

Council Housing Performance Data Q1



Here is a general overview of how we performed between Apr-Jun 2021/22 in a number of key areas.



Income Management



£130,964

Current Tenant Arrears



32% reduction from previous year



£63,000+

less rent arrears owed by our tenants



Empty Properties



We let 170+ homes with a:

50.92 day

Average relet time



£97,369

of rent was unable to be collected due to empty properties



This is a **76%** increase to rent lost due to empty properties equal to over **£40,000**



Repairs and Maintenance



1903

Number of repairs carried out so far in 2020/21



100%

of council homes had a valid gas certificate



91% repairs completed at first visit



94%

of tenants were satisfied with the repair service received



Anti-Social Behaviour



We responded to

117

ASB reports - 61 more than the previous year



36

cases of ASB were closed in the same time period



97%

of ASB cases closed were resolved



Noise Nuisance is the most common type of ASB - making up nearly 20% of all 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.