






East Kent Housing Quarterly Performance Report 2017-18

Quarter 1 (1st April – 30th June)

Generated 26.07.17

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

Income & Arrears

Scope	Performance Indicator	2016/17	Q1 2017/18	2017/18 YTD	Annual Target 2017/18
		Value	Value	Value	
Thanet	Current tenant arrears as a percentage of the projected annual rental income	1.45%	1.62%	1.62%	1.50%
Thanet	FTAs as a percentage of the projected annual rental income	1.11%	1.27%	1.27%	1.90%

Scope	Performance Indicator	2016/17	Q1 2017/18	2017/18 YTD
		Value	Value	Value
Thanet	Total current tenant arrears including court costs	£193,048	£214,703	£214,703
Thanet	Total former tenant arrears including court costs	£148,484	£167,367	£167,367

Scope	Performance Indicator	2016/17	Q1 2017/18	2017/18 YTD	Annual Target 2017/18
		Value	Value	Value	
Thanet	Garage arrears as a % of the projected annual rental income	0.09%	0.21%	0.21%	0.39%

Scope	Performance Indicator	2016/17	Q1 2017/18	2017/18 YTD
		Value	Value	Value
Thanet	Garage arrears	£287	£624	£624

Voids & Re-lets

Scope	Performance Indicator	2016/17	Q1 2017/18	2017/18 YTD	Annual Target 2017/18
		Value	Value	Value	
Thanet	Average days to re-let all properties excluding major works	11.59	7.74	7.74	15
Thanet	Average days to re-let all properties including major works	23.85	12.74	12.74	23.5

Scope	Performance Indicator	2016/17	Q1 2017/18	2017/18 YTD
		Value	Value	Value
Thanet	Number of general needs re-lets in the period	233	39	39
Thanet	Total number of all re-lets made in the period	233	39	39
Thanet	Number of mutual exchanges completed during the period	58	11	11

Repairs & Maintenance

Scope	Performance Indicator	2016/17	Q1 2017/18	2017/18 YTD	Annual Target 2017/18
		Value	Value	Value	
Thanet	Percentage of emergency repairs completed on time	99.42%	99.26%	99.26%	98%
Thanet	Percentage of routine repairs completed on time	100%	99.33%	99.33%	98%
Thanet	Percentage of repair appointments kept	96.22%	96.95%	96.95%	96%

Repairs & Maintenance (Gas servicing)

Scope	Performance Indicator	2016/17	Q1 2017/18	2017/18 YTD	Annual Target 2017/18
		Value	Value	Value	
Thanet	Percentage of emergency heating repairs completed on time	95.72%	99.54%	99.54%	98%
Thanet	Percentage of routine heating repairs completed on time	97.13%	97.3%	97.3%	98%
Thanet	Percentage of heating repair appointments kept	98.61%	99.22%	99.22%	95%

All gas servicing stats based on 2 months' data (May and June only)

Repairs & Maintenance (LGSR)

Scope	Performance Indicator	2016/17	Q1 2017/18	2017/18 YTD	Annual Target 2017/18
		Value	Value	Value	
Thanet	Number of properties without a valid LGSR	1	9	9	0

Repairs & Maintenance (Capital programme)

Scope	Performance Indicator	2016/17	Q1 2017/18	2017/18 YTD	Annual Target 2017/18
		Value	Value	Value	
Thanet	Percentage of capital programme spent	97.35%	2.37%	2.37%	100%*

*target changed to 100% as per Thanet CMT (previously 95%)

Customer satisfaction (repairs and maintenance)

Scope	Performance Indicator	2016/17	Q1 2017/18	2017/18 YTD	Annual Target 2017/18
		Value	Value	Value	
Thanet	Percentage of tenants satisfied with day to day repairs	99.15%	99.8%	99.8%	98%
Thanet	Percentage of tenants satisfied with heating repairs	96.66%	100%	100%	98%

Customer Care (Complaints)

Scope	Performance Indicator	2016/17	Q1 2017/18	2017/18 YTD	Annual Target 2017/18	
		Value	Value	Value		
Thanet	Average days taken to close complaints	10.83	8.78	8.78	10	
Thanet	Percentage of all complaints closed on time	77.5%	88.89%	88.89%	90%	8 of 9 on time
Thanet	Average number of complaints per 1000 stock*	13.66	6.1	6.1	-	

*HouseMark upper quartile threshold for Average number of complaints per 1000 is 20, median 30 (HouseMark 2015/16)