



### Day-to-day responsive repairs

Code	Performance Indicator	Jan'21	Feb'21	Mar'21	2020/21	Traffic Light Icon	2020/21 Target
REP01	Percentage of emergency repairs completed on time	100%	100%	99.55%	<b>99.76%</b>		98%
REP04	Percentage of all responsive repairs completed on time	98.90%	98.51%	98.76%	<b>99.26%</b>		98%
REP05	Percentage of repair appointments kept	96.67%	95.25%	96.79%	<b>97.76%</b>		98%




### Capital Programme

Code	Performance Indicator	Jan'21	Feb'21	Mar'21	2020/21	Traffic Light Icon	2020/21 Target
IMP05	Percentage of capital programme spent	66.33%	79.08%	92.69%	<b>92.69%</b>		95%
IMP06	Percentage of properties that meet decent homes standard	99.94%	99.94%	99.94%	<b>99.94%</b>		99%



### Re-letting properties

Code	Performance Indicator	Jan'21	Feb'21	Mar'21	2020/21	Traffic Light Icon	2020/21 Target
VOID01	Average days to re-let all properties excluding major works	23.10	26.04	25.72	<b>28.05</b>		16.50
VOID02	Average days to re-let all properties including major works	52.20	49.46	42.39	<b>43.12</b>		22.75

### Rent arrears

Code	Performance Indicator	Jan'21	Feb'21	Mar'21	2020/21	Traffic Light Icon	2020/21 Target
ARR06	Current tenant arrears as a percentage of the annual rental income	2.51%	2.50%	2.03%	<b>2.03%</b>		4.55%
ARR08	Former tenant arrears as percentage of the annual rental income	1.67%	1.71%	1.72%	<b>1.72%</b>		No target
ARR07	Garage arrears as a percentage of the annual garage income	0.57%	0.46%	0.11%	<b>0.11%</b>		0.39%

### Housing Landlord Complaints

PI Code	Performance Indicator	Jan'21	Feb'21	Mar'21	2020/21	Traffic Light Icon	2020/21 Target
CMP01	The total number of housing landlord complaints received	5	3	4	<b>62</b>		No target
CMP06	Percentage of housing landlord complaints closed on time	100%	66.67%	100%	<b>95.16%</b>		95%