

APPENDIX A – Housing Performance

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

April-June 2022	July-September 2022	October-December 2022	January-March 2023	Target
2.67%	2.41%	2.42%	2.03%	Met

Performance Summary

- In Q1 the rent arrears were 0.17% higher than the target of 2.5%. By the end of March 2023, the percentage of rent arrears had reduced to 2.03%, this is 0.47% lower than target and 0.2% lower than the same period in March 2022 when rent arrears totalled 2.23%.

Target: 2.5% (2022/23)

H02a - Average time taken to re-let local authority housing (days)

April-June 2022	July-September 2022	October-December 2022	January-March 2023	Target
41.8	35.4	27.7	30.7	Not met

Performance Summary

- Performance has been significantly impacted by resourcing within both the Housing Needs and Community Surveying Team. An additional post has been created within this team to oversee and be accountable for void relet times as part of the Future Tandridge Programme (FTP) structure review. Resource within the Community Surveying team is currently being addressed through the FTP service reviews.

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- In addition to this, processes have reviewed to ensure a recovered position throughout 2023/24.
- An options appraisal on void management is currently being undertaken by an officer working group. This will establish the best approach to void management and the future operating model.

Target: 25 days (2022/23)

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

April-June 2022	July-September 2022	October-December 2022	January-March 2023	Target 30 Days
48.9	86.4	67.2	62	Not Met

Performance Summary

- This figure has been significantly affected by difficulties in letting several older persons properties, each of which was vacant more than 6 months. Alternative lettings criteria has been considered for these properties to reduce relet times and meet target.

Target: 30 days (2022/23)

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

April-June 2022	July-September 2022	October-December 2022	January-March 2023	Target 120
29	52	86	106	Not Met

Performance Summary

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- The figure is marginally below target as a result of difficulties in the supply of affordable privately rented or social housing becoming available to prevent or relieve homelessness. This is reflected in the recent increase in the number of households in temporary accommodation, a trend which is being seen countywide.

Target: 120 cases (2022/23)

HO4 – Number of households living in temporary accommodation

April-June 2022	July-September 2022	October-December 2022	January-March 2023	Target
22	30	40	52	30
				Not Met

Performance Summary

- The increase in the number of households in temporary accommodation reflects the current difficulties being experienced in successfully preventing / relieving homelessness and the lack of supply of affordable housing

Target: 30 (2022/23)

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

April-June 2022	July-September 2022	October-December 2022	January-March 2022	Target
419	446	461	467	275
				Not Met

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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, including the Tenants' Incentive Scheme, Assisted Purchase Scheme and relocation strategies within our own housing stock.

Target: 275 (2022/23)

HO7 – Average cost of repairs per property for Council Tenants (exc. Leaseholders)

April-June 2022	July-September 2022	October-December 2022	January-March 2023	Target
£78.87	£134.70	£219.12	£310.56	Met

Performance Summary

- On target.

Target: £325 (2022/23)

HO8 - First time fixes (responsive repairs)

April-June 2022	July-September 2022	October-December 2022	January-March 2023	Target
99.08%	99.06%	98.89%	98.05%	Met

Performance Summary

- On target.

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Target: 85% (2022/23)

HO9 - Recall Visits (responsive repairs)

April-June 2022	July-September 2022	October-December 2022	January-March 2023	Target
0.92%	0.94%	1.45%	0.93%	Met

Performance Summary

- On target.

Target: 2% (2022/23)

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

April-June 2022	July-September 2022	October-December 2022	January-March 2023	Target
99.2%	100%	100%	99.1%	Met

Performance Summary

- On target.
- Target: 98% (2021/22)

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

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April-June 2022	July-September 2022	October-December 2022	January-March 2023	Target
95.6%	95.8%	96%	95.8%	Met

Performance Summary

- On target.

Target: 90% (2022/23)