






East Kent Housing Quarterly Performance Report 2016-17

Quarter 2 (1st July – 30th September)

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

Income & Arrears

Scope	Performance Indicator	2015/16	Q1 2016/17	Q2 2016/17	2016/17 YTD	Annual Target 2016/17
		Value	Value	Value	Value	
Thanet	Current tenant arrears as a percentage of the projected annual rental income	1.39%	1.47%	1.62%	1.62%	1.5%
Thanet	FTAs as a percentage of the projected annual rental income	1.54%	1.19%	1.3%	1.3%	1.9%
Thanet	Garage arrears as a percentage of the projected annual rental income	0.08%	0.2%	0.14%	0.14%	0.39%

Scope	Performance Indicator	2015/16	Q1 2016/17	Q2 2016/17	2016/17 YTD
		Value	Value	Value	Value
Thanet	Total current tenant arrears including court costs	£187,373	£194,994	£213,367	£213,367
Thanet	Total former tenant arrears including court costs	£206,978	£157,528	£170,740	£170,740
Thanet	Garage arrears	£191	£608	£414	£414

Income & Arrears (Legal)

Scope	Performance Indicator	2015/16	Q1 2016/17	Q2 2016/17	2016/17 YTD
		Value	Value	Value	Value
Thanet	No. evictions due to rent arrears	22	8	3	11

Voids & Re-lets

Scope	Performance Indicator	2015/16	Q1 2016/17	Q2 2016/17	2016/17 YTD	Annual Target 2016/17
		Value	Value	Value	Value	
Thanet	Average days to re-let general needs properties excluding major works	12.18	12.79	10.67	11.6	15
Thanet	Average days to re-let all properties excluding major works	12.18	12.79	10.67	11.6	15
Thanet	Average days to re-let all properties including major works	19.95	31.96	22.75	26.79	23.5

Scope	Performance Indicator	2015/16	Q1 2016/17	Q2 2016/17	2016/17 YTD
		Value	Value	Value	Value
Thanet	Total number of all re-lets made in the period	200	57	73	130
Thanet	Number of mutual exchanges completed during the period	54	17	11	28

Repairs & Maintenance

Scope	Performance Indicator	2015/16	Q1 2016/17	Q2 2016/17	2016/17 YTD	Annual Target 2016/17
		Value	Value	Value	Value	
Thanet	Percentage of emergency repairs completed on time	99.71%	99.47%	99.16%	99.32%	98%
Thanet	Percentage of routine repairs completed on time	98.47%	100%	100%	100%	98%
Thanet	Percentage of repair appointments kept	95.82%	95.9%	96.49%	96.24%	96%

Repairs & Maintenance

Scope	Performance Indicator	2015/16	Q1 2016/17	Q2 2016/17	2016/17 YTD	Annual Target 2016/17
		Value	Value	Value	Value	
Thanet	Percentage of emergency heating repairs completed on time	84.49%	88.43%	98.82%	92.72%	98%
Thanet	Percentage of routine heating repairs completed on time	90.38%	95.61%	96.4%	95.87%	98%
Thanet	Percentage of heating repair appointments kept	99.33%	99.68%	96.42%	98.54%	95%

Repairs & Maintenance

Scope	Performance Indicator	2015/16	Q1 2016/17	Q2 2016/17	2016/17 YTD	Annual Target 2016/17
		Value	Value	Value	Value	
Thanet	Number of properties without a valid LGSR	0	0	0	0	0

Repairs & Maintenance

Scope	Performance Indicator	2015/16	Q1 2016/17	Q2 2016/17	2016/17 YTD
		Value	Value	Value	Value
Thanet	Percentage of capital programme spent	96.54%	9.51%	17.64%	17.64%

Customer Care

Scope	Performance Indicator	2015/16	Q1 2016/17	Q2 2016/17	2016/17 YTD	Annual Target 2016/17
		Value	Value	Value	Value	
Thanet	Percentage of tenants satisfied with day to day repairs	100%	99.69%	99.61%	99.64%	98%
Thanet	Percentage of tenants satisfied with heating repairs	98.6%	96.49%	96.77%	96.61%	98%

Scope	Performance Indicator	2015/16	Q1 2016/17	Q2 2016/17	2016/17 YTD	Annual Target 2016/17
		Value	Value	Value	Value	
Thanet	Average days taken to close complaints	14.32	6.47	3.57	5.55	10
Thanet	Percentage of all complaints closed on time	96%	100%	85.71%	95.45%	90%