

Council Housing Performance Data Q2

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



Income Management



Empty Properties



Repairs and Maintenance



Anti-Social Behaviour



£219,394

Current Tenant Arrears



We let 170+ homes with a:

53.91 day

Average relet time



5062

Number of repairs carried out so far in 2020/21



We responded to

188

ASB reports - 59 more than the previous year



21% reduction from previous year



£188,468

of rent was unable to be collected due to empty properties



100%

of council homes had a valid gas certificate



69

cases of ASB were closed in the same time period



£57,000+ less rent arrears owed by our tenants



This is a **37%** increase to rent lost due to empty properties equal to over **£50,000**



88% repairs completed at first visit

with the average job taking 9.24 days from report to completion



93%

of ASB cases closed were resolved



94%

of tenants were satisfied with the repair service received



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