

## Housing Performance Report - September 2017

Tenancy			Home		
We will...	We have...		We will...	We have...	
Collect 98% of rent charges	Current collection rate 99.7%	✓	Complete 80% of urgent repairs in 5 days	Current rate 84.02%	✓
Collect 97% of leasehold service charges	Current collection rate 64.19%	✓	Complete 90% of non-urgent repairs in 20 days	Current rate 86.63%	✗
Complete 120 under occupation moves in the year	38 completed so far	✗	Re-let council lettable properties within an average of 21 days	41 days so far	✗
Let 200 properties to severely overcrowded families	93 let so far	✗	Increase the energy efficiency of our housing stock to 69	Annual collection 2016-17 66	
Prevent 1600 homelessness cases	Quarterly data 888 prevented so far	✓	Complete 16 tenant void property inspections	Quarterly data 8 inspections so far	✓
Approve and complete 100 Mutual Exchanges	46 approved so far	✗			
<b>We want you...</b>			<b>We want you...</b>		
To pay your rent in advance on Monday each week either weekly, fortnightly or monthly - as long as it is in advance			To allow us access to the property to inspect and to carry out necessary repairs, improvements or disinfection to the property or adjoining property		
Tenant Involvement and Empowerment			Neighbourhood and Communities		
We will...	We have...		We will...	We have...	
Work with resident and leaseholders to 'Mystery Shop' our service 3 times a year	Quarterly data 0 so far	✗	Complete 90% of closed ASB cases where legal action was not required	Quarterly data 100% solved so far	✓
Complete 64 key estate inspections with tenants	Half year data 15 inspections so far	✗	Working with our partners to deliver 400 affordable homes	Annual collection 2016/17 473	
Achieve 85% of satisfaction rate for the condition of empty properties from the tenant void inspection	Quarterly data 93.50% satisfied so far	✓	Work with 200 families referred through the Early Help Team	Quarterly data 235 families so far	✓

Hold 40 Housing Panel meetings with in the year	Quarterly data 19 meeting so far	✓	Early Help Team to assist and claim for 488 families through Payment by Results within the year	Annual collection 2016/17 378
<b>We want you...</b>			<b>We want you...</b>	
To be involved as you can make a big difference			To report anti-social behaviour or illegal subletting issues for us to investigate	

### Customer Care and Communication

We will...	We have...	
Respond to 100% of Correspondence in 10 working days	97.83%	✗
Respond to 97% of Stage 1 Complaints in 15 working days	92.00%	✗
Respond to 95% of Stage 2 Complaints in 20 working days	82.76%	✗
<b>We want you...</b>		
To be patient with us and only chase a reply when it is out of target		