



# Q1 East Kent Housing Performance Monitoring Report for 2016/17

## Key to Symbols

The RAG status icons compare the current performance to the target

	Target not met, action required
	Target almost met
	Target met or exceeded

**Contents** (*page numbers have been removed*):

- 1. Voids and re-lets**
- 2. Repairs and Maintenance**
- 3. Income and Arrears**
- 4. Customer Satisfaction and Complaints**

<b>1. Voids &amp; Re-lets</b>					
Performance Indicator	Area	2015/16 (Year-end)	Q1 2016/17	2016/17 (Year-to-date)	Annual target 2016/17
		Value	Value	Value	
Average re-let time <b>all stock</b> (excluding major works)	Thanet	12.18	12.79	12.79	15
Average re-let time <b>all stock</b> (including major works)	Thanet	19.95	31.96	31.96	23.5

Performance Indicator	Area	2015/16 (Year-end)	Q1 2016/17	2016/17 (Year-to-date)
		Value	Value	Value
Total number of re-lets made in the period (all stock)	Thanet	200	57	57
Number of mutual exchanges completed during the period	Thanet	54	17	17

EKH meets the target for re-let times excluding major works (12.79 days) but is outside target including major works at (31.96 days). Longer re-let times were reported at the beginning of the year; however the average time to re-let is now moving closer to target.

## 2. Repairs & Maintenance – emergency and routine repairs

Performance Indicator	Area	2015/16 (Year-end)	Q1 2016/17	2016/17 (Year-to-date)	Annual target 2016/17
		Value	Value	Value	
Percentage of emergency repairs completed on time	Thanet	99.71%	99.47%	99.47%	98%
Percentage of routine repairs completed on time	Thanet	98.47%	100%	100%	98%
Percentage of repair appointments kept	Thanet	95.82%	95.9%	95.9%	96%

- EKH meets the target for completing both emergency and routine repairs on time, but is just outside target for repair appointments kept.

### 3. Income & Arrears – Current and former tenant arrears

Performance Indicator	Area	2015/16 (Year-end)	Q1 2016/17	2016/17 (Year-to-date)
		Value	Value	Value
Total <b>current</b> tenant arrears including court costs	Thanet	£187,373	£194,994	£194,994
Total <b>former</b> tenant arrears including court costs	Thanet	£206,978	£157,528	£157,528
No. evictions due to rent arrears	Thanet	22	8	8
Current tenant arrears as a percentage of the projected annual rental income	Thanet	1.39%	1.47%	Target - 1.5%
Former tenant arrears as a percentage of the projected annual rental income	Thanet	1.54%	1.19%	Target - 1.9%

- EKH is within target for current and former tenant arrears as a percentage of the projected annual rental income.

Performance Indicator	Area	2015/16 (Year-end)	Q1 2016/17	Annual target 2016/17
		Value	Value	
Percentage of capital programme spent	Thanet	96.54%	9.51%	100%

- 8.24% of the capital programme has been spent this quarter. This compares to 10.87% for the same period last year.

#### 4. Customer Satisfaction and complaints

Performance Indicator	Area	2015/16 (Year-end)	Q1 2016/17	2016/17 (Year-to-date)	Annual target 2016/17
		Value	Value	Value	
Percentage of tenants satisfied with day to day repairs	Thanet	100%	99.69%	99.69%	98%
Average No. days taken to respond to a complaint	Thanet	14.32	6.47	6.47	10
Percentage of all complaints responded to on time	Thanet	96%	100%	100%	90%

- Satisfaction with repairs remains very high for the quarter, with 99.69% satisfied with day to day repairs
- The average number of days taken to respond to a complaint is 6.47 working days. This meets our target (and corporate standard) of 10 working days
- EKH has responded to 100% of complaints in time