

Responsible Area	Indicator	Target	July Result	August Result	Cumulative	Against Target	Trend	Notes
Property & Contracts	Repair First Time	95.00%	90.66%	89.48%	92.93%		↓	Does not include results for E&NE due to system failures.
Property & Contracts	Repairs Completed in Target	99.00%	90.73%	90.90%	92.82%		↑	
Property & Contracts	% of Satisfaction with Repairs	97.00%	99.77%	98.96%	99.34%		↓	
Property & Contracts	Gas Repair First Time	87.00%	99.75%	99.70%	97.94%		↓	
Property & Contracts	Gas Repairs Completed in Target	98.00%	98.05%	96.42%	97.89%		↓	
Property & Contracts	Gas Appointments Kept	98.00%	96.52%	94.57%	95.22%		↓	
Property & Contracts	Satisfaction - Gas	97.00%	98.56%	98.84%	98.95%		↑	
Property & Contracts	% of Annual Gas Services Completed	99.86%	99.14%	99.04%	99.04%		↓	
Property & Contracts	Minor Adaptations First Time	99.00%	80.99%	83.93%	82.08%		↑	
Property & Contracts	Minor Adaptations Completed Within Target	98.00%	97.20%	93.79%	94.06%		↓	
Property & Contracts	Minor Adaptations Satisfaction	97.00%	100.00%	100.00%	100.00%		→	
Property & Contracts	% Major Adaptations Completed Within Target	97.00%	88.89%	92.68%	90.61%		↑	
Property & Contracts	Major Adaptations Satisfaction	97.00%	0.00%	100.00%	100.00%		↑	
Property & Contracts	% Decent Council Homes	N/A	90.84%	91.07%	91.07%		↓	
Housing Management	% of Rent Collected (based on 66a definition)	98.06%	97.69%	97.48%	97.48%		↓	
Housing Management	Rent Arrears of Current Tenants as a proportion of the Authority's Rent Roll	2.20%	2.21%	2.34%	2.34%		↓	
Housing Management	Former Tenant Arrears as % of Rent Roll	1.20%	1.18%	1.17%	1.17%		↑	
Housing Management	Income Management Satisfaction	N/A	85.51%	93.33%	86.85%		↑	
Housing Management	Proportion of Properties Currently Untenanted	0.73%	0.66%	0.76%	0.76%		↓	
Housing Management	Number of Properties Void for more than 6 months	9	19	14	14		↓	
Housing Management	% Rent Loss from Voids	N/A	0.64%	0.66%	0.66%		→	
Housing Management	Gross Average Relet Times for Dwellings - (i.e. Without Exclusions)	30	28.95	28.64	28.64		↑	
Housing Management	% Tenants that reported ASB who are satisfied with Final Outcome.	80.00%	89.40%	91.70%	91.70%		↑	
Housing Management	% Complaints Responded to Within 10 Working Days	96.25%	94.07%	97.14%	95.99%		↑	
Housing Management	Complaints Satisfaction	N/A	43.00%	0.00%	47.12%			Data Unavailable
Housing Management	% Annual Tenancy Visits Completed	50.00%	30.00%	36.55%	36.55%		↑	
Housing Management	Independent Living Satisfaction	N/A	50.00%	41.67%	67.04%		↓	

