

Council Housing Performance Data Q3



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



Income Management



Empty Properties



Repairs and Maintenance



Anti-Social Behaviour



£136,731

Current Tenant Arrears



We let 240+ homes with a:

58.9 day

Average relet time



7992

Number of repairs carried out so far in 2020/21



We responded to

240

ASB reports - 8 more than the previous year



23% reduction from previous year



£247,661

of rent was unable to be collected due to empty properties



100%

of council homes had a valid gas certificate



85

cases of ASB were closed in the same time period



£41,000+

less rent arrears owed by our tenants



This is a **17%** increase

to rent lost due to empty properties equal to over **£30,000**



89%

repairs completed at first visit



94%

of ASB cases closed were resolved



92%

of tenants were satisfied with the repair service received



Noise Nuisance is the most common type of ASB - making up more than 25% 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.