

Responsible Area	Description	Target	Previous month %	Current %	No. Jobs	No. met/ complete	Cumulative %	Against Target	Trend	Notes
Property & Contracts	Repair First Time	90%	89.49%	88.42%	10819	9566	88.96%		↓	
Property & Contracts	Repairs Completed in Target	99%	87.74%	86.29%	16030	13833	87.02%		↓	
Property & Contracts	Repair Appointments Kept	99%	94.80%	94.03%	8212	7722	94.43%		↓	
Property & Contracts	% of Satisfaction with Repairs	97%	98.09%	99.42%	1029	1035	98.69%		↑	
Property & Contracts	Gas Repair First Time	87%	98.49%	99.20%	1378	1367	98.84%		↑	
Property & Contracts	Gas Repairs Completed in Target	98%	98.30%	97.07%	2084	2023	97.73%		↓	
Property & Contracts	Gas Appointments Kept	98%	95.43%	0.00%	0	0	95.43%	Data Unavailable	↓	
Property & Contracts	Gas Satisfaction	97%	98.32%	98.91%	814	823	98.57%		↑	
Property & Contracts	% of Annaul Gas Services Completed	99.86%	99.79%	99.69%	44547	44410	0.00%		↓	
Property & Contracts	Minor Adaptations First Time	99%	84.50%	88.70%	115	102	86.48%		↑	
Property & Contracts	MinorAdaptations Completed within Target	98%	78.19%	82.87%	181	150	80.49%		↑	
Property & Contracts	Minor Adaptations Appointments Kept	97%	99.22%	95.42%	131	125	97.30%		↓	
Property & Contracts	Minor Adaptations Satisfaction	97%	100.00%	100.00%	17	17	100.00%		→	
Property & Contracts	Major Adaptation Satisfaction	97%	0.00%	0.00%	0	0	#DIV/0!	Data Unavailable	→	
Property & Contracts	% Major Adaptation completed within target	97.00%	85.71%	78.57%	70	55	79.86%		↓	

May 15/16

## Tenant Scrutiny Performance Report

2014/15

Responsible Area	Description	Target	Previous month %	Current %	No. Jobs	No. met/ complete	Cumulative %	Against Target	Trend	Notes
Housing Management	% of Rent Collected	98.00%	96.53%	<b>96.07%</b>					↓	
Housing Management	Rent Arrears of Current Tenants as a proportion of the Authority's Rent Roll	2.20%	2.65%	<b>2.81%</b>			0.00%		↓	
Housing Management	Former Tenant Arrears as % of Rent Roll	1.20%	1.31%	<b>1.30%</b>			0.00%		↑	
Housing Management	Income Management Satisfaction	0.00%	0.00%	<b>0.00%</b>	0	0	0.00%	Data Unavailable	→	Survey on hold pending completion of service review
Housing Management	Proportion of Properties Currently Untenanted	0.73%	0.97%	<b>0.94%</b>			0.00%		↑	
Housing Management	Number of Properties Void for more than 6 months	9	2	<b>2</b>			0		→	
Housing Management	% Rent Loss from Voids	0.90%	0.96%	<b>0.96%</b>			0.00%		↑	
Housing Management	Gross Average Relet Times for Dwellings - (i.e. Without Exclusions)	30.00	0.00	<b>35.85</b>			0.00		↓	
Housing Management	% Tenants that reported ASB who are satisfied with Final Outcome.	80.00%	0	<b>0</b>			0.00%	Data Unavailable	→	Data curently unavailable
Housing Management	% Complaints Responded to Within 10 Working Days	96.25%	94.12%	<b>0.00%</b>			0.00%	Data Unavailable	↓	Awaiting results
Housing Management	Complaints Satisfaction	0.00%	0.00%	<b>0.00%</b>	0	0	0.00%	Data Unavailable	→	Survey on hold pending completion of service review
Housing Management	% Annual Tenancy Visits Completed	15.38%	7.71%	<b>18.71%</b>			0.00%		↑	
Housing Management	Independent Living Satisfaction	0.00%	0.00%	<b>0.00%</b>	0	0	0.00%	Data Unavailable	→	Survey on hold pending completion of service review