



Performance Summary Information

Q4 - March 2017/18

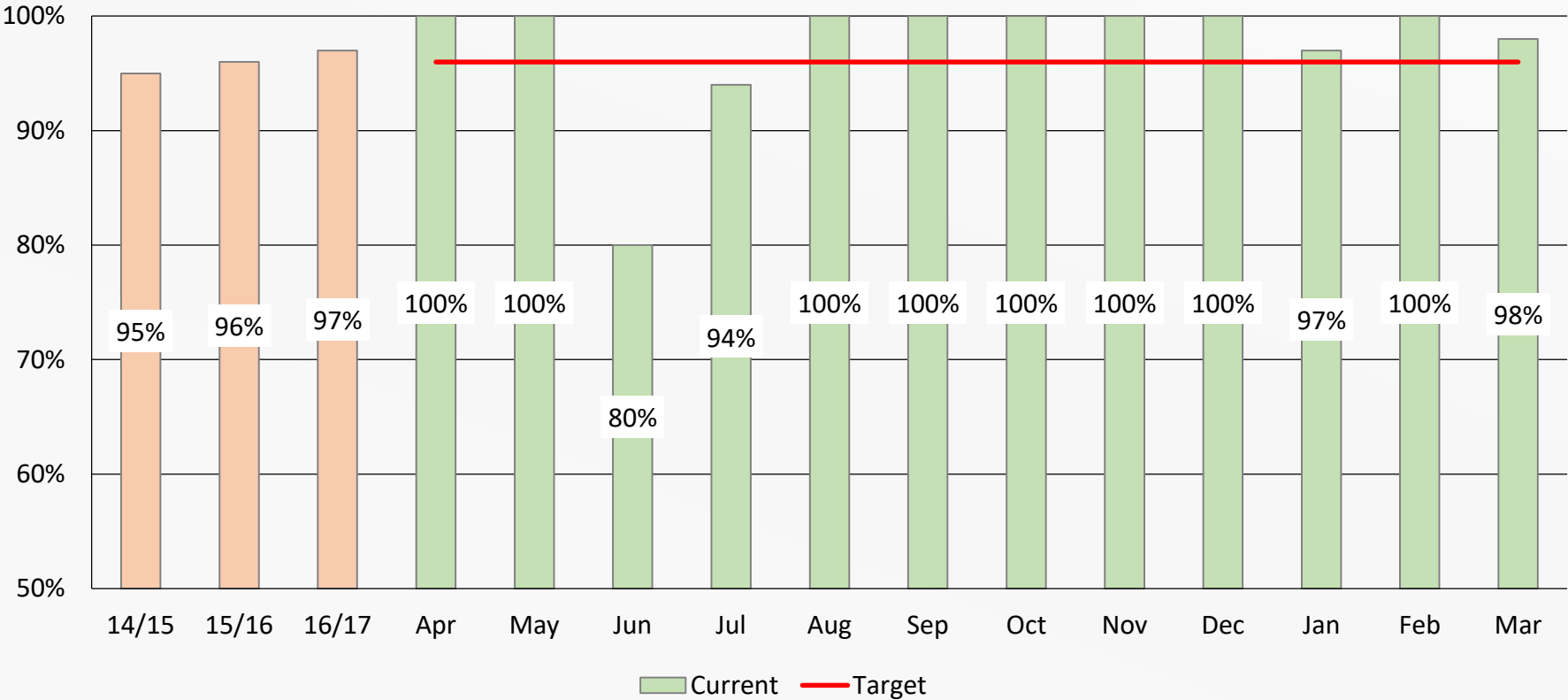
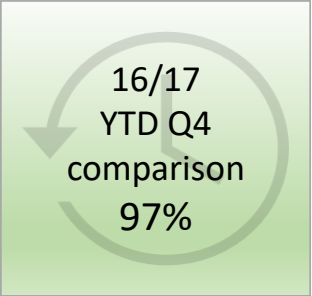
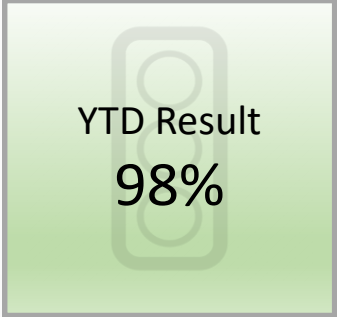
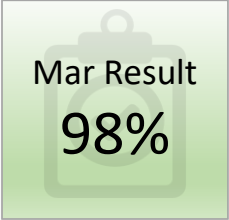
Benchmark performance comparisons are with 33 housing providers
in the HouseMark East of England group (as at December 2017)

RAG status Key

Colour Key	Performance rating Local
R	The indicator is not meeting performance expectations to date and/or is unlikely to improve by year end. Forecast is that it is very unlikely that the targets set will be achieved.
A	The indicator is not meeting performance expectations to date. There are mitigating circumstances in most cases and improvement is likely but risks are being flagged in regard to this indicator.
G	The indicator is meeting performance expectations to date, or as forecast to the next reporting period.

Appendix B **ASB % of cases closed and not reopened within 90 days**

Comment: Slight dip at year end but overall a good final result. We had a low outcome earlier in the financial year, overall the team have improved communications with customers prior to case closure.



Appendix 9 % of Housing Options cases where homelessness was prevented

Comment:

17/18 Target
48%

Mar Result
72%

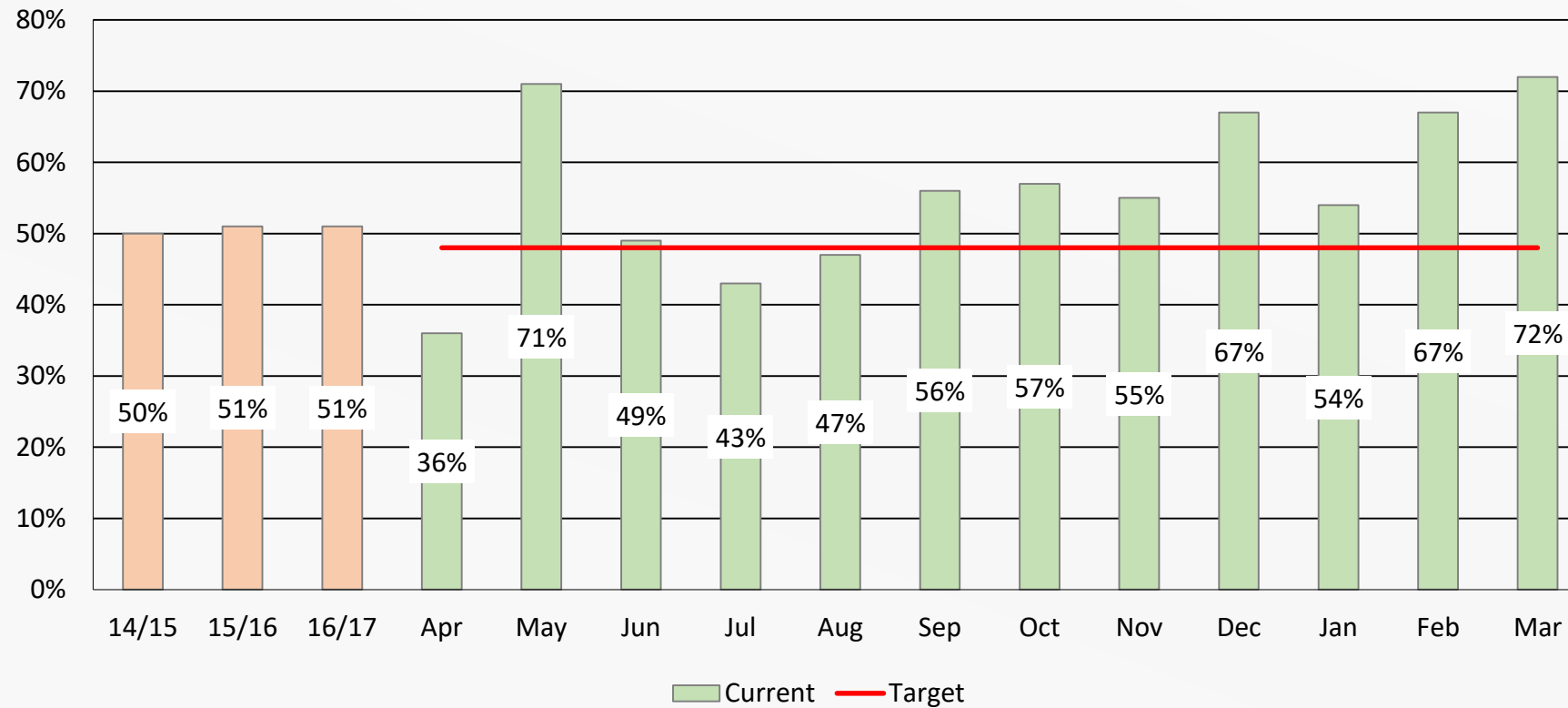
YTD Result
57%

16/17
YTD Q4
comparison
51%

Housemark
Comparisons
(Upper Quartiles)

National
n/a

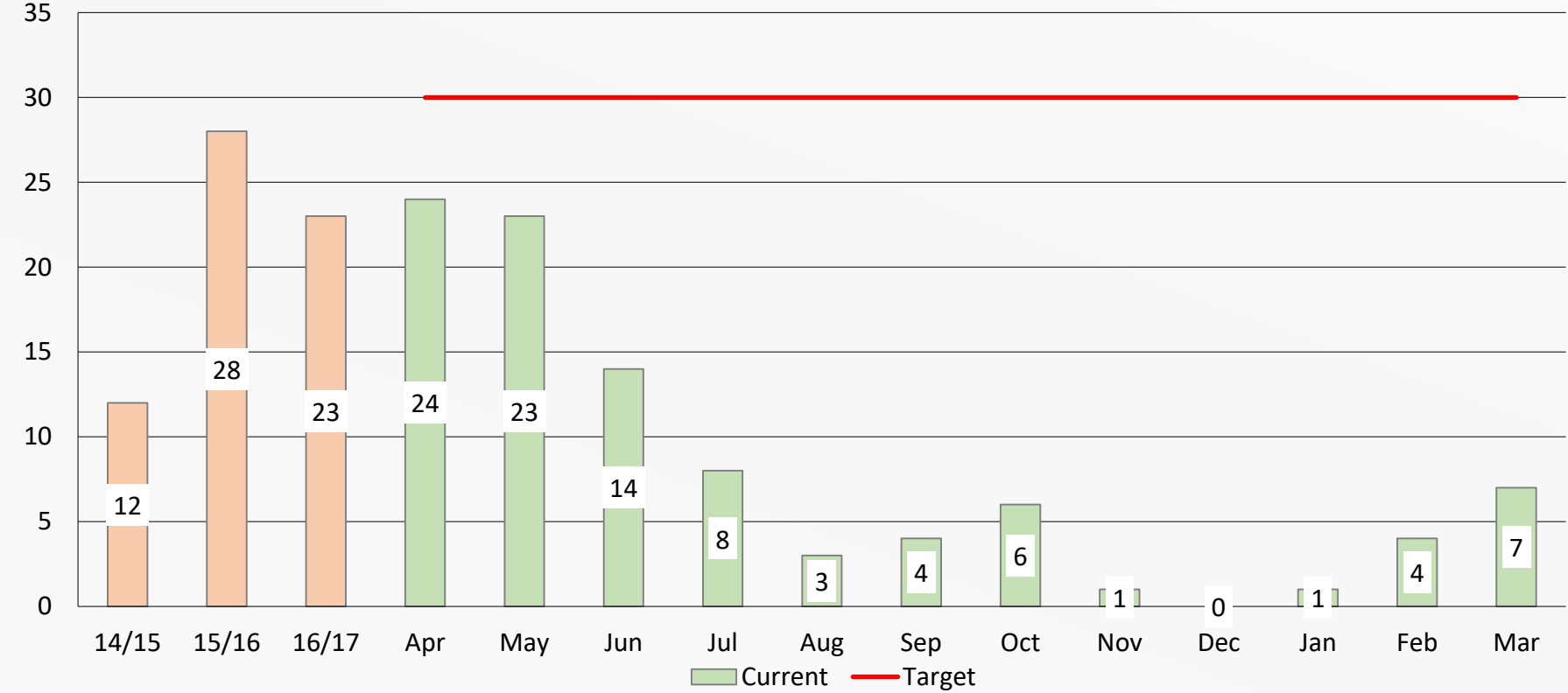
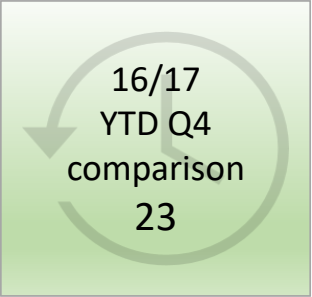
Eastern
n/a



Appendix B

Number of households in bed & breakfast accommodation

Comment:



Appendix B Voids - Overall time to Relet – General Needs All including Capital

Comment: Within target. No additional comments.

17/18 Target
25 days

Mar Result
26.3 days

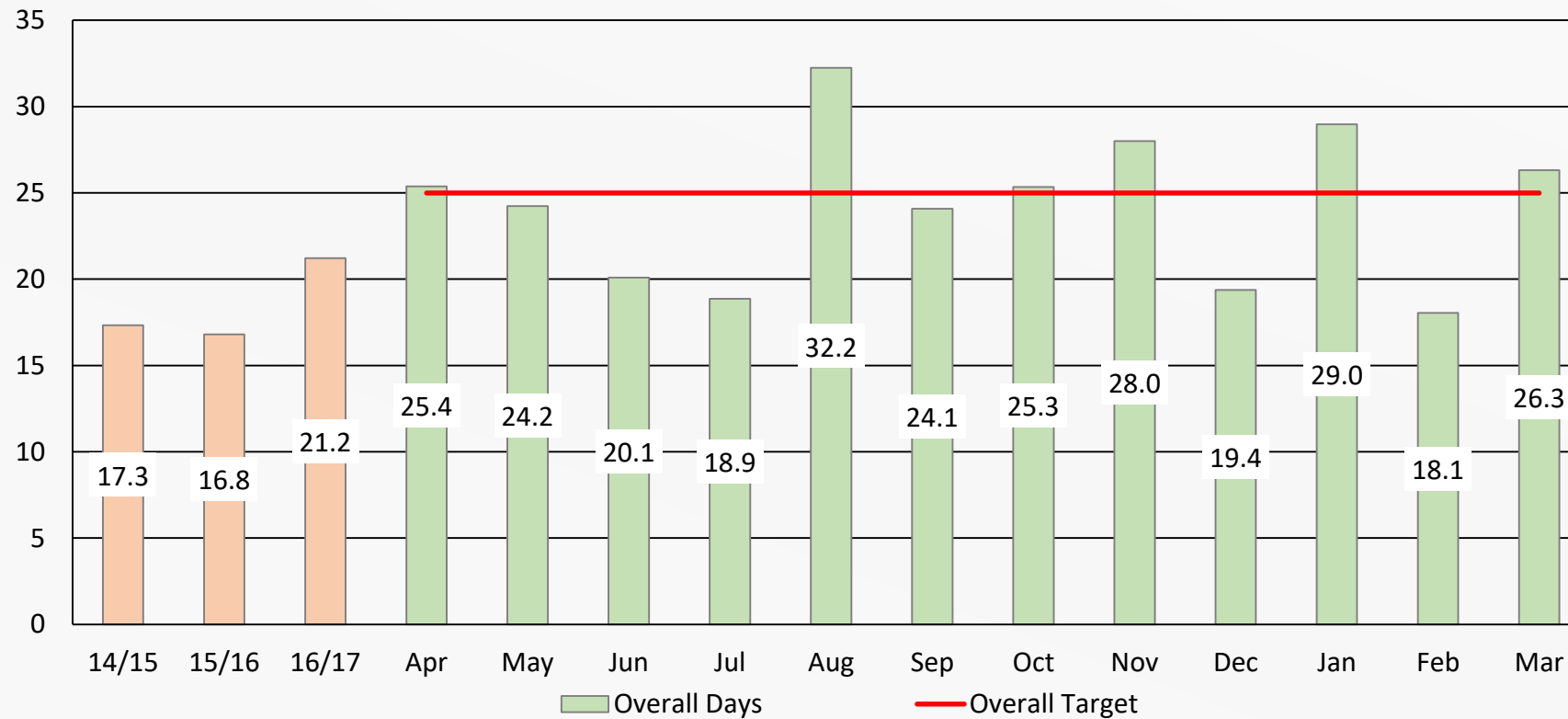
YTD Result
24.66 days

16/17
YTD Q4
comparison
21.22 days

Housemark
Comparisons
(Upper Quartiles)

National
18.99 days

Eastern
18 days



Appendix **Rent loss due to empty properties
(voids) as a % of rent due (general)**

Comment: Within target. No additional comments.

17/18 Target
0.45%

Mar Result
0.64%

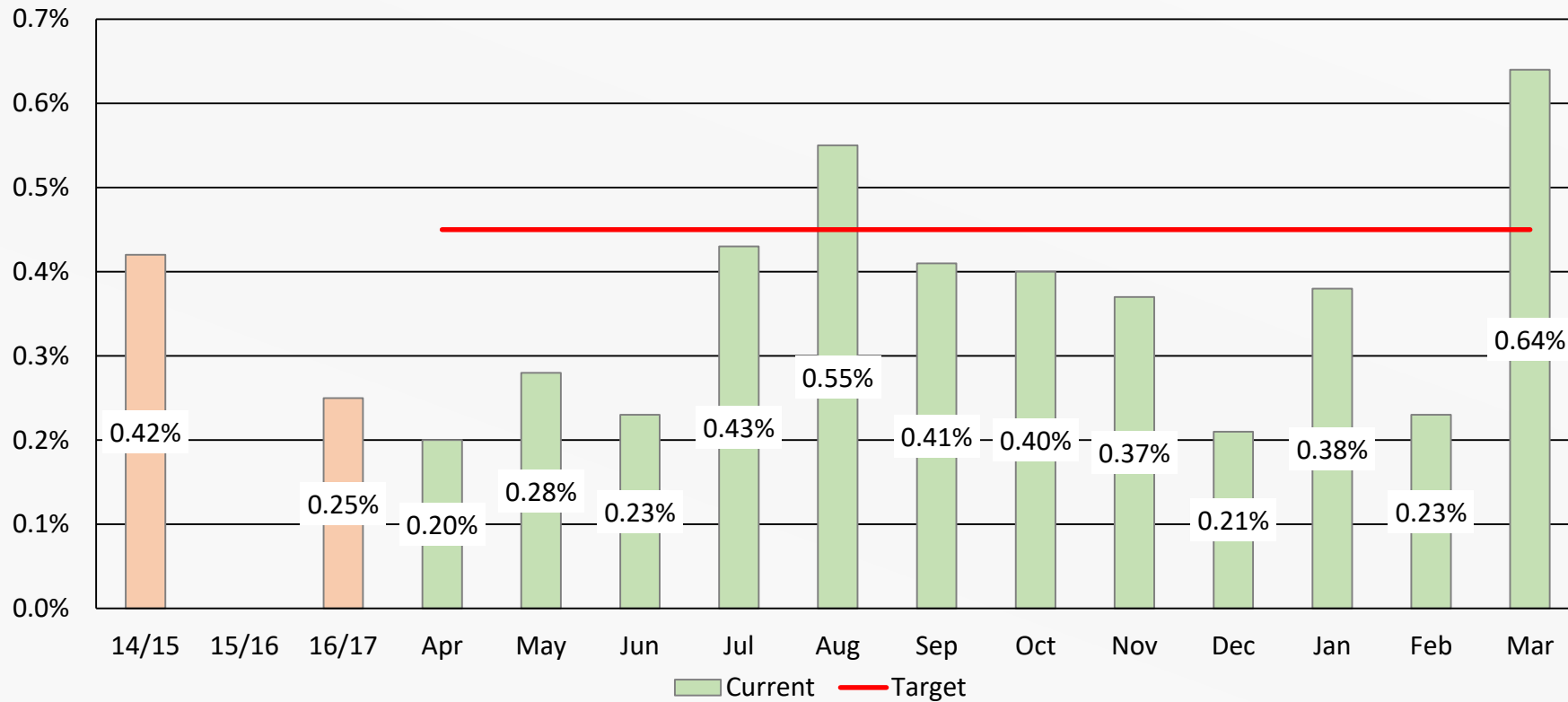
YTD Result
0.38%

16/17
YTD Q4
comparison
0.25%

Housemark
Comparisons
(Upper Quartiles)

National
0.43%

Eastern
0.43%



Appendix 9 % of under occupied Council homes

Comment: Those cases specifically affected by the Under Occupation Charge also fell by 9% during the year to 274

17/18 Target
22.0%

Mar Result
21.0%

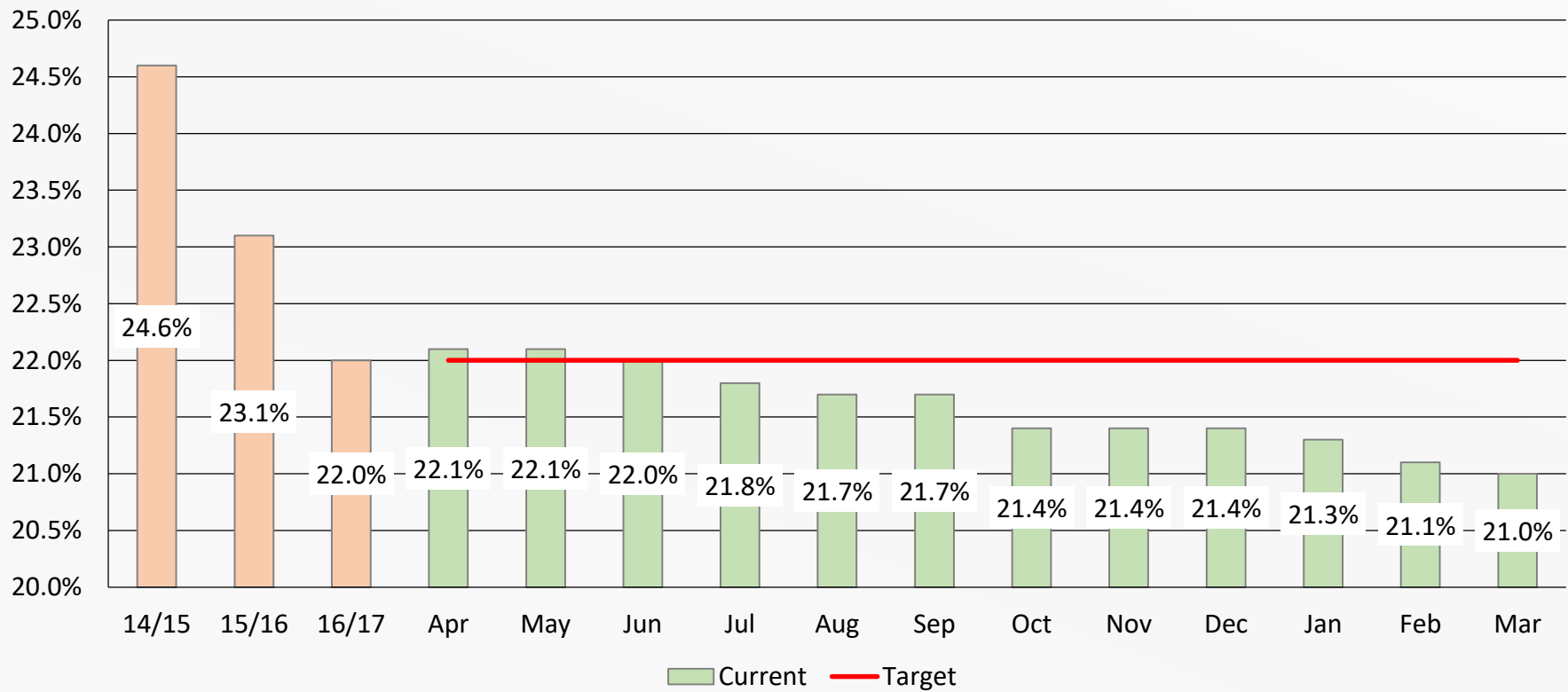
YTD Result
21.0%

16/17
YTD Q4
comparison
22.0%

Housemark
Comparisons
(Upper Quartiles)

National
n/a

Eastern
n/a



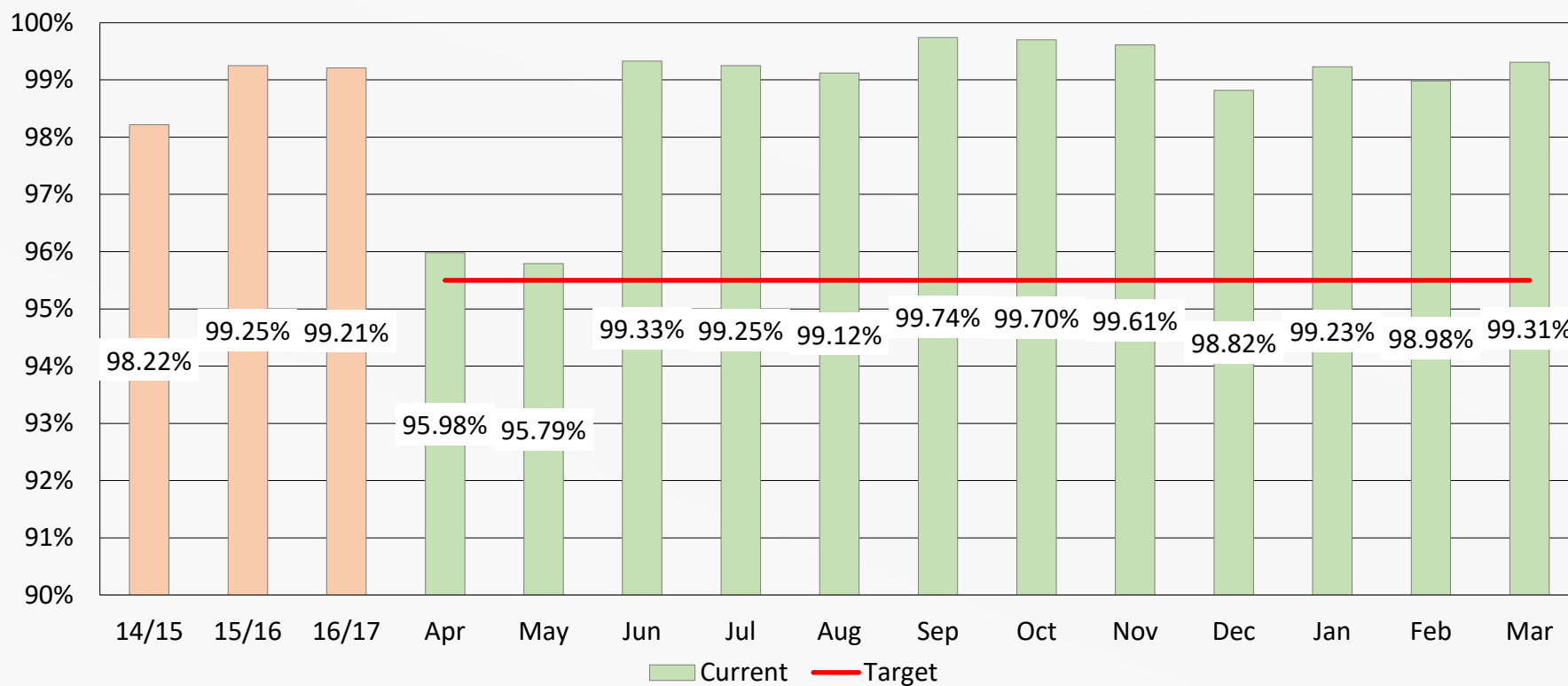
Repairs satisfaction % (including Gas)

Comment:

17/18 Target
95.5%

Mar Result
99.31%

YTD Result
98.98%



16/17
YTD Q4
comparison
99.21%

Housemark
Comparisons
(Upper Quartiles)

National
76.70%

Eastern
76.68%

Average days taken to complete a (responsive) repair

Comment:

17/18 Target
7 days

Mar Result
6.11
days

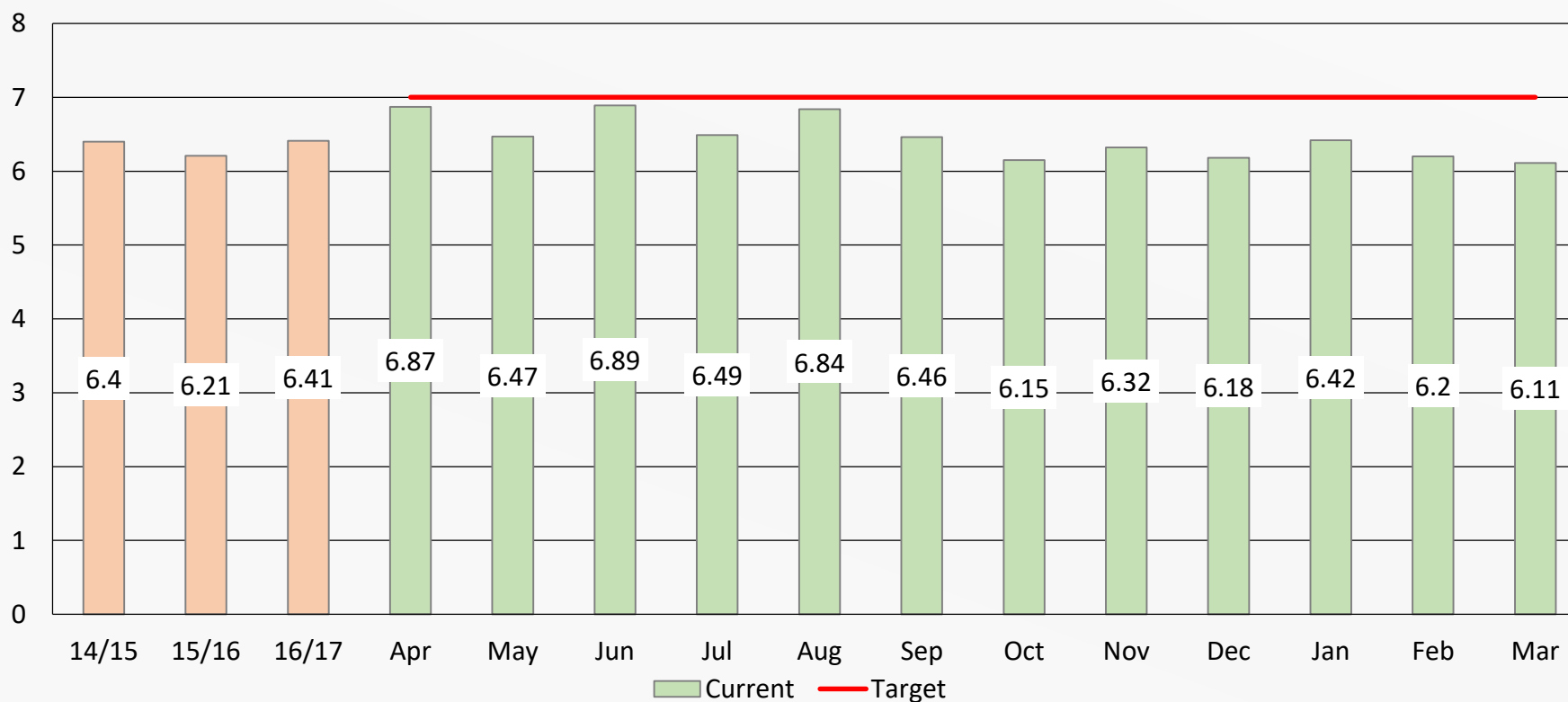
YTD Result
6.47 days

16/17
YTD Q4
comparison
6.41 days

Housemark
Comparisons
(Upper Quartiles)

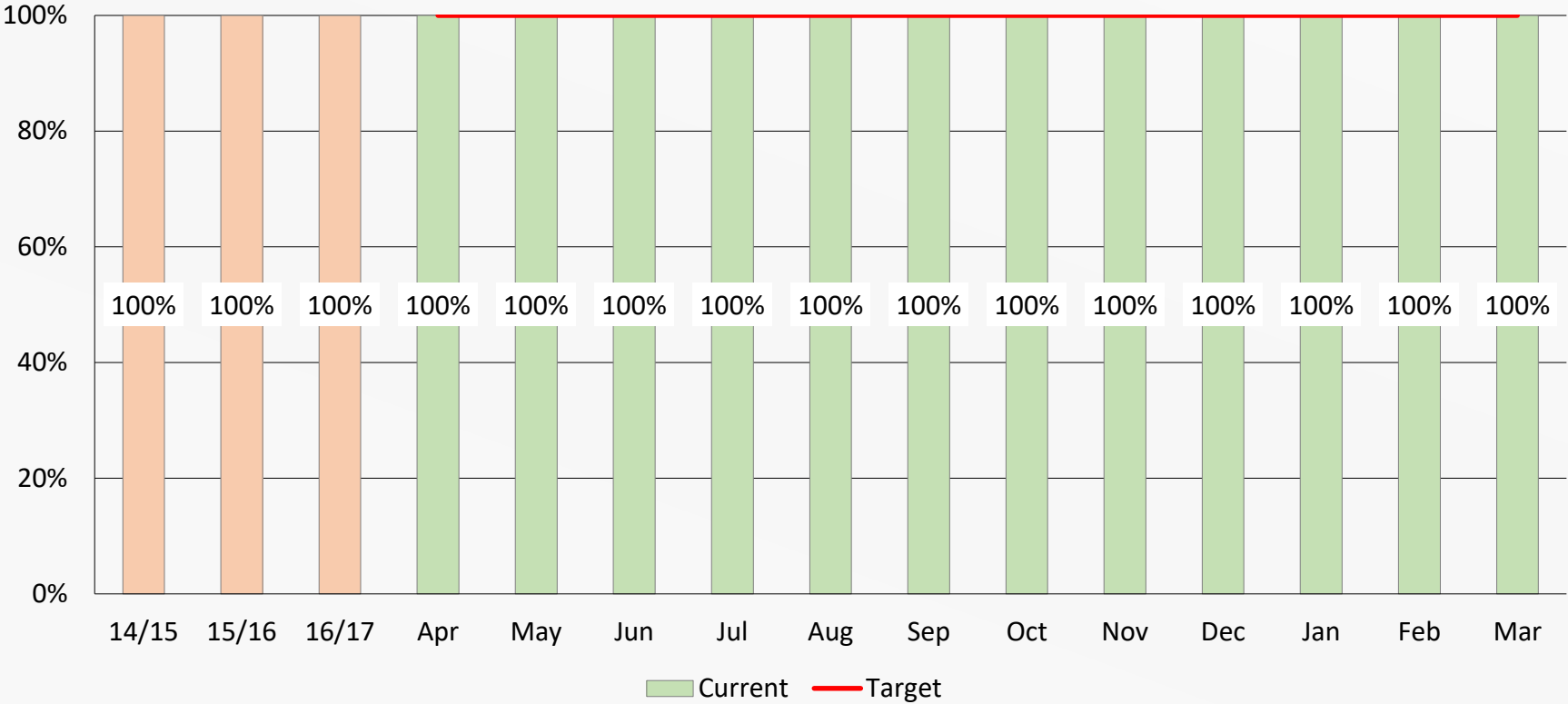
National
6.47 days

Eastern
8.74 days



Properties with valid gas certificate

Comment:



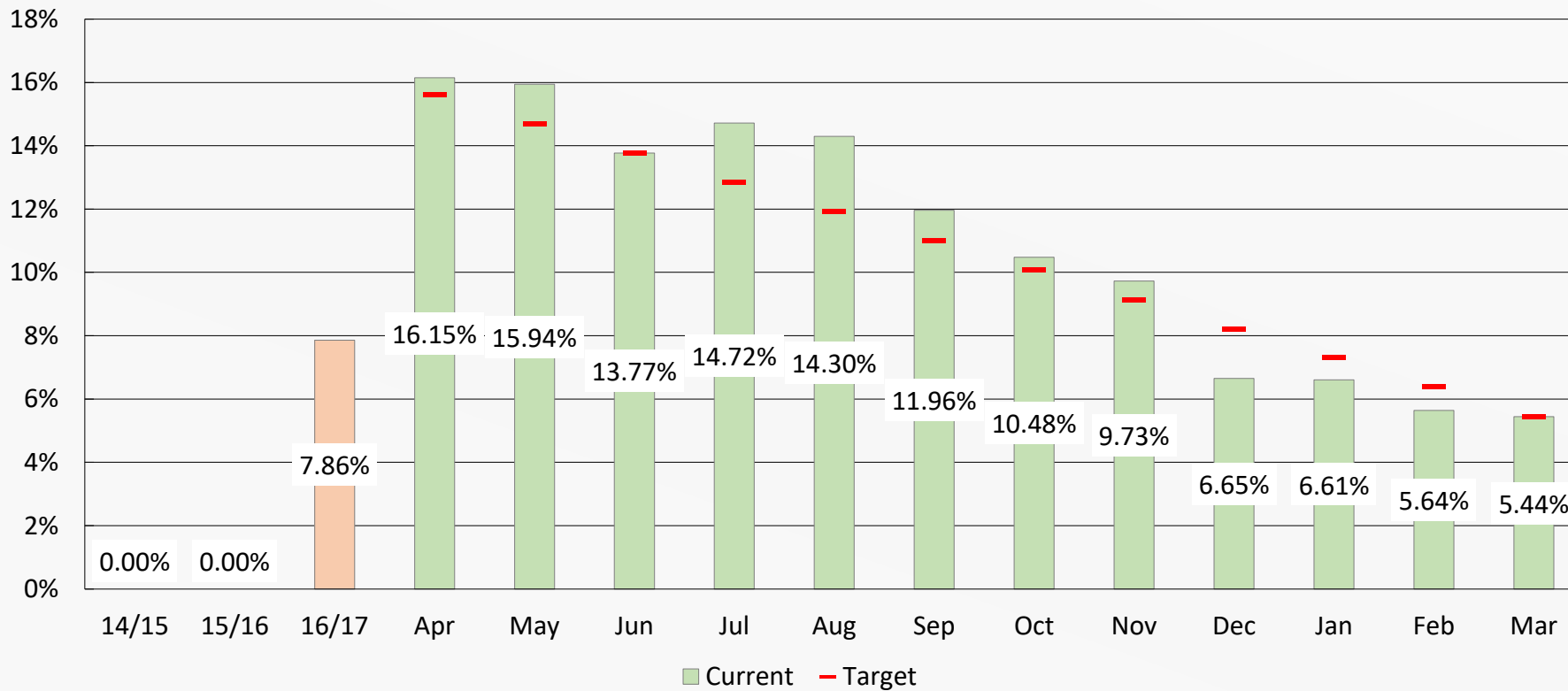
Appendix B Percentage of Non Decent homes

Comment: Of the 5867 stock, there are 319 (5.44%) Non Decent Homes.

17/18 Target
5.46%
327 properties

Mar Result
5.44%

YTD Result
5.44%
319 non decent properties



16/17
YTD Q4
comparison
7.86%
466 properties

Housemark
Comparisons
(Upper Quartiles)

National
0.0%

Eastern
1.28%

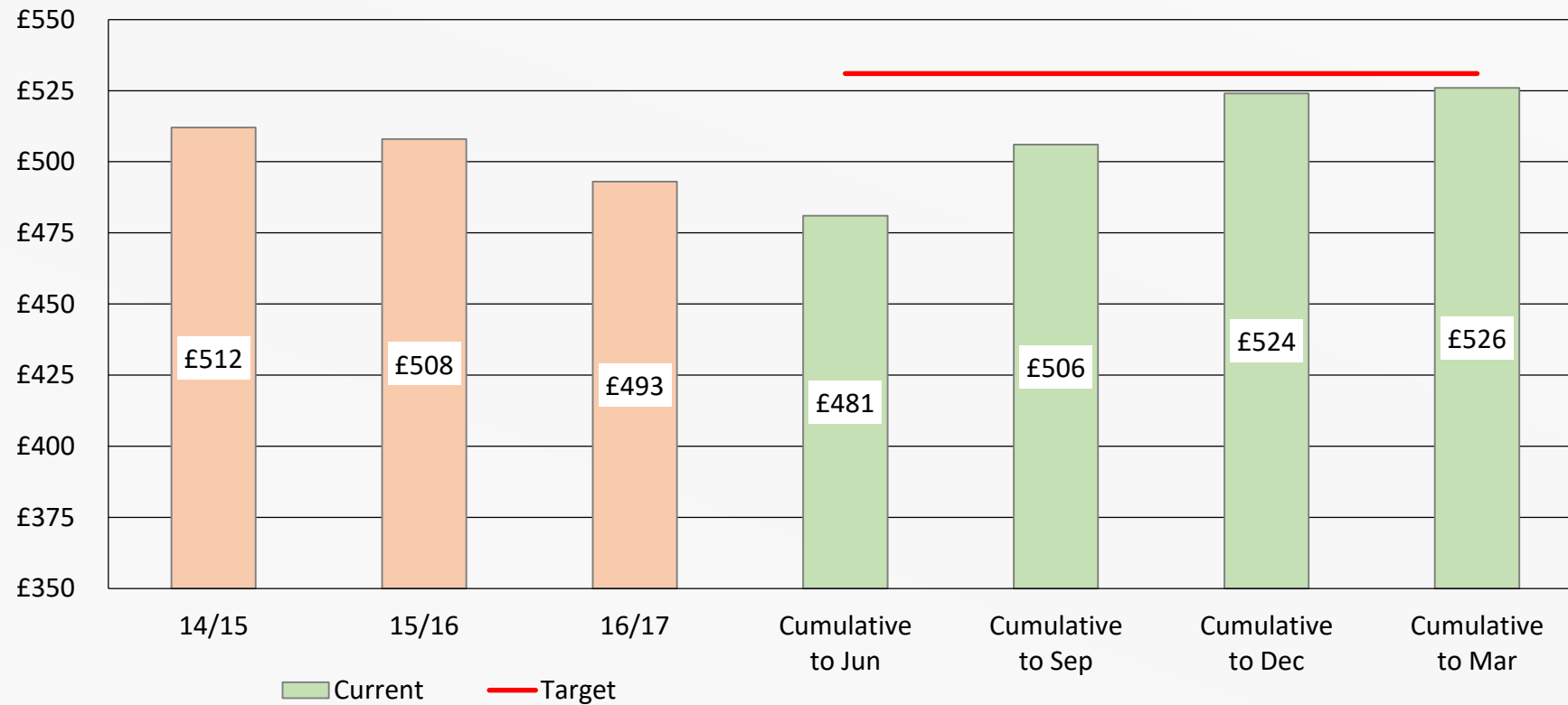
Appendix B Repair and void cost per property

Comment:

17/18 Target
£531

Cumulative
to Mar
Result
£526

YTD Result
£526



16/17
YTD Q4
comparison
£493

Housemark
Comparisons
(Upper Quartiles)

National
£581

Eastern
£565

First Call Resolution (%)

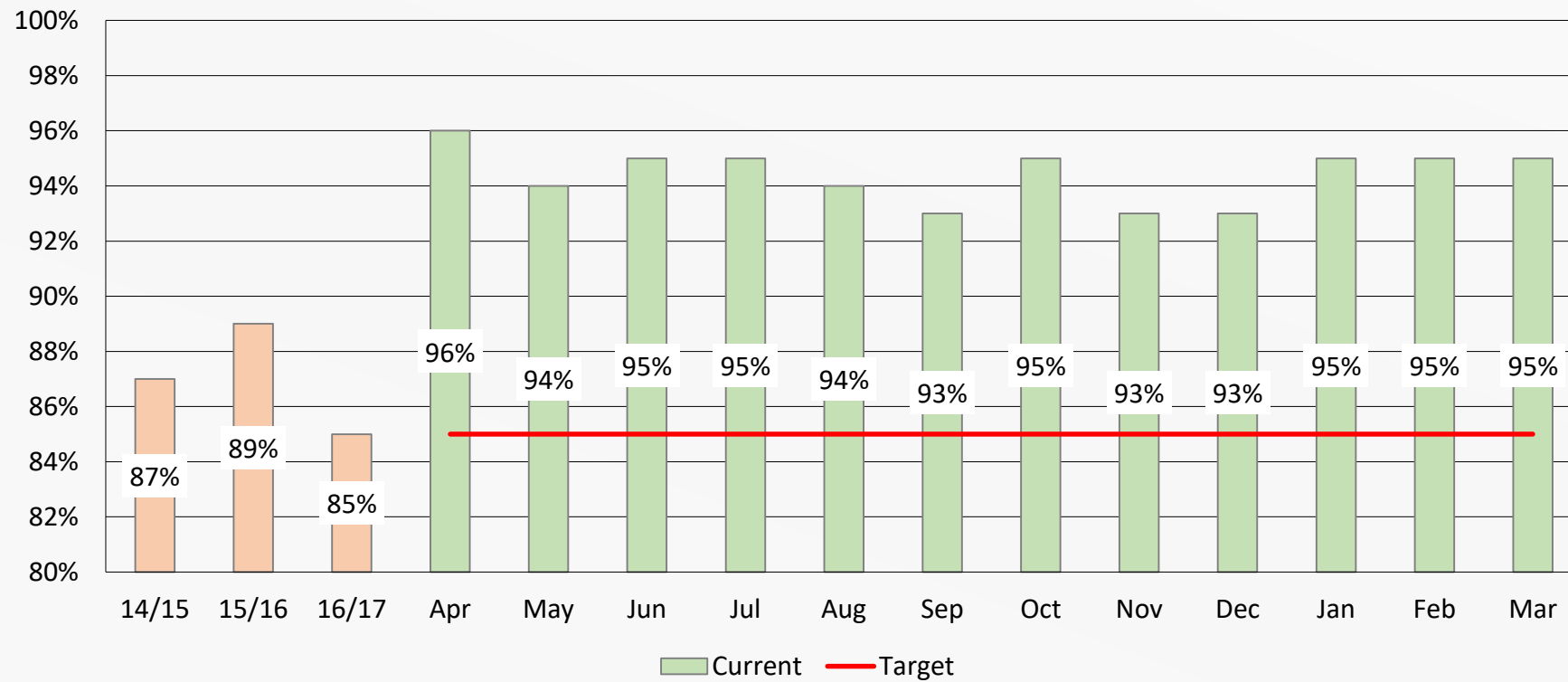
repairs calls only

Comment:

17/18 Target
85%

Mar Result
95%

YTD Result
94%



16/17
YTD Result Q4
comparison
n/a
definition has
changed

Housemark
Comparisons
(Upper Quartiles)

National
n/a

Eastern
n/a

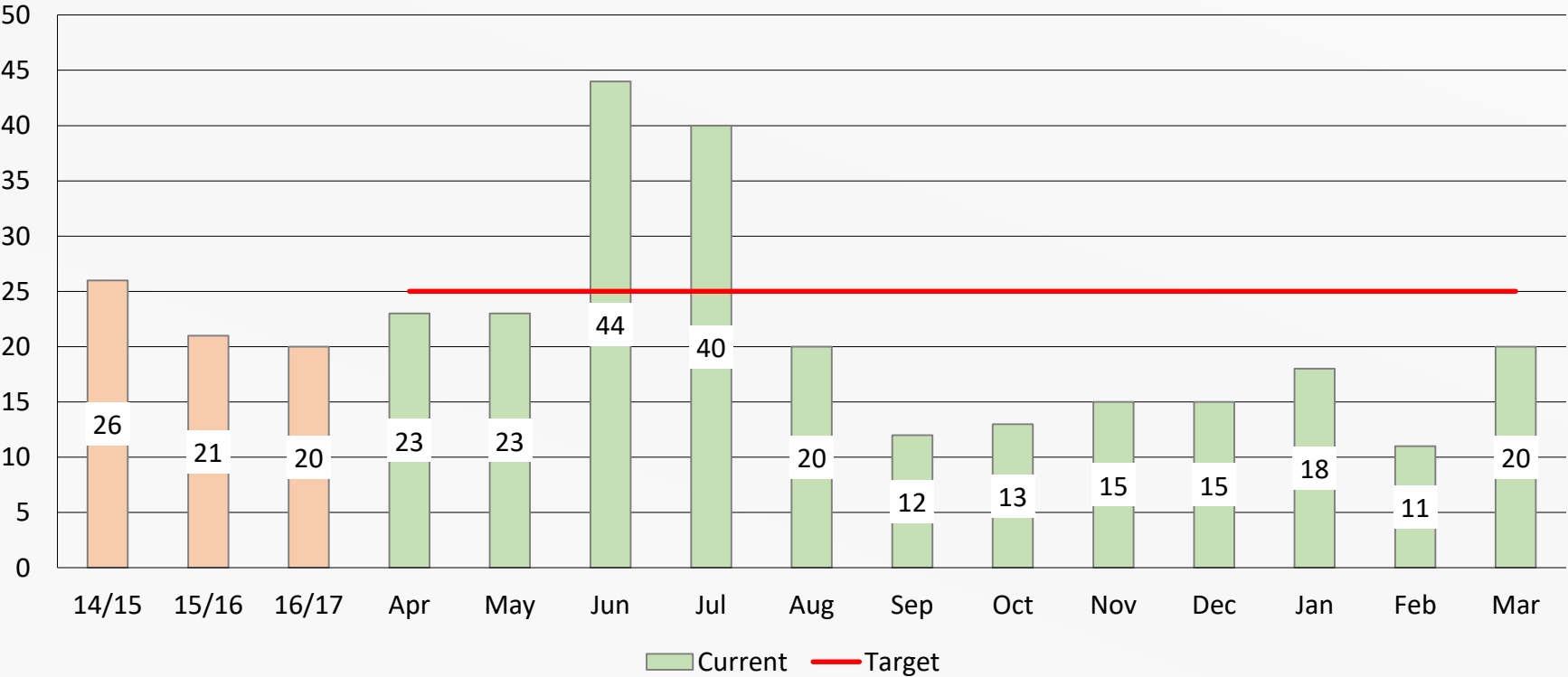
Average waiting time for calls (seconds)

Comment:

17/18 Target
25 seconds

Mar Result
20
seconds

YTD Result
21
seconds



16/17
YTD Q4
comparison
20 seconds

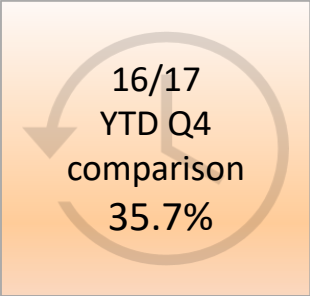
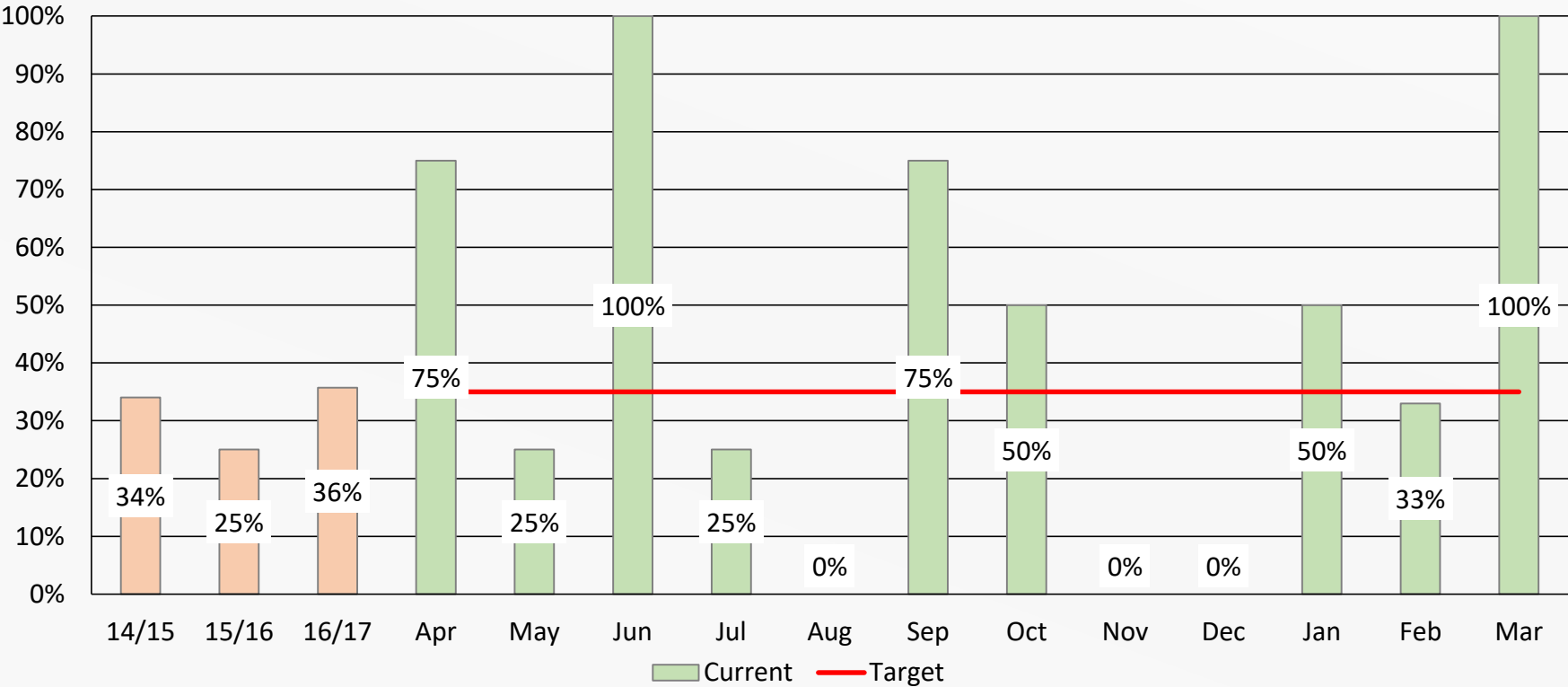
Housemark
Comparisons
(Upper Quartiles)

National
n/a

Eastern
n/a

Appendix B % of stage 1 complaints upheld

Comment: 2 new complaints in March. 2 upheld.
38 new complaints YTD. 15 upheld.



Former tenant arrears (£)

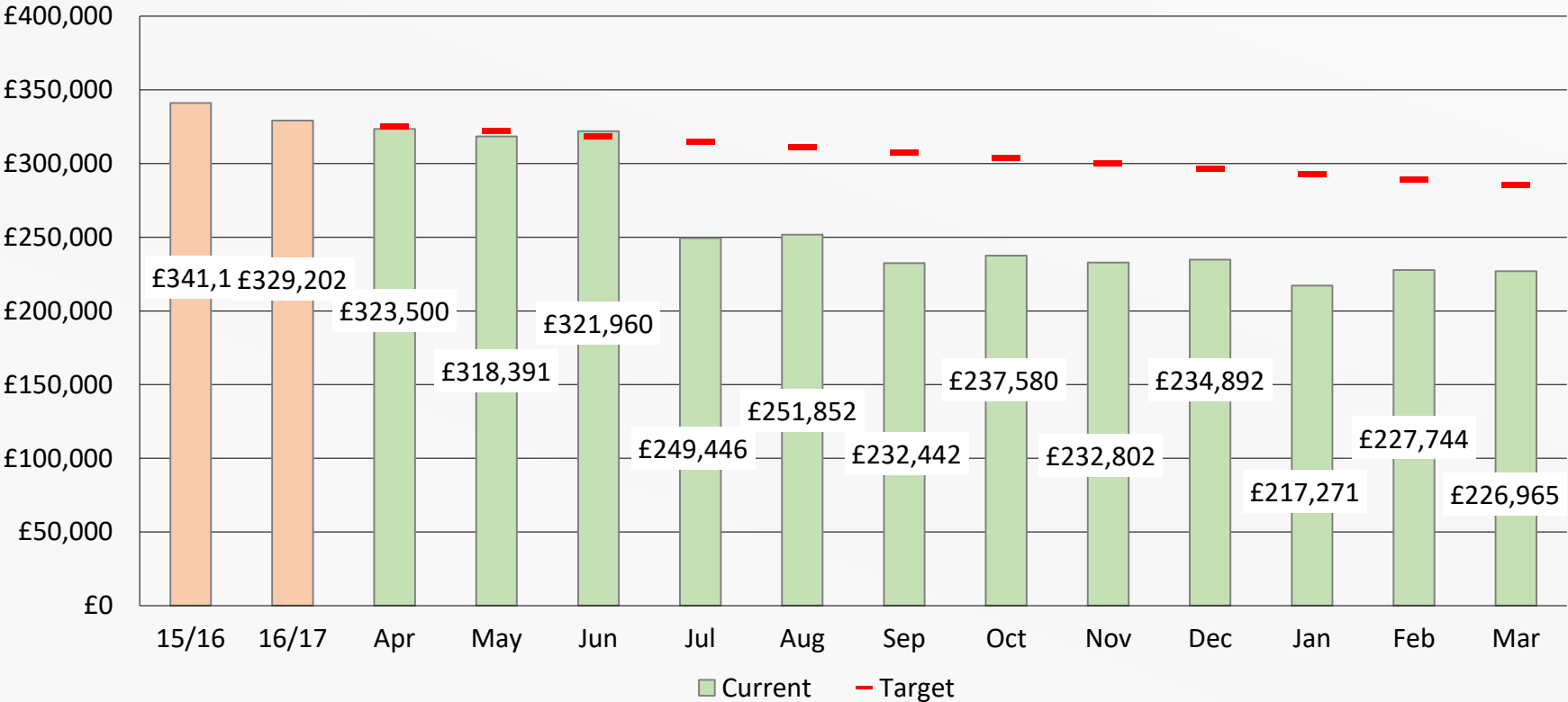
Comment: Joint work with CBC debt team to improve the FTA process has helped to bring this in on target

17/18 Target
£285,900

Mar Result
£226,965

YTD Result
£226,965

16/17
YTD Q4
comparison
£329,202



Housemark
Comparisons
(Upper Quartiles)

National
n/a

Eastern
n/a

Current tenant rent collection (including arrears brought forward)

Comment: Great year end performance despite austerity measures

17/18 Target
98.5%

Mar Result
107.25%

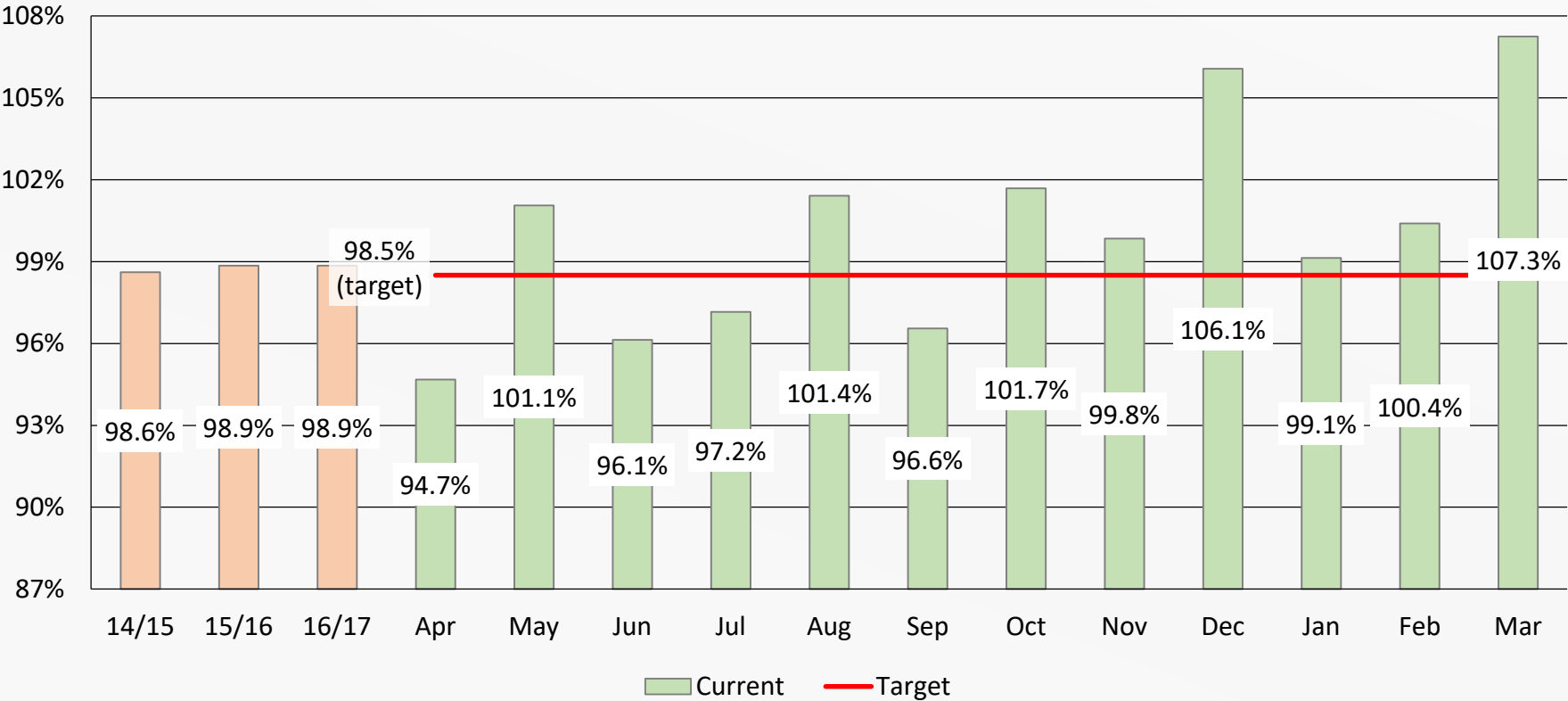
YTD Result
99.91%

16/17
YTD Q4
comparison
98.85%

Housemark
Comparisons
(Upper Quartiles)

National
n/a

Eastern
n/a



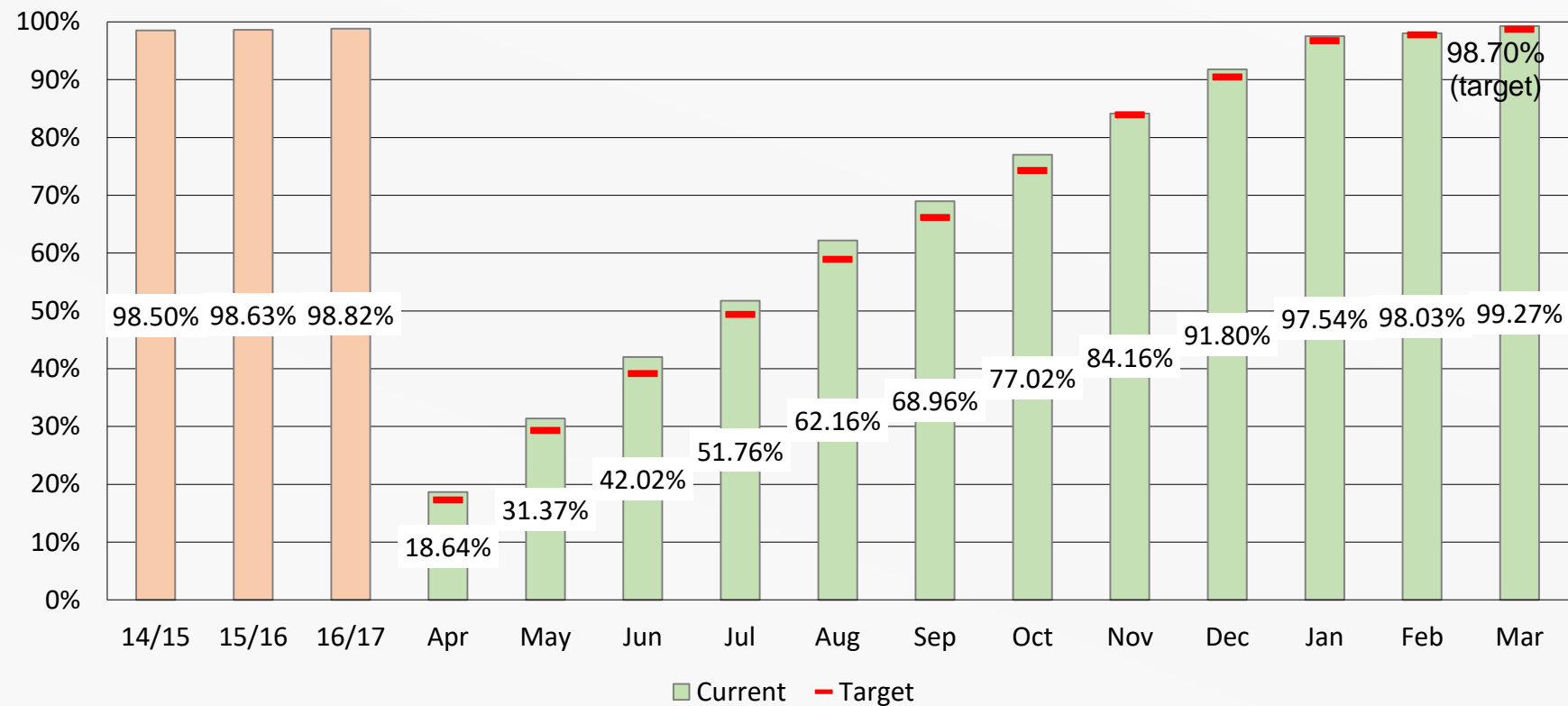
Appendix B Leasehold service charge collection

Comment:

17/18 Target
98.7%

Mar Result
99.27%

YTD Result
99.27%



16/17
YTD Q4
comparison
98.82%

Housemark
Comparisons
(Upper Quartiles)

National
n/a

Eastern
n/a

% of Corporate Buildings assets with condition surveys

Comment:

17/18 Target
100%

Mar Result
100%

YTD Result
100%

16/17
YTD Q4
comparison
100%

Housemark
Comparisons
(Upper Quartiles)

National
n/a

Eastern
n/a

