

Council Housing Performance Data Q3

Here is a general overview of how we performed between April-December 2020/21 in a number of key areas.



Income Management



Empty Properties



Repairs and Maintenance



Anti-Social Behaviour



£178,097

Current Tenant Arrears



We let 150+ homes with a:

49.85 day

Average relet time



6377

Number of repairs carried out so far in 2020/21



We responded to

232

ASB reports - 28 more than the previous year



20% reduction from previous year



£211,621

of rent was unable to be collected due to empty properties



100%

of council homes had a valid gas certificate



215

cases of ASB were closed in the same time period



£44,000+

less rent arrears owed by our tenants



This is a **97%** increase

to rent lost due to empty properties equal to over **£104,000**



91% repairs completed at first visit

with the average job taking **11 days** from report to completion



96%

of ASB cases closed were resolved



96%

of tenants were satisfied with the repair service received



Noise Nuisance is the most common type of ASB - making up 26% of reports.

Due to the current Covid-19 pandemic we have had to adapt and revise our working practices, especially around letting homes, and carrying out non-emergency repairs. This has had a knock on effect on our performance. However our improving current tenant arrears figures show that our approach to supporting & assisting tenants to reduce arrears, sustain tenancies is indeed working.