



Chart 1

Annual Tenancy Visit (ATV) Summary					
Metric	S & SE	BITMO	E & NE	W & NW	CITY
KPI (% Completed)	42.79%	53.11%	47.84%	41.98%	44.41%

Table 1

**Commentary:**

Recovery action plans have been developed for each Housing Mnaagement Area to ensure that the dip in performance is addressed.

All Housing Officers continue to have weekly target of ATVs to complete and are closely monitored by managers. Some Tenancy action has started on properties which persistently fail to respond to contact attempts.

Q2 performance has been affected by staff absences due to annual leave during the normal holiday season.

Q3 performance will be affected by the implementation of the HM restructure with managers and some Housing Officers taking up new roles and changed locations but we are confident of reaching 100% target by the year end.