

Council Housing Performance Data Q4



Here is a general overview of how we performed between Apr-Mar 2022/23 in a number of key areas.



Income Management



£89,584

Current Tenant Arrears



9.5% reduction from previous year



£9,400+

less rent arrears owed by our tenants



Empty Properties



We let 175 homes with a:

27.9 day

Average relet time



£330,562

of rent was unable to be collected due to empty properties



This is a **2.3%** increase to annual rent lost to empty homes.

Equalling over **£7,350**



Repairs and Maintenance



88.5%

Of standard repairs carried within target time



100%

of council homes had a valid gas certificate



87% repairs completed at first visit



94.9%

of appointments made were kept.



Anti-Social Behaviour



We opened:

241

ASB reports - 75 more than the previous year



315

cases of ASB were closed in the same time period



94.9%

of ASB cases closed were resolved



Noise is the most common type of ASB - making up over 15% of all reports.

During the 2022/23 financial year, the housing team have been focussing strongly on:

- Supporting tenants to manage their finances during the cost of living crisis;
- Reviewing our anti-social behaviour approach, to deliver a more customer focused & harm centred service;
- Managing housing compliance issues, ensuring tenant safety in the home;