



Board Meeting

For Approval

To: Board
From: Director of Housing Services

SUBJECT: HOUSING SERVICES TARGETS 2021/22 FOR KEY PERFORMANCE INDICATORS **DATE: 29 JUNE 2021**

1.	<p>Introduction</p> <p>In 2019, we set targets for a three-year period and agreed that we would review them sooner, if required. These targets were reviewed again in January 2020, following a benchmarking exercise with large and neighbouring associations and the existing targets were retained.</p> <p>From March 2020, like other associations, we were working mainly from home providing the best possible service to our tenants and maintaining a focus on tenant safety.</p> <p>Now that we have had a full year working with Covid restrictions, we have a better understanding of what our outcomes will be and it is proposed that we review our targets again.</p> <p>The targets that we would look to change are:</p> <p>Days to Let</p> <p>Our days to let for 20/21 was 36 days. If we had removed the days when we could not let due to Covid, this would have been reduced to 27. With this in mind, and contractor restrictions in terms of materials and labour and us carrying out major investment works at void stage, it is proposed that we increase the days to let target from 23 to 25.</p> <p>Offers Refused</p> <p>Our offers refused for 20/21 was 44%. This is due to a number of people not looking to move during the pandemic. While this will decrease as restrictions are reduced, it is anticipated that there will still be applicants who do not want to move at present. There is also a broad definition of what the regulator asks for on this indicator – which is anything other than an accepted offer – therefore not all of these will be actual refusals of a property. It is proposed that we increase the target on refusals from 25% to 30%.</p>
-----------	--

Void Rent Loss

Our Void Rent Loss for 20/21 was 0.9%. If we increase our days to let, we would subsequently need to increase our void loss. It is proposed that we increase our Void Rent Loss from 0.5% to 0.7%. This can be contained within the budget.

Gross Rent Arrears

Our Gross Rent Arrears for 20/21 was 5.86%. Arrears have not increased to the levels we might have anticipated due to the protections that are in place – eg – Furlough Scheme. As these protections come to an end, we will expect to see an increase in arrears. We will mitigate against any increase as much as possible, however it is proposed that we increase our arrears target from 5% to 5.5%. We would plan reduce this target down again in the following years.

Anti Social Behaviour

In 20/21, we resolved 93% of our 99 Anti-Social Behaviour cases within timescale and 96% of our 123 cases the year before. It is proposed that we increase our target from 80% to 90%.

2. Key Performance Indicators (KPIs):

The target report would usually be accompanied by a benchmarking report to allow members to look at our performance against our peers, however, as the ARC figures have not yet been published, we would propose to bring a benchmarking report and a revised target report for 22/23 to a board meeting during Quarter 4. This will tie in with the proposal in 2019, to formally review the targets every three years.

Indicator	Out turn 19/20	Out turn 20/21	Target 20/21	Target 21/22
Voids/Letting				
Vacancies in lettable stock	(10%)	(8%)	(10%)	(10%)
Average re-let timescale	25 days	36.4 days (27.2 days exc Covid restrictions)	23 days	25 days
Section 5 Homeless Lets	30%	26%	35%	35%
Offers refused	27%	44%	25%	30%
Tenancy Sustainment	85%	89%	85%	85%

Rent & Arrears				
Void rent loss	0.5%	0.9%	0.5%	0.7%
Gross rent arrears (current & former)	5.4%	5.86%	5%	5.5%
Non-Technical Arrears	4.1%	4.2%	4%	4%
Court Actions & Evictions				
New Court Actions	39	19	No Target	No Target
Court Actions that resulted in evictions	15	1 (ASB)	No Target	No Target
Anti Social Behaviour				
No of Anti Social Cases received in the year	128	99	No Target	No Target
% of Anti Social Cases resolved in the year within timescale	123 96%	93%	80%	90%
Repairs				
Number of emergency repairs	7,242	8,804	No Target	No Target
Average timescale to complete emergency repairs	3.05 hours	2.63 hours	24 hours	24 hours
Number of non-emergency repairs	12,952	5,715	No Target	No Target
Average timescale to complete non-emergency repairs	4.07 days	4.68 days	5 days	5 days
Reactive repairs carried out right first time within timescale	94.02%	94%	90%	90%
Gas Safety Certificate Compliance				
% of properties with current gas safety certificate	100%	100%	100%	100%
Properties with gas certificate renewed by anniversary date	100%	99.8%	100%	100%

Number of properties with no certificate within anniversary date	0	9	0	0
Adaptations				
Total days taken to complete approved applications	26 days	16.8 days	25 days	25 days
Number of medical adaptations completed	144	105	No Target	No Target
Customer Satisfaction				
Overall Satisfaction with the service	87.2%	90.1%	90%	90%
Landlord good at keeping you informed about services and decisions	91.3%	86.6%	90%	90%
Given opportunity to participate in decision making processes	78.5%	90.5%	90%	90%
Satisfied with overall quality of home	82.8%	73.9%	90%	90%
Satisfied with repairs service	81.5%	77.5%	90%	90%
Satisfied with management of neighbourhood	89.5%	85.8%	90%	90%
Satisfied that rent represents value for money	87.2%	85.6%	90%	90%
Satisfied with standard of home when moving in	97%	100%	90%	90%
3. Recommendation				
It is recommended that the Board approve the proposed targets for 21/22 and agree to formally review the targets for 22/23 during Quarter 4.				