

Council Housing Performance Data 2020/2021

Here is a general overview of how we performed in the 2020/2021 in a number of key areas.



Income Management



£113,435

Current Tenant Arrears



53% reduction from previous year



£129,000+

less rent arrears owed by our tenants



Empty Properties



We let 250+ homes with a:

50.41 days

Average relet time



£298,226

of rent was unable to be collected due to empty properties



this equals a:

106% or £153,000+

increase of rent lost due to empty properties



Repairs and Maintenance



9286

Number of repairs completed in 2020/2021



100%

of council homes had a valid gas certificate



50 adaptations carried out in 2019/2020 worth **£220,000**

enabling tenants to remain living in their homes independently

96%

of tenants were satisfied with the repair service received



Anti-Social Behaviour



We responded to

348

ASB reports - 78 more than the previous year



276

cases of ASB were closed in the same time period



96%

of ASB cases closed were resolved



Noise Nuisance is the most common type of ASB- making up 29% of reports.

These results show that, even in the face of a global pandemic, our approach to supporting & assisting tenants to reduce arrears and sustain tenancies is working.

The increase in rent collection has dampened the increase of void loss. Allowing Council Housing to continue with new projects and existing services for our tenants and the wider community