

Responsible Area	Indicator	Target	September Result	December Result	Cumulative	Against Target	Trend	Notes
Property & Contracts	Repair First Time	95.00%	89.05%	89.84%	85.31%		↑	
Property & Contracts	Repairs Completed in Target	99.00%	88.42%	87.04%	92.09%		↓	
Property & Contracts	% of Satisfaction with Repairs	97.00%	97.54%	98.88%	91.62%		↑	
Property & Contracts	Gas Repair First Time	87.00%	99.66%	98.80%	98.23%		↓	
Property & Contracts	Gas Repairs Completed in Target	98.00%	97.50%	98.60%	98.42%		↑	
Property & Contracts	Gas Appointments Kept	98.00%	94.83%	96.52%	96.24%		↑	
Property & Contracts	Satisfaction - Gas	97.00%	98.19%	98.71%	98.70%		↑	
Property & Contracts	% of Annual Gas Services Completed	99.86%	99.26%	99.71%	99.71%		↑	
Property & Contracts	Minor Adaptations First Time	99.00%	83.05%	81.75%	81.34%		↓	
Property & Contracts	Minor Adaptations Completed Within Target	98.00%	95.15%	88.54%	93.92%		↓	
Property & Contracts	Minor Adaptations Satisfaction	97.00%	97.56%	100.00%	99.57%		↑	
Property & Contracts	% Major Adaptations Completed Within Target	97.00%	0.00%	87.88%	88.84%		↑	
Property & Contracts	Major Adaptations Satisfaction	97.00%	0.00%	100.00%	96.75%		↑	
Housing Management	% of Rent Collected (based on 66a definition)	98.06%	97.70%	97.24%	97.24%		↓	
Housing Management	Rent Arrears of Current Tenants as a proportion of the Authority's Rent Roll	2.20%	2.24%	2.68%	2.68%		↓	
Housing Management	Former Tenant Arrears as % of Rent Roll	1.20%	1.18%	1.28%	1.28%		↑	
Housing Management	Income Management Satisfaction	N/A	89.00%	Unavailable	87.40%			Survey on hold pending completion of service review
Housing Management	Proportion of Properties Currently Untenanted	0.73%	0.84%	1.03%	1.03%		↓	
Housing Management	Number of Properties Void for more than 6 months	9	64	2	2		↓	
Housing Management	% Rent Loss from Voids	0.90%	0.68%	0.76%	0.76%		→	
Housing Management	Gross Average Relet Times for Dwellings - (i.e. Without Exclusions)	30	29.30	30.59	30.59		↓	
Housing Management	% Tenants that reported ASB who are satisfied with Final Outcome.	80.00%	100.00%	87.00%	Unavailable		↓	LASBT are unable to provide cumulative total this month.
Housing Management	% Complaints Responded to Within 10 Working Days	96.25%	98.96%	97.14%	92.02%		↓	
Housing Management	Complaints Satisfaction	N/A	57.00%	Unavailable	50.00%			Survey on hold pending completion of service review
Housing Management	% Annual Tenancy Visits Completed	50.00%	45.11%	61.87%	61.87%		↑	
Housing Management	Independent Living Satisfaction	N/A	92.00%	Unavailable	88.30%			Survey on hold pending completion of service review