

Our Performance - January 2025

INCOME

Rent collected of total rent due for year

Target 100%
Prev Quarter 95.02%
Prev Month 94.77%
Actual 95.74%

HOUSING

Properties passing DHS checks

Target 100%
Prev Quarter 100%
Prev Month 100%
Actual 100%

HOUSING

Average time to complete a repair (days)

Target 28
Prev Quarter 2.35
Prev Month 2.33
Actual 3.92

HOUSING

Average time to complete EME repairs (hours)

Target 24
Prev Quarter 0.35
Prev Month 1.77
Actual 1.63

HOUSING

Average time to complete Urgent repairs (days)

Target 5
Prev Quarter 3.02
Prev Month 3.11
Actual 3.17

HOUSING

Average time to complete Routine repairs (days)

Target 20
Prev Quarter 2.35
Prev Month 5.21
Actual 5.33

HOUSING

Right first time fix rate

Target 90%
Prev Quarter 88.93%
Prev Month 92.82%
Actual 92.59%

HOUSING

Repairs customer satisfaction

Target 5
Prev Quarter 3.02
Prev Month 3.11
Actual 66.15

SAFETY

Properties fire risk assessment compliant

Target 100%
Prev Quarter 100%
Prev Month 99.07%
Actual 100%

SAFETY

Properties legislation compliant

Target 100%
Prev Quarter 94.48%
Prev Month 98.75%
Actual 100%

SAFETY

Properties gas safety compliant

Target 100%
Prev Quarter 94%
Prev Month 98.81%
Actual 100%

SAFETY

Energy Efficiency

Target 100%
Prev Quarter 100%
Prev Month 100%
Actual 100%

SAFETY

Properties electrical safety compliant

Target 100%
Prev Quarter 100%
Prev Month 100%
Actual 100%

SAFETY

Pre-2000 dated DOMESTIC buildings with an asbestos management survey

Target 100%
Prev Quarter 87.63%
Prev Month 100%
Actual 91.82%

COMPLAINTS

Stage 1 & stage 2 Complaints responded to in time

Target 100%
Actual 100%

COMPLAINTS

Stage 1 complaints escalated to Stage 2

Target 10%
Actual 0%

COMPLAINTS

HOS Determinations

Target 0%
Actual 0%

COMPLAINTS

Complaints Satisfaction

Target 75%
Actual 81%