









Last updated: 4 June 2021

This is a selection of the KPIs for Tenant and Leaseholder Services







Month-on-month performance is shown against the cumulative year-to-date position for 2019/20. **Traffic Light Icon** indicates whether we are on target for the month; **Short Term Trend Arrow** indicates direction of performance from previous month.

Key:








-  On target
-  With 5% of target
-  Performance improving
-  Performance is the same
-  Off target
-  No target (data only)
-  Performance worsening
-  Data is missing.

1. Assets & Development


Gas servicing and heating repairs (Gas Call)

Code	Short Name	Apr 2021	May 2021	June 2021	Q1	Perf. Trend	Traffic Light Icon	Current Target
GCPI 2	Total number of appointments made by phone or letter that were kept	98	98	98	98			100%
GCPI 3	Volume of repairs completed within timescale	98	98	98	98			98%
GCPI 4	Total planned installations completed in accordance with programme	100	100	100	100			100%
GCPI 5	Customer satisfaction - repairs							TBC




Day-to-day responsive repairs (Mears)

Code	Performance Indicator	Apr 2021	May 2021	June 2021	Q1	Perf. Trend	Traffic Light Icon	Current Target
REP01	Customer Satisfaction	73	80	89	80.67	↑		98%
REP02	Emergency jobs completed on time	99.39	99.63	99.38	99.47	↓		98.5%
REP03	Urgent Jobs Completed on Time	88.14	92.38	96.08	92.20	↑		98.5%
REP04	All jobs completed on time	95.20	95.39	96.23	95.60	↑		98%
REP05	Average days to complete non-urgent works	25.44	28.09	34.78	29.42	↓		10 working days
REP06	Appointments made and kept	95.52	96.19	92.21	94.64	↓		96%
REP07	Work completed in one visit	75.52	87.26	85.16	82.65	↓		80%

Day-to-day responsive repairs

Code	Performance Indicator	Apr 2021	May 2021	June 2021	Q1	Perf. Trend	Traffic Light Icon	Current Target
PI1	% of post inspections carried out	6.56	6.99	18.05	10.3	↑		10%





Capital Programme

Code	Performance Indicator	Apr 2021	May 2021	June 2021	Q1	Perf. Trend	Traffic Light Icon	Current Target
IMP05	Percentage of capital programme spent (NB revised budget from 01 Oct)	-	0.52	6.59	6.59	↑		
AA1	Adaptations completed Minor	1	6	7	14			
AA2	Adaptations completed Major	2	6	4	12			









IMP06	Percentage of properties that meet decent homes standard	92.77	93.88	93.97	93.97			
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2. Housing Operations

Voids and re-lets







Code	Performance Indicator	Apr 2021	May 2021	June 2021	Q1	Perf. Trend	Traffic Light Icon	Current Target
VOID01	Average days to re-let all properties excluding major works	5.38	12	12.27	9.88			16.5
VOID02	Average days to re-let all properties including major works	66.5	65.33	65.33	65.72			22.5

Income Management


Code	Performance Indicator	Apr 2021	May 2021	June 2021	Q1	Perf. Trend	Traffic Light Icon	Current Target
ARR01	Current tenant arrears as a % of the projected annual rental income	6.35%	6.13%	6.01%	6.01			4.89%
ARR02	Garage arrears as a % of the projected annual rental income	0.01%	0.03%	0.09%	0.09			1.00%
ARR03	% of rent arrears due to Universal Credit	10.72%	10.75%	10.53%	10.53			
ARR04	Former tenant arrears	£432121.92	£432708.62	£443543.12	£443543.12			

3. Customer Service

Complaints

PI Code	Performance Indicator	Apr 2021	May 2021	June 2021	Q1	Perf. Trend	Traffic Light Icon	Current Target
COM01	The total number of all complaints received	12	14	16	32			
COM02	Percentage of all complaints closed on time	91%	86%	87.5%	88.16%	↓		100%
COM03	No stage 1 complaints	11	10	9	30			
COM04	No stage 2 complaints	1	4	7	12			
COM05	No complaints upheld	8	7	6	21			
	Disrepair Claims	6	9	11	26			

Incoming Calls

PI Code	Performance Indicator	April 2021	May 2021	June 2021	Q1	Perf. Trend	Traffic Light Icon	Current Target
	The total number of calls received	917	690	992	2599			
	Average waiting time for a call to be answered	0:29	1:16	2.45	1.30	↓		TBA
	Call answer rate	93.5%	89.6%	70%	84.37	↓		TBA
	Number of calls dropped	6.1%	10.4%	30.1%	16.42%	↓		TBA
	Average time spent on a call	6.02	2:55	4.41	4.32			TBA

