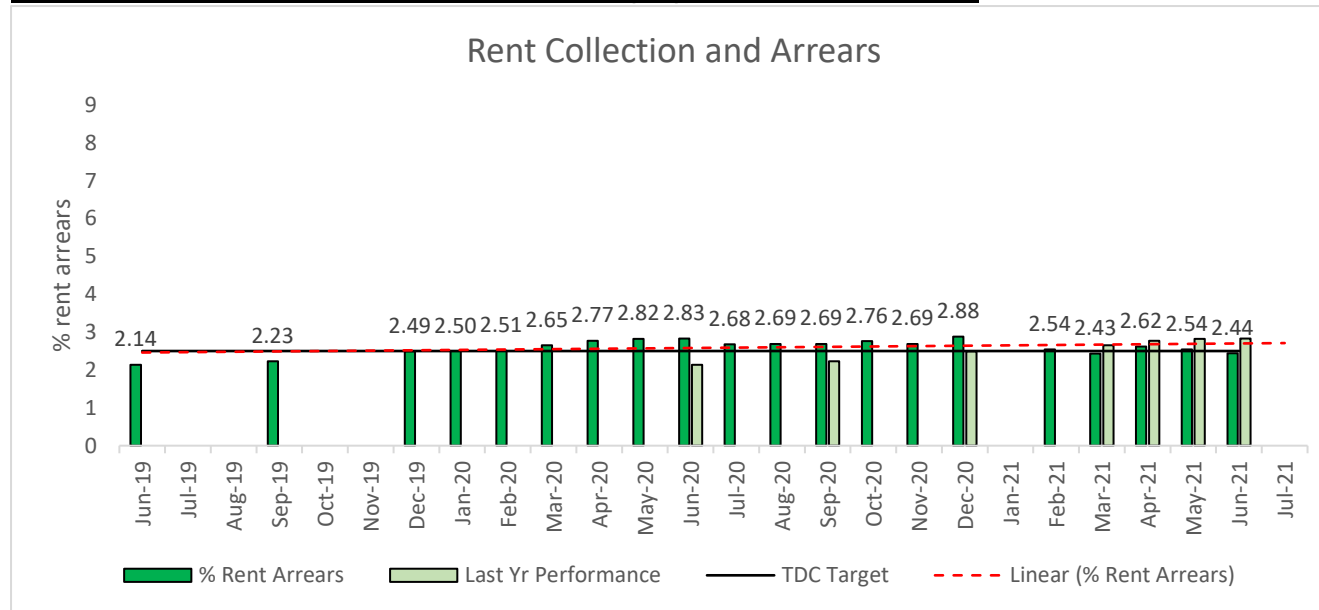


APPENDIX A – Housing Performance Charts

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

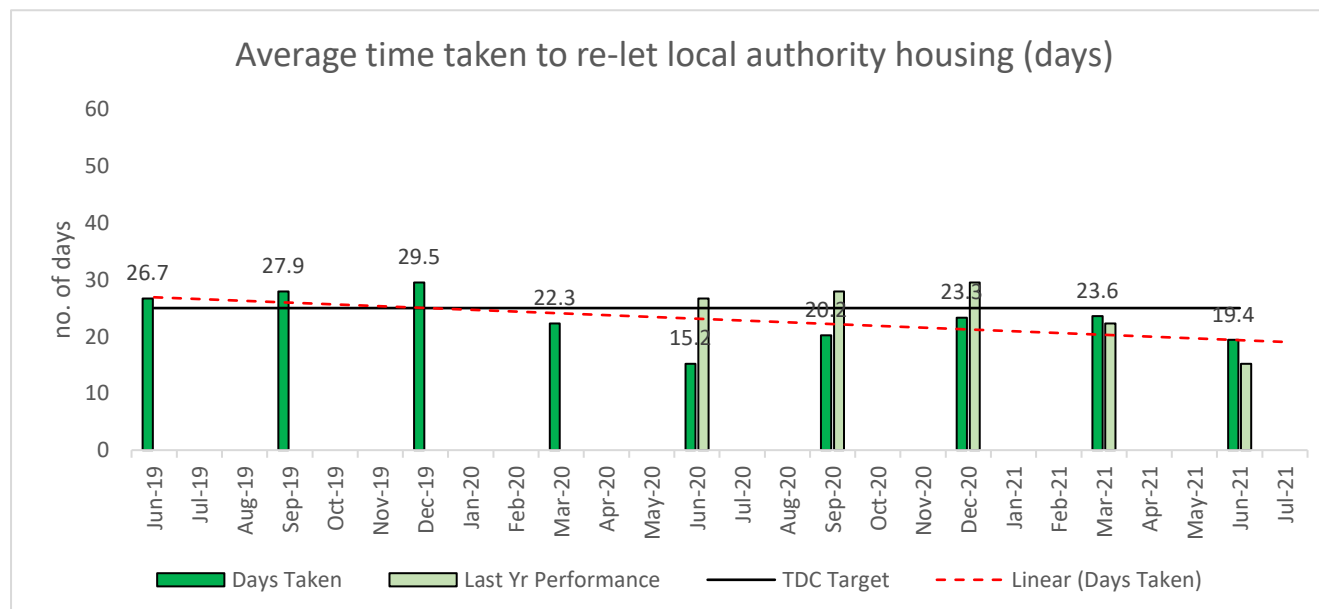


Performance Summary

- Rent arrears total is 0.06% lower the monthly target of 2.50%. This is also 0.23% lower than the same period in 2020/21 when arrears were 2.67%.

Target: 2.5% (2021/22)

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



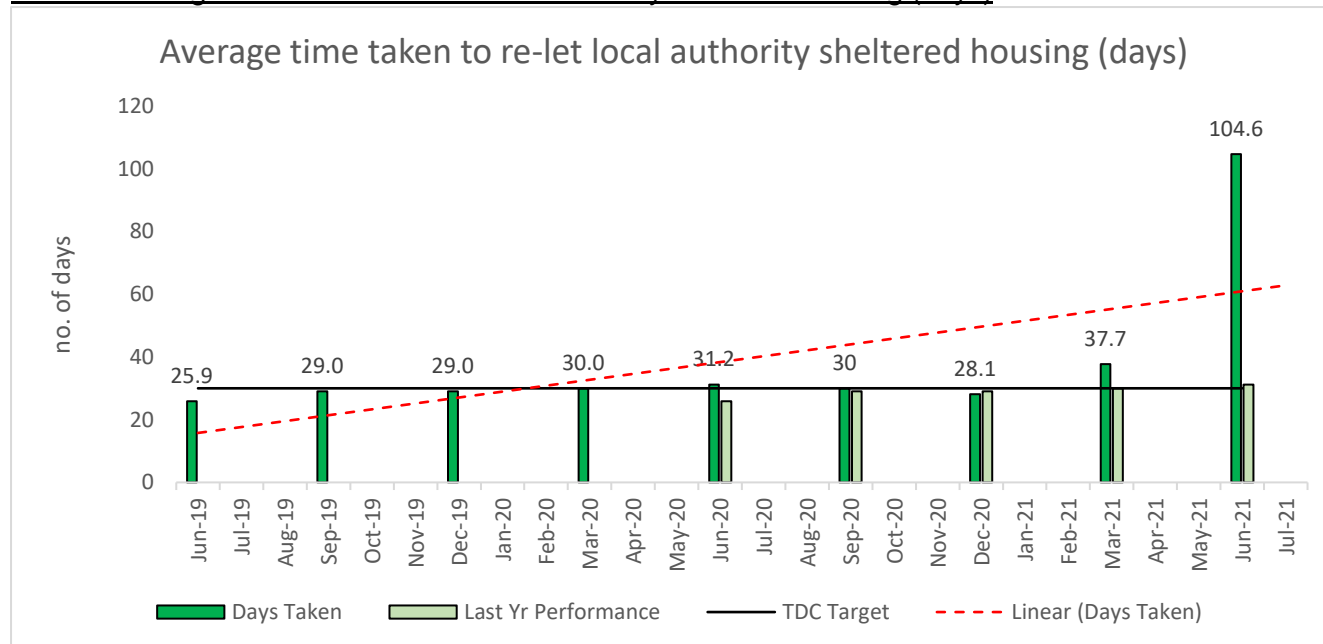
Performance Summary

- Performance improved since the previous quarter and compared with last year.

Target: 25 days (2021/22)

APPENDIX A – Housing Performance Charts

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

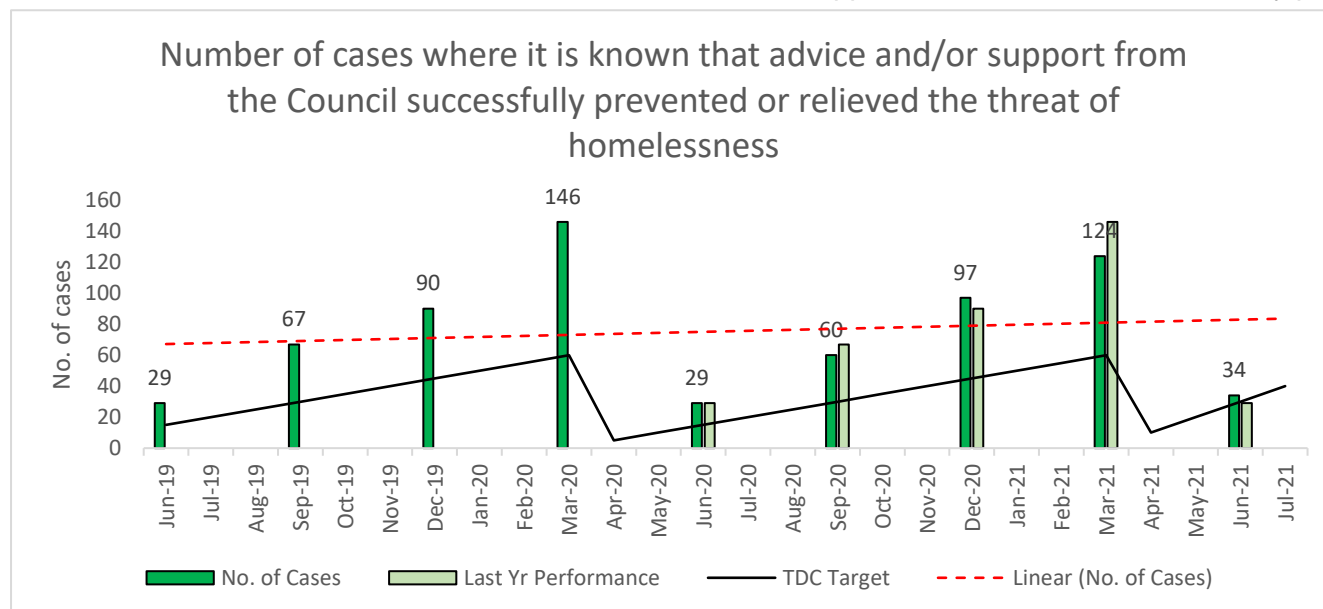


Performance Summary

- The figure has been inflated by 3 properties that were vacant for much of 2020/21 due to the pandemic, but were let early in 2021/22 and are, therefore, included in the current figure. It is evident that demand for older persons and, particularly, sheltered housing decreased significantly prior to the vaccination programme. As a result, the length of time taken to let these properties has increased significantly. This is in line with effects seen by other local authorities. While performance is expected to improve, it is unlikely that the target will be achieved this year.

Target: 30 days (2021/22)

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



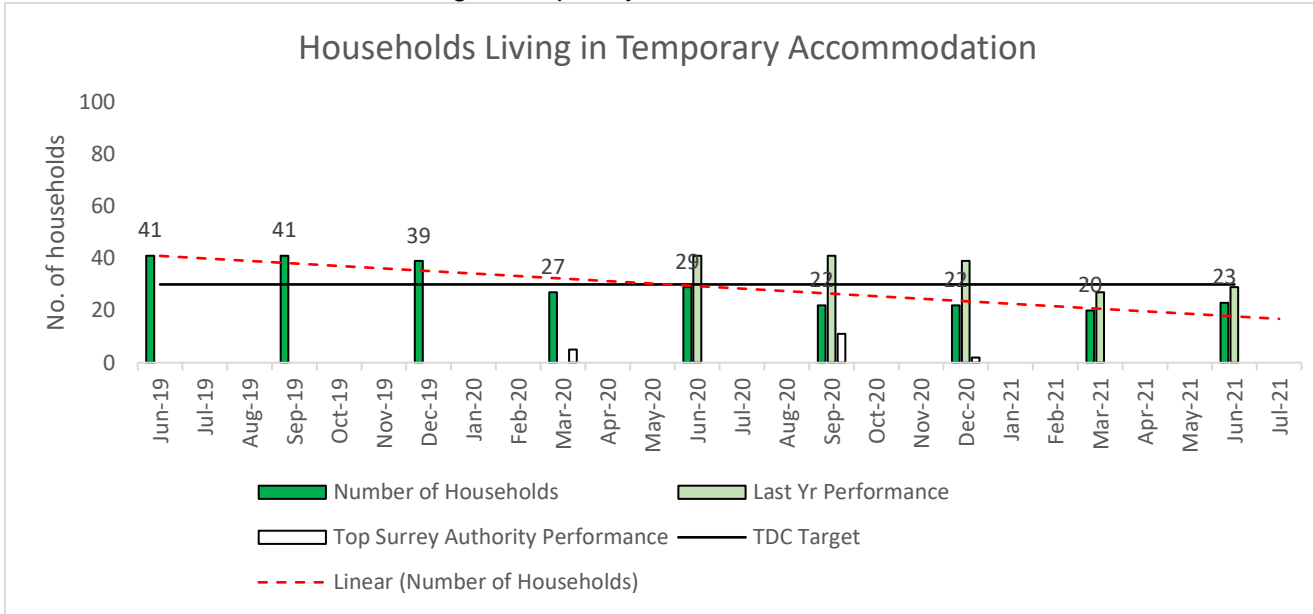
Performance Summary

- On track for this year's new target at the end of Quarter 1.
- 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: 120 cases (2021/22)

APPENDIX A – Housing Performance Charts

HO4 – Number of households living in temporary accommodation

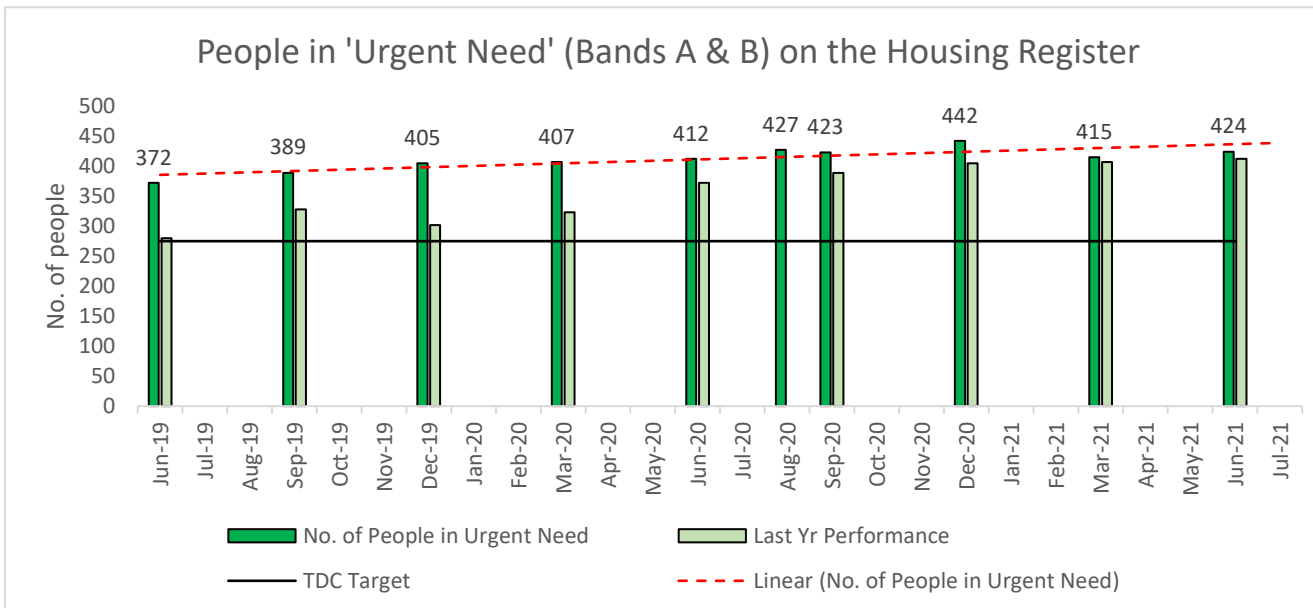


Performance Summary

- On target at the end of Quarter 1, and also improved on last year.
- Please note figures are provisional and may be subject to change following government audits.

Target: 30 (2021/22)

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



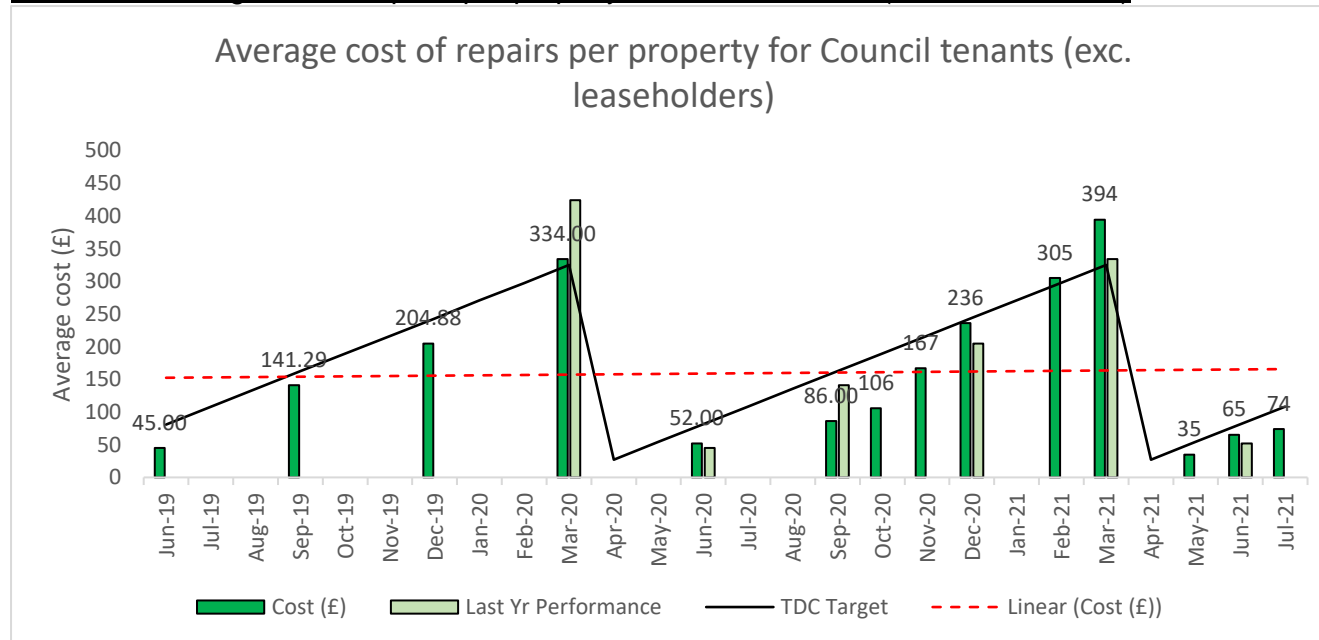
Performance Summary

- This figure remains high 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, as well as pursuing other initiatives.

Target: 275 (2021/22)

APPENDIX A – Housing Performance Charts

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

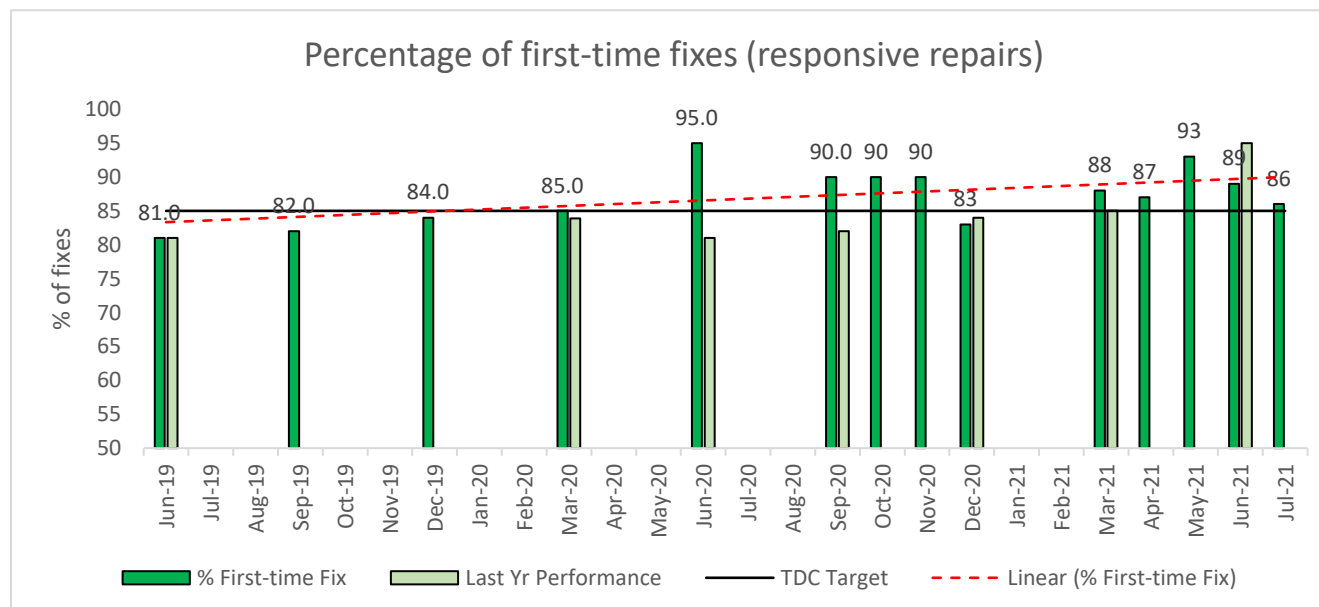


Performance Summary

- On track for target at the end of July 21.
- Our target is the average cost of repairs. It is for the end of the year and therefore cumulative per quarter.

Target: £325 (2021/22)

HO8 - First time fixes (responsive repairs)



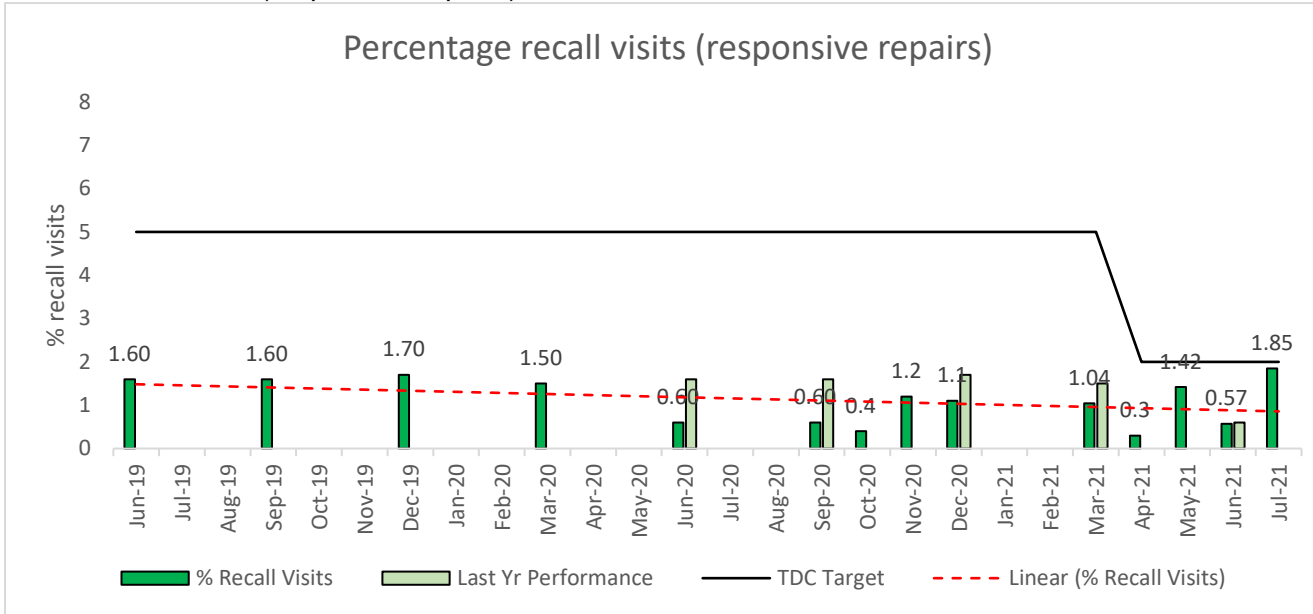
Performance Summary

- On target, and an improvement on last year.

Target: 85% (2021/22)

APPENDIX A – Housing Performance Charts

HO9 - Recall Visits (responsive repairs)

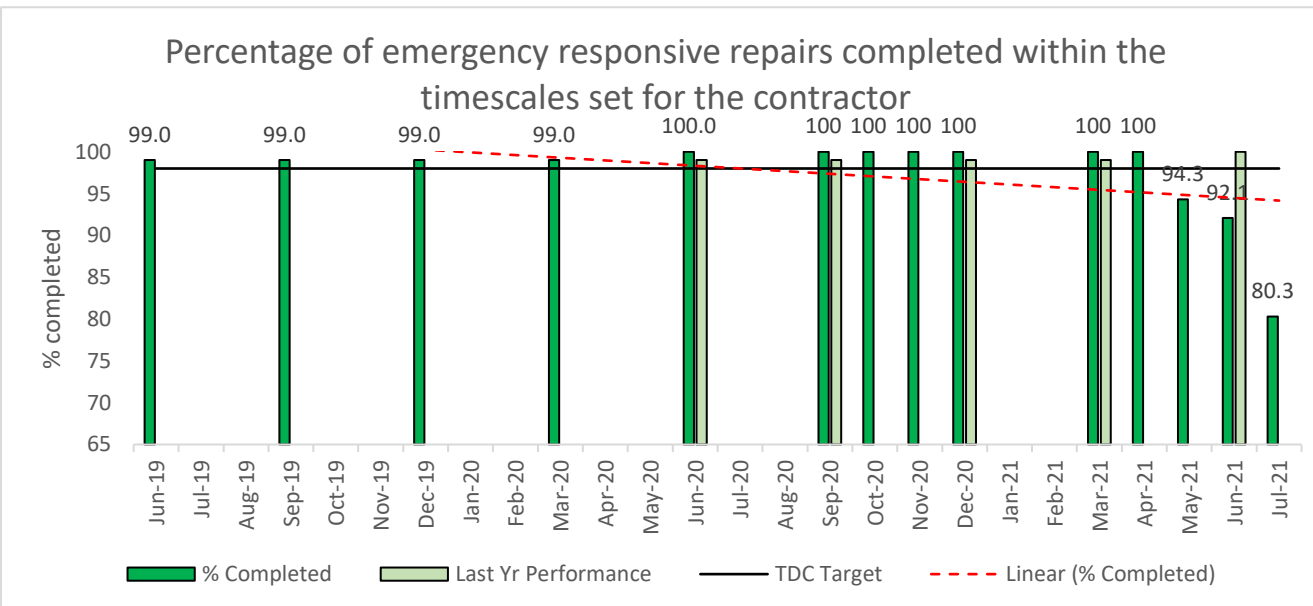


Performance Summary

- On target at the end of Quarter 1 and into July 21.

Target: 2% (2021/22)

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



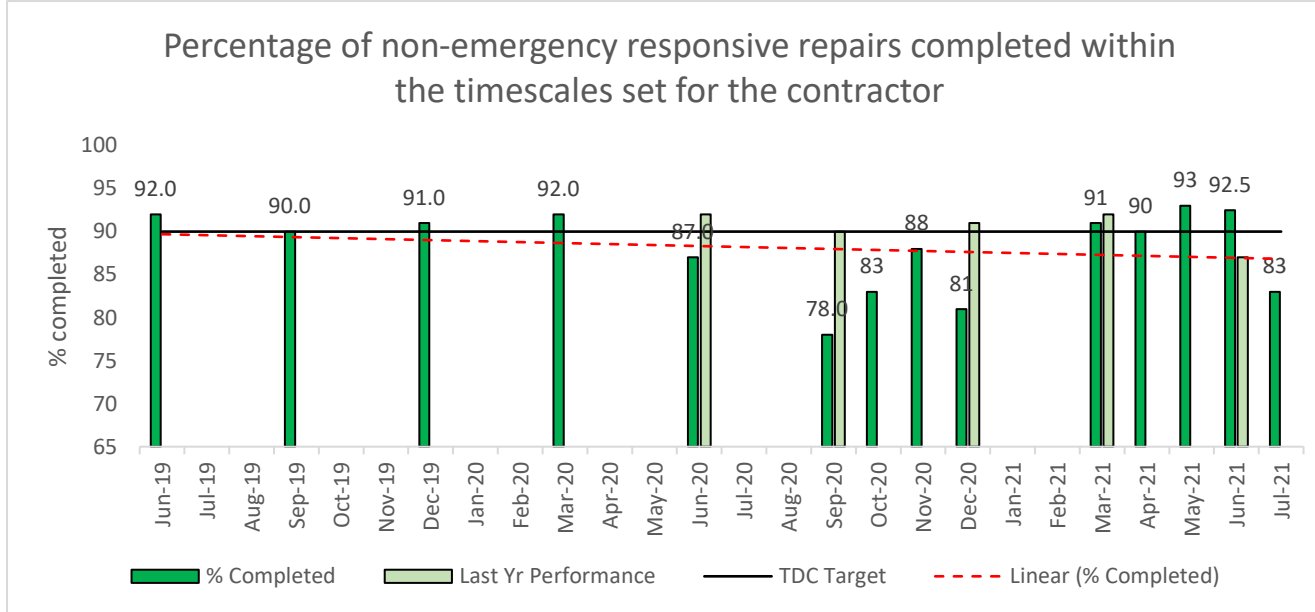
Performance Summary

- The data figure is still low because of on-going IT related problems with one particular contractor not receiving automatic e-mail notifications. The contractor concerned is working hard to rectify this.

Target: 98% (2021/22)

APPENDIX A – Housing Performance Charts

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



Performance Summary

- Late notification of jobs being practically completed due to errors on a contractor's valuation has resulted in a figure lower than the percentage target.

Target: 90% (2021/22)