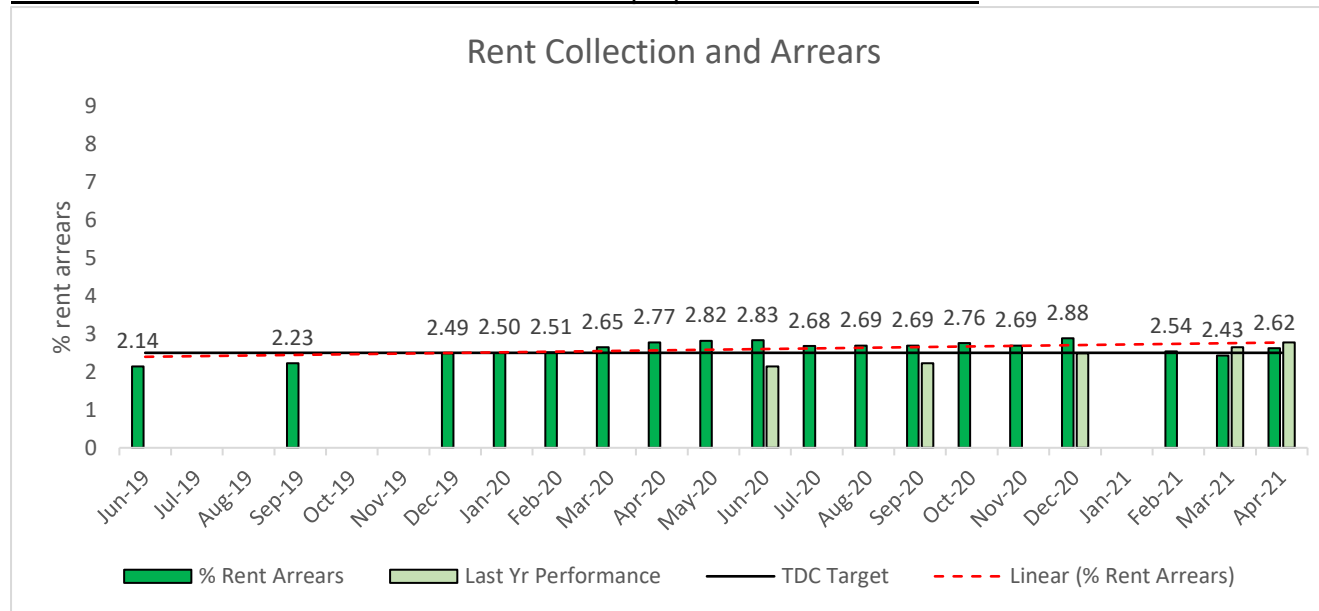


APPENDIX A – Housing Performance Charts

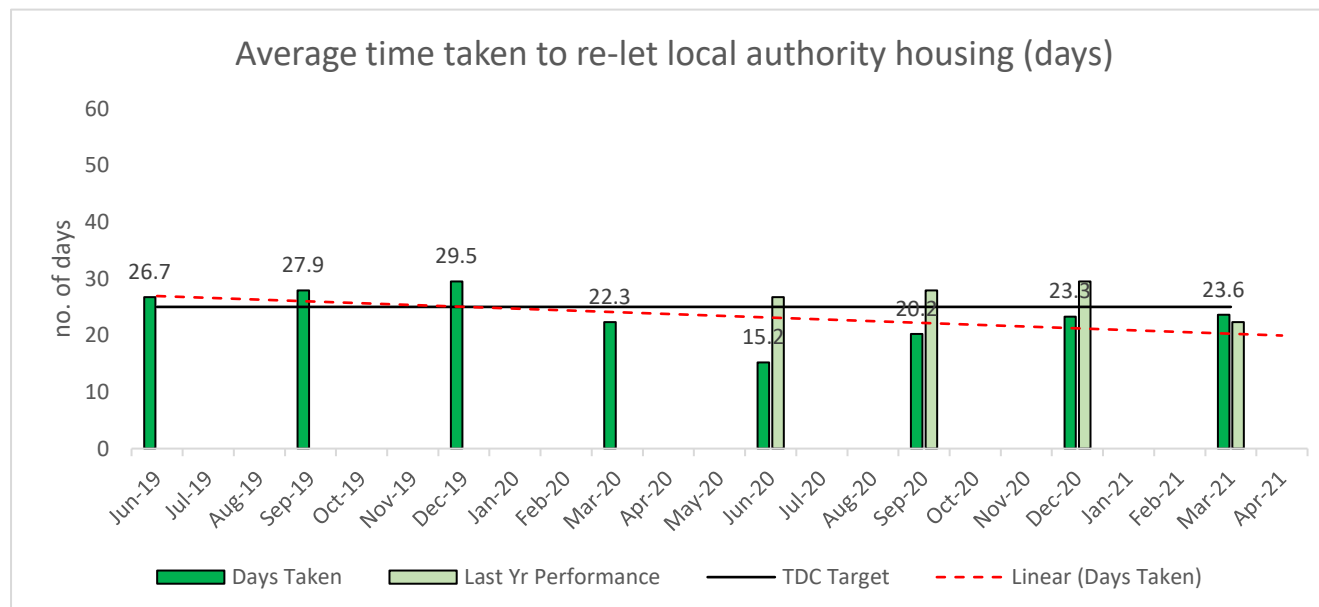
H01 - Local Council rent collection and arrears: proportion of rent collected



Performance Summary

- Collection performance at the end of the year was 2.9% below the increasing monthly target, which at the end of March stood at 98.52%.
- Performance compared to the same period in 2019/20 also finished down by 3.19% with a collection rate at that stage of 98.81%. Surrey wide figures are yet to be published but it forecast that Tandridge collection rates will remain one of the highest in the County. This, despite the additional work created by the pandemic and Northgate project. Limited enforcement action has been available due to the pandemic.
- Target: 2.5% (2020/21)

HO2a - Average time taken to re-let local authority housing (days)

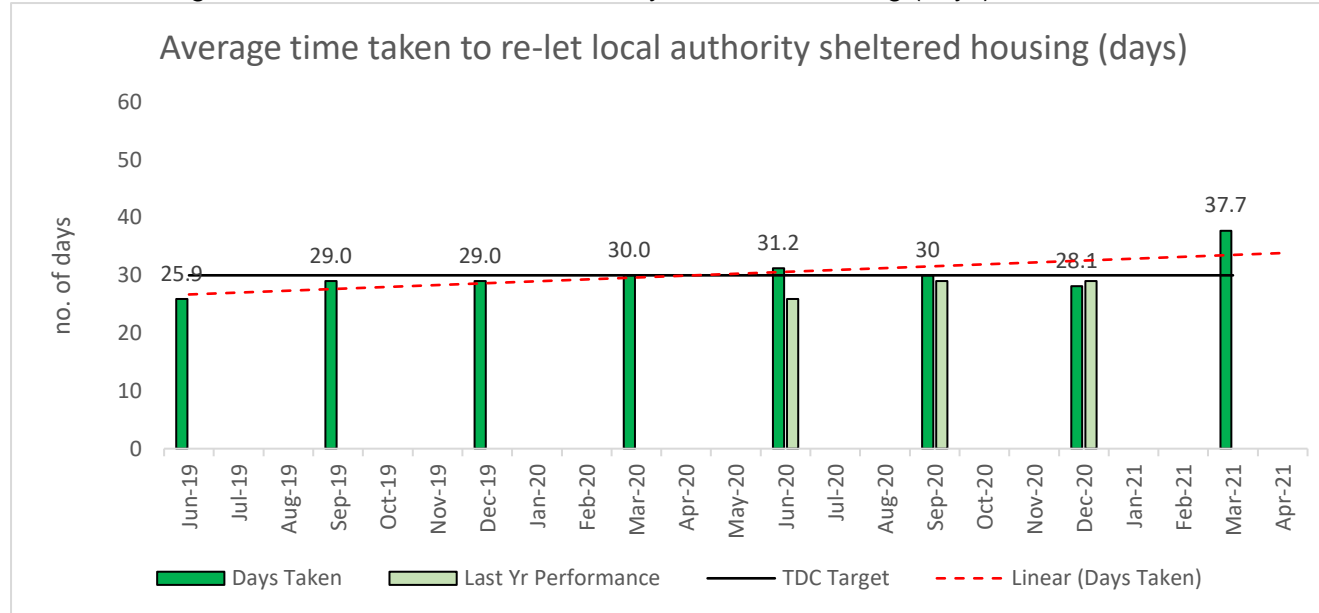


Performance Summary

- Performance was consistent between Quarter 3 and 4, again achieving our target.
- Processes have been adapted to ensure Covid safe working practices. This has led to a slight increase in time taken to re-let.
- Target: 25 days (2020/21)

APPENDIX A – Housing Performance Charts

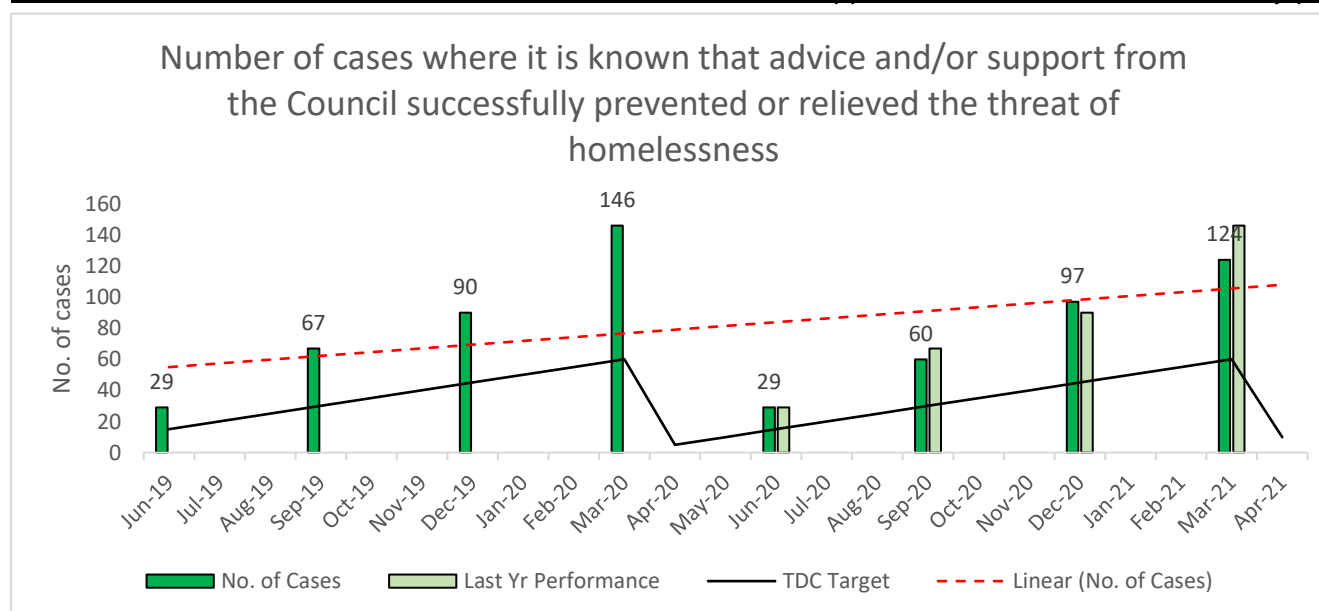
HO2b - Average time taken to re-let local authority sheltered housing (days)



Performance Summary

- Our performance declined in Quarter 4 due to a lack of demand for sheltered housing, thus increasing our re-letting time, as the pandemic brought about a reluctance for people to move.
- Target: 30 days (2020/21)

HO3 - Number of cases where it is known that advice and/or support from the Council successfully prevented or relieved the threat of homelessness

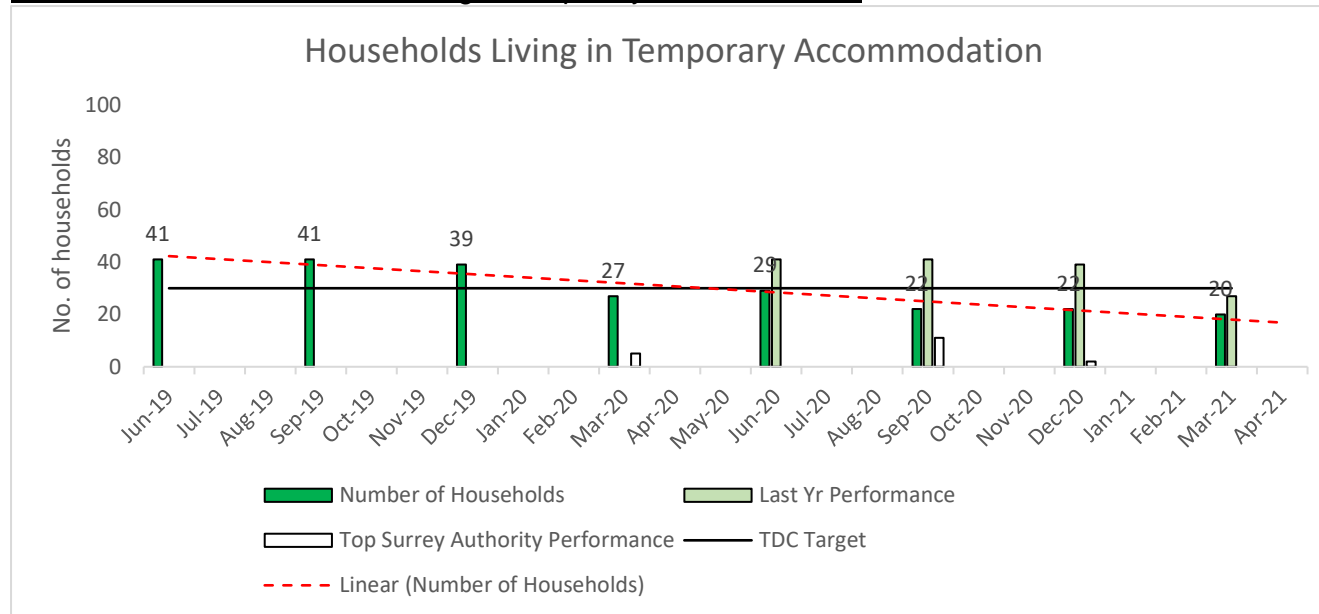


Performance Summary

- By the end of the year we surpassed our target by 64 cases. Our target for next year has been increased to 120 cases by the end of the year.
- Please note our target is for the end of the year and therefore cumulative per quarter. Also, figures are provisional and may be subject to change following government audits.
- Target: 60 cases (2020/21)

APPENDIX A – Housing Performance Charts

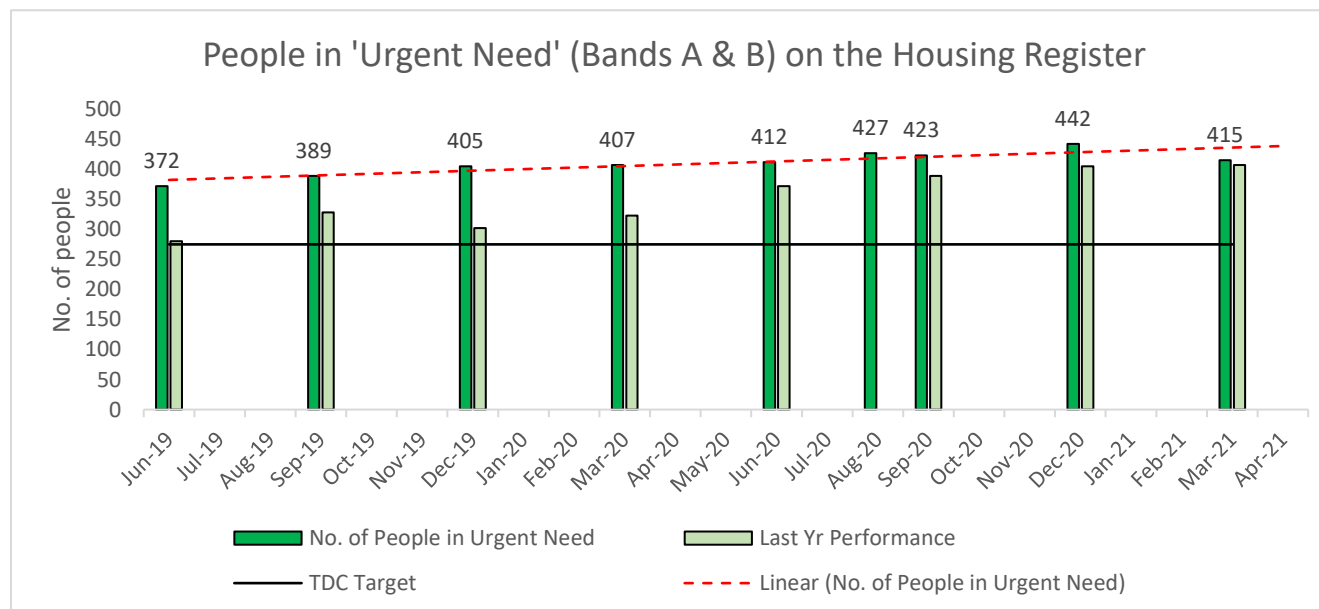
HO4 – Number of households living in temporary accommodation



Performance Summary

- Performance improved in Quarter 4, hence maintaining the positive trajectory against target. However Officers are closely monitoring the potential impacts of the moratorium of evictions introduced by COVID-19 legislation.
- Please note figures are provisional and may be subject to change following government audits.
- **Target:** 30 (2020/21)

HO5 – Number of people in 'urgent need' (bands A&B) on the Housing Register

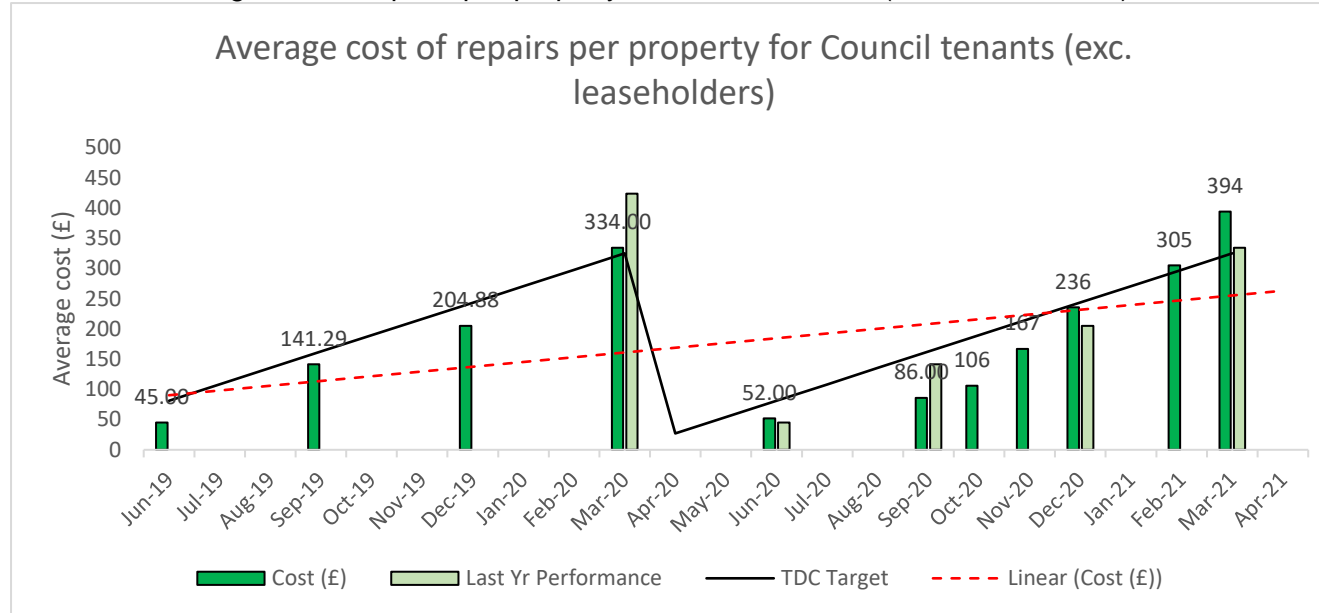


Performance Summary

- The figure improved by 27 in Quarter 4, yet across the year the number has been steadily increasing due to a limited supply of affordable housing.
- The Housing team continues to work with colleagues in strategy and development to ensure a continued supply of affordable housing is provided throughout the district.
- **Target:** 275 (2020/21)

APPENDIX A – Housing Performance Charts

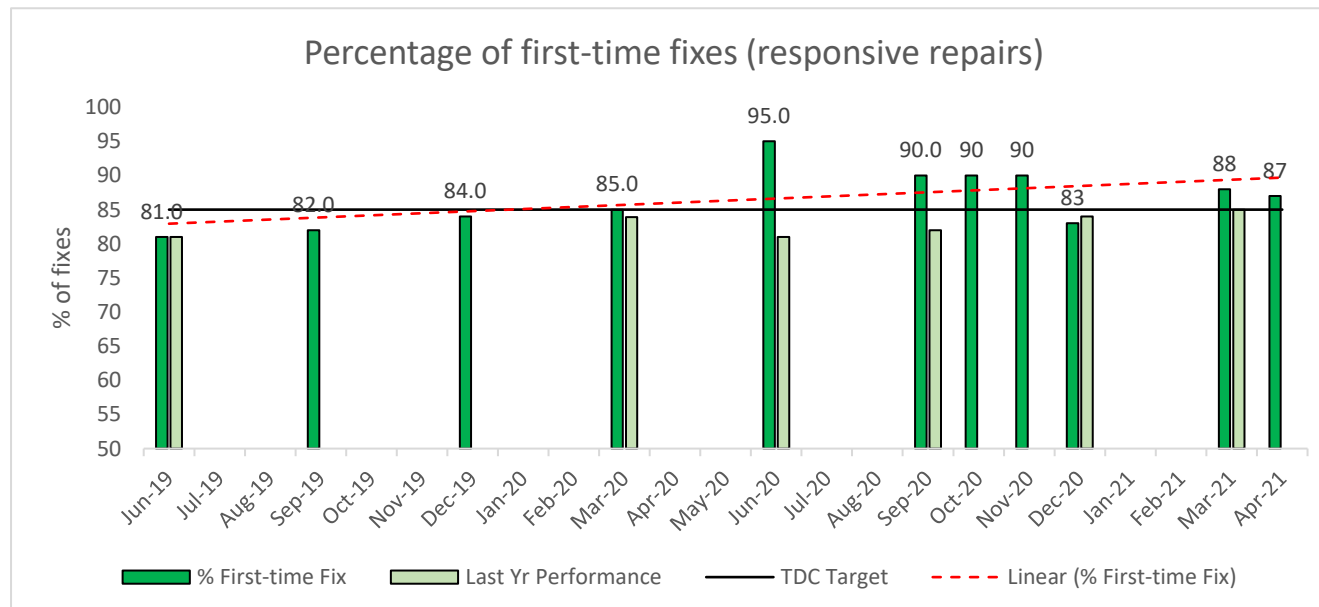
HO7 - The average cost of repairs per property for Council tenants (exc. leaseholders)



Performance Summary

- Covid - 19 has had a partial effect with more repairs being reported as residents have been furloughed or working from home.
- In 2018/19 our end of year figure was £424. We are reviewing all repairs costs as part of the new budget arrangements.
- Our target is the average cost of repairs. It is for the end of the year and therefore cumulative per quarter.
- **Target:** £325 (2020/21)

HO8 - First time fixes (responsive repairs)

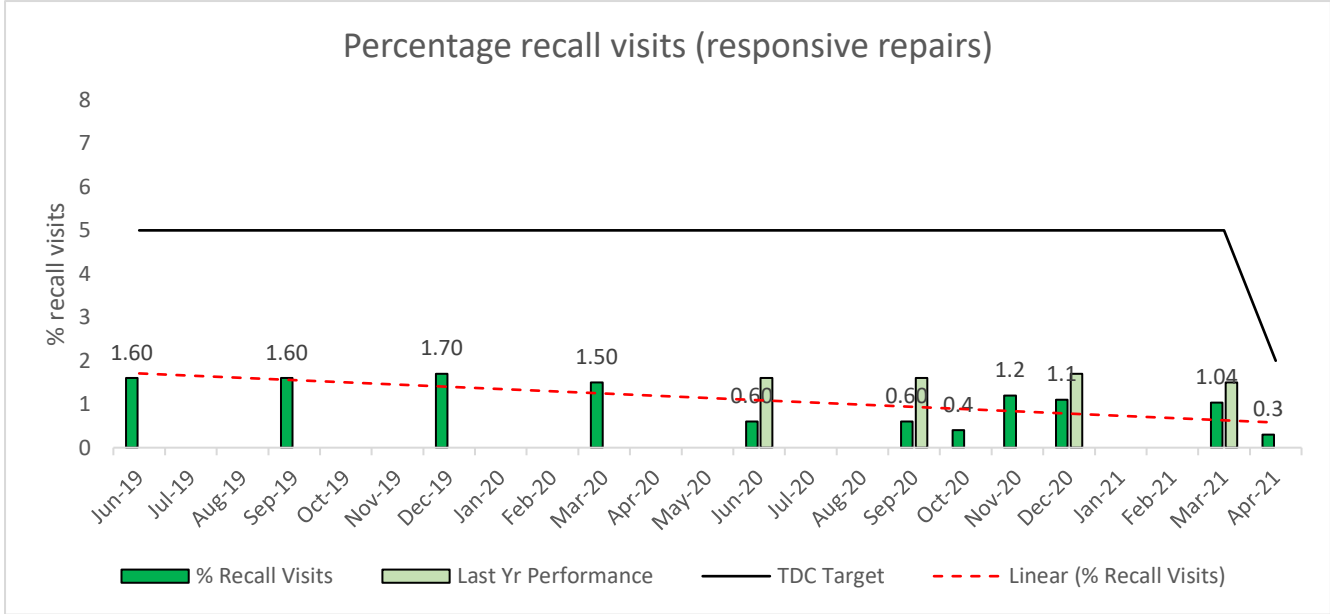


Performance Summary

- Our performance has improved since Quarter 3, surpassing our target by 2% in April 2021.
- **Target:** 85% (2020/21)

APPENDIX A – Housing Performance Charts

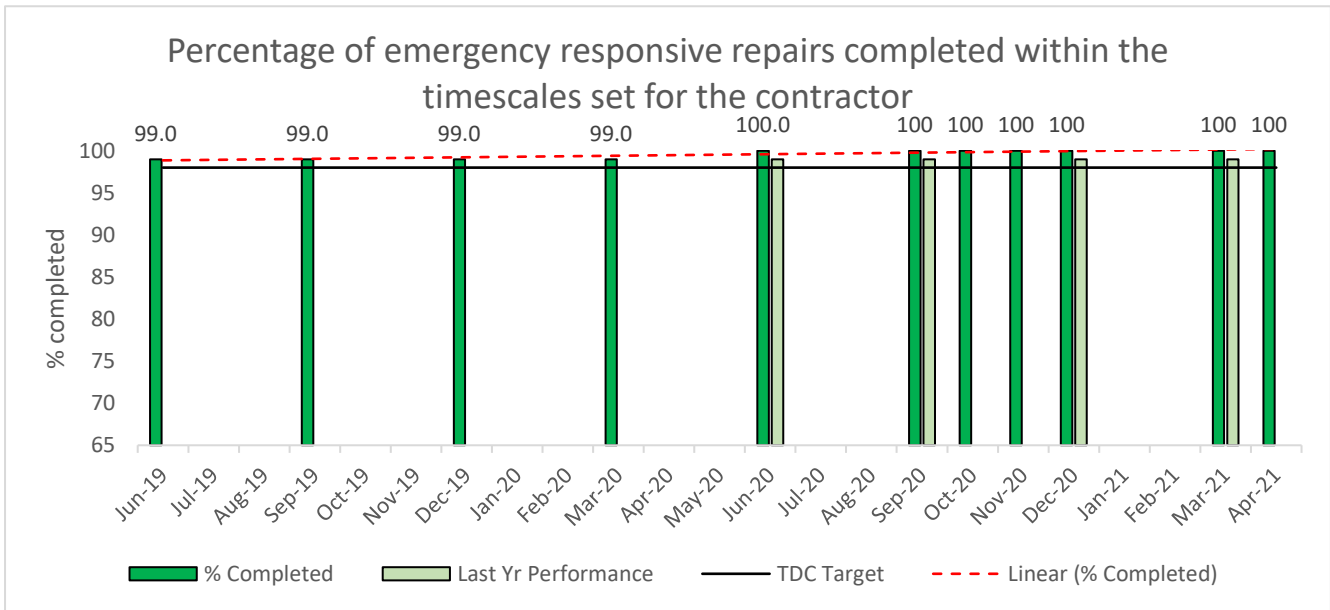
HO9 - Recall Visits (responsive repairs)



Performance Summary

- Performance improved in Quarter 4, maintaining the positive trajectory with respect to our target.
- Target: 5% (2020/21)

HO10a - Percentage of emergency responsive repairs completed within the timescales set for the contractor.

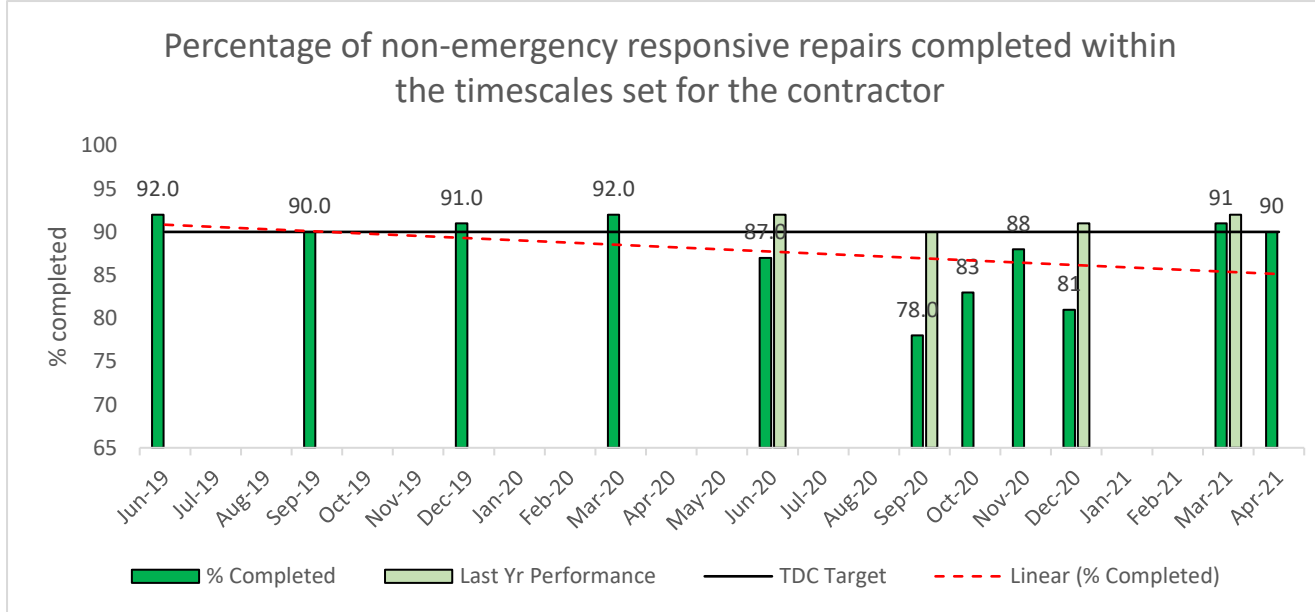


Performance Summary

- Our performance continued to surpass target in Quarter 4 2020-21.
- Target: 98% (2020/21)

APPENDIX A – Housing Performance Charts

HO10b - Percentage of non-emergency responsive repairs completed within the timescales set for the contractor.



Performance Summary

- Our performance improved in Quarter 4, consequently we achieved our target for the period.
- Target: 90% (2020/21)