



# Board Meeting

## For Approval

To: Board  
From: Assistant Director (Housing Services)

**SUBJECT: HOUSING SERVICES TARGETS FOR KEY PERFORMANCE INDICATORS**

**DATE: 27<sup>TH</sup> AUGUST 2019**

<b>1.</b>	<b>Introduction</b>				
	Our previous targets were set for 3 years in 2016, with an annual review approved by the board. It is proposed that we set the undernoted targets for the next 3 years, with an annual review, taking into account performance in previous years and the performance of similar size Housing Associations.				
<b>2.</b>	<b>Key Performance Indicators (KPIs):</b>				
	<b>Indicator</b>	<b>Target 18/19</b>	<b>Out turn 18/19</b>	<b>Target 19/20</b>	<b>Change</b>
	<b>Voids/Letting</b>				
	Vacancies in lettable stock	(10%)	529 (9.9%)	(10%)	
	Average re-let timescale	20 days	23 days	20 days	
	Offers refused	25%	30%	25%	
	Time to process housing applications	1 day	1 day	1 day	
	Tenancy Sustainment	85%	85%	85%	
	<b>Rent &amp; Arrears</b>				
	Void rent loss	0.5%	0.6%	0.5%	

Gross rent arrears (current & former)	5%	6%	5%	
Non Technical Arrears	4%	4.1%	4%	
Rent Collected	99%	97.2%	99%	
<b>Court Actions &amp; Evictions</b>				
New Court Actions	No Target	52	No Target	
Court Actions that resulted in evictions	No Target	14	No Target	
<b>Anti Social Behaviour</b>				
No of Anti Social Cases received in the year	No Target	134	No Target	
No of Anti Social Cases resolved in the year	No Target	123	No Target	
% of Anti Social Cases resolved within timescale	80%	89%	80%	
<b>Repairs</b>				
Number of emergency repairs	No Target	6210	No Target	
Average timescale to complete emergency repairs	24 hours	3.95 hours	24 hours	
Number of non emergency repairs	No Target	15,641	No Target	
Average timescale to complete non emergency repairs	5 days	3.2 days	5 days	
Reactive repairs carried out right first time within	90%	78.64%	90%	

	timescale				
	Repairs appointments kept	95%	90.77%	95%	
<b>Gas Safety Certificate Compliance</b>					
	% of properties with current gas safety certificate	100%	100%	100%	
	Properties with gas certificate renewed by anniversary date	100%	100%	100%	
	Number of properties with no certificate within anniversary date	0	0	0	
<b>Adaptations</b>					
	Total days taken to complete approved applications	25 days	29 days	25 days	
	Number of medical adaptations completed	No Target	144	No Target	
<b>Customer Service</b>					
	Results from customer service surveys	90%	80%-100%	90%	
<b>3.</b>	<b>Recommendation</b>				
	It is recommended that we retain our existing targets for the next 3 years and that the targets will be reviewed annually or sooner if required.				