New measure - Performance results not required

 \wedge 0

No data results Missing value

Amber Status - Initial improvement activity identified Green Status - Any variance from target manageable Green Plus Status - Exceeding expectations Red Status - Focus of improvement Key to Performance Status Symbols 立 Assample of RTB of R with time FRA of o vali Ass E VG(of o Ass Per ass be be saf (St

Comments 31/12/2018			quarter considerably with all monthly emergency lighting test certificates up loaded on time and tit is only the failure to up load other certificates that has prevent us reporting 100% statutory compliance, despite the work being done and the site being safe, it is not possible to report them as compliant without the certificate on file. None statutory task have also improved. I have predicted a lower outcome for next quarter as the change in contractor is set to happen at the end of January and the new contractor mobilise early. It was planned that outgoing contractor and essential works during. Juneary and would the release TuyPE'ing staff for induction and training, but has now refused to do contractor) has arranged for some inductions over a weekend and split days of the first few weeks for training to take place, this is likely to impact service, contractors are in place to assist with statutory functions.		
Status at 31/12/18	*	*	◄	•	*
Actual to Status at 31/12/18	100.00%	100.0%	98.00%	97.00%	92.86%
Target to 31/12/18	100.00%	100.0%	100.00%	100.00%	95.00%
Status at 30/09/18	*	44	◄	•	*
Actual to 30/09/18	100.00%	100.0%	%00.06	91.70%	93.06%
Farget to 30/09/18	100.00%	100.0%	100.00%	100.00%	95.00%
Status at 30/06/18	*	4	*	*	4,3
Actual to 30/06/18	100.00%	100.0%			95.00% 100.00%
Farget to 30/06/18	100.00%	100.0%			95.00%
Status at 31/03/18	*	-jk	*	*	-jx
Actual to 31/03/18	100.00%	100.0%			92.24%
Target to 31/03/18	100.00%	100.0%			95.00%
Status at 31/12/17	*	*	*	*	•
Actual to 31/12/17	100.00%	100.0%			92.13%
Target to // 31/12/17	100.00%	100.0%			95.00%
Focus (Sunburst Category)	Compliance	Compliance	Compliance	Compliance	Compliance
Service	Asset Management	Asset Management	Asset Management	Asset Management	Home Ownership Services
	FRA1: Percentage of dwellings with a valid Fire Risk Assessment	VGC1: Percentage of dwellings with a valid gas certificate	Assets5a: Percentage of sassets known to be health and safety compliant (Statutory)	Assets5b: Percentage of assets known to be health and safety compliant (as per SBC definition)	rcentage tices 1 to cutory

82.6% 82.6%

%0.08 %8.67

77.2% 77.3%

75.4% 75.8%

ECHFL1:
Percentage of Asset Compliance 83.8% 83.7% Homes maintained Management

Comments 31/12/2018			All mutual exchanges have met the statutory deadline of 42 days in the last quarter. October was a busy month for processing for tenants to move before Christmas.		
Status at 31/12/18	*	*	₹≭	*	- x
ctual to 1/12/18	82.6%	100.00%	100.00%	100.00%	89.7%
Status at Target to Actual to Status at 30/09/18 31/12/18 31/12/18	82.6%	100.00% 100.00%	96.00% 100.00%	100.00% 100.00%	%0.0%
tatus at 0/09/18	4	*	-\$≭	*	-14
Actual to S 30/09/18 3	80.0%	100.00% 100.00%	96.00% 100.00%	100.00% 100.00%	%0.68
Target to /30/09/18	79.8%	100.00%	%00'96	100.00%	%0.0%
	4	*	**	*	-14
Actual to Status at 30/06/18	77.3%	100.00%	96.00% 100.00%	100.00%	93.9%
Target to / 30/06/18	77.2%	100.00% 100.00%	%00'96	100.00% 100.00%	%0.06
Status at 31/03/18	仮	4	*	*	- x
Actual to Status at 31/03/18	75.8%	100.00%	95.57%	100.00% 100.00%	95.5%
	75.4%	100.00% 100.00%	%00.96	100.00%	85.0%
status at 81/12/17	4	*	*	*	-14
octual to 1/12/17	83.7%	100.00%	94.30%	100.00%	%2'96
Target to Actual to Status at Target to 31/12/17 31/12/17 31/12/18	83.8%	100.00%	%00.96	100.00%	85.0%
Focus T (Sunburst 3 Category)	Compliance	Compliance 100.00% 100.00%	Compliance	Compliance 100.00% 100.00%	Customer Service
Service			Tenancy & Income	Asset Management	Asset Management
	■ ECHFL1: Percentage of Asset Homes maintained Management as decent	© VAS1: Percentage of communal Asset areas with a valid Management Asbestos survey	E MX1: Percentage of mutual exchanges Completed within I statutory timescale	■ VLC1: Percentage of sites with valid legionella inspections certificate	E ECHFL-EW1: Percentage of tenants satisfied with external works completed (for the current quarter)

timescales

80.0% 36.4% 80.0% 44.0% 80.0% 93.9% 80.0% 94.3% 80.0% 95.7%		YTD 363 Councillor and MP enquiries were closed within target out of 408 enquiries closed (88.97%). This is practically unchanged from November YTD (88.65%) and October YTD (88.66%).	
36.4% 80.0% 44.0% 80.0% 93.9% 80.0% 94.3%			
36.4% 80.0% 44.0% 80.0% 93.9% 80.0%	80.0%		
36.4% 80.0% 93.9%			
36.4% 80.0% 44.0% 80.0%	80.0%		
36.4% 80.0% 44.0%			
36.4% 80.0%	%0.0%		
36.4%	44.0%		
	%0.0%		
%0.0%			
	80.0%		

Asset Customer Management Service

ECHFL-IW1:
Percentage of
Percentage of
Percentage of
Works sompleted
Works completed
(for the current
quarter)

unchanged from November YTD (88.65%) and October YTD (88.66%).

In December 29 Member enquiries were closed - 27 in time and 2 out of time, making December performance 93.10%, improved from the month of November 88.64%. Of the 2 Member/MP enquiries closed out of time, 1 related to Investment and 1 to Repairs. This measure has not been in target YTD this financial year. The only individual months that were in target were June and September. This measure will not be in target at years end as Housing & Repairs would need to close 280 cases in Q4, all in target, which would be 93 per month compared to the average volume of 45 per month.

95.00% 88.51%

95.00% 92.36%

95.00% 94.83%

95.00% 93.99%

Customer Service

Customer Service

Compl2:
Percentage of MP
& Members
C
enquiries
S
answered within
10 days (Housing)

YTD - 532 complaints were closed within target out of 602 complaints closed YTD (88.37% - 6.63% below target). Which is a slight improvement on YTD end November 87.34% and end October which was 86.46%.

In December 57 customer complaints were closed - 56 in time and 1 out of time making December performance 98.25%,

Compl1:
Percentage of Customer Customer

				1	0
Comments 31/12/2018		enquiries were closed within target out of 408 enquiries closed out of 408 enquiries closed out of 408 enquiries closed (88.97%). This is practically unchanged from November YTD (88.65%) and October YTD (88.66%). In December 29 Member enquiries were closed - 27 in time and 2 out of firme, making December performance 93.10%, improved from the month of November 88.64%. Of the 2 Member/MP enquiries closed out of time, 1 related to Investment and 1 to Repairs. This measure has not been in target YTD this financial year. The only individual months that were in target were June and September. This measure will not be in target at years end as Housing & Repairs would need to close 280 cases in Q4, all in target, which would be 93 per month compared to the average volume of 45 per month.	vithin target out of 602 complaints closed vTD (88.37% - 6.63% below target). Which is a slight improvement on YTD end November 87.34% and end October which was 86.46%. In December 57 customer complaints were closed - 56 in time and 1 out of time making December performance 98.25%, improved from November 96.00%. The 1 complaint closed out of time related to Tenancy Services. This measure has not been in target YTD this financial year. Monthly performance had improved months of September to December were all above target. The months of September to December were all above target this financial year as would need 4 time sthe usual quarterly volume and for all those cases to be closed in target.		The Community Safety Team have had a number of achievements in the last quarter these achievements include;
Status at 31/12/18	4,7	◀	◄	*	
Actual to 31/12/18	95.7%	88.97%	88.37%	96.07%	
arget to 4	80.0%	%00.56	95.00%	%00.06	
Status at 7 30/09/18	₹≭	◄	◄	*	
Actual to 530/09/18	94.3%	88.51%	85.03%	93.44%	
Target to Actual to Status at Target to Actual to Status at Target to Actual to Status at 30/06/18 30/	80.0%	95.00%	95.00%	%00.06	
status at	-{χ	-jx	◄	*	
ctual to 5	93.9%	92.36%	78.17%	89.84%	
arget to A	80.0%	95.00%	%00.56	%00.06	
Status at T 31/03/18 3	4	- x	*	*	
Actual to 31/03/18		94.83%	94.44%	94.05%	
arget to	80.0%	%00.56	95.00%	95.00%	
Status at 7	4	-jx	*	*	
Actual to 31/12/17	36.4%	93.99%	93.47%	92.50%	
Target to // 31/12/17	80.0%	95.00%	95.00%	95.00%	
Focus (Sunburst		Customer Service	Customer Service	Customer Service	
Service	Asset Management	Customer Service	Customer Service	Repairs	_
	E ECHFL-IW1: Percentage of tenants satisfied with internal works completed (for the current quarter)	E Compl2: Recreatage of MP Rembers enquiries answered within 10 days (Housing)	E Compil: Percentage of complaints from customers closed on target (Housing)	E ECHFLS: Percentage of Repairs service customers satisfied (telephone survey)	

dnarter)

Comments 31/12/2018	The No More Service Christmas Lunch for clients, The SADA Christmas Party for clients of the service, SADA completed the 16 days of action campaign, We received the White Ribbon Accreditation Award, Highlighted the SADA Modern Slavery Service and what it provides to Hotels and Estate Agents in Stevenage on Modern Slavery Awareness Day, SADA produced a Domestic Abuse survival guide for victims of Domestic Abuse, The Community Safety Team raised awareness for interfaith week.		**YTD - 28 Stage 2 & 3 complaints were upheld out of 65 YTD - 19 fully and 9 partially 43.08%, which is 3.08% beyond target. This was an improvement in performance from November YTD 44.26%. This measure is out of target, having only been in target twice previously YTD at end of May and YTD at end September. On a monthly basis 4 of the 9 months were in target.	In December, 1 Stage 2 & 3 complaints was upheld out of 4 – 1 partially, giving a performance of 25.00% for the month (an improvement in performance from the November performance of 57.14% and October performance of 71.43% for the month). The one case partially upheld related to Home Ownership.	• In this Qtr there have been no B & B placements, there were 15 single clients accommodated under HRA and since April 24 clients have either received no housing duty or moved onto permanent accommodation. The demand for single accommodation continues as a majority of	homeless accommodation is shared or for larger families.
Status at 3 31/12/18	-	, , , , , , , , , , , , , , , , , , ,	%	6.9	Q	%
Actual to 31/12/18	3.84	%00.96	43.08%	421,469	61.00	72.22%
Target to 31/12/18	4.25	80.00%	40.00%	189,000	100.00	20.00%
Status at 30/09/18	-tx					
Actual to 30/09/18	4.22	80.00% 100.00%	38.30%	296,237	65.00	79.56%
Target to 30/09/18	4.25	80.00%	40.00%	126,000	100.00	50.00%
Status at 30/06/18	•					
Actual to 30/06/18	3.83	95.56%	44.00%	87,353	60.00	50.00%
Target to // 30/06/18	4.25	80.00%	40.00%	63,000	100.00	%00.05
Status at 31/03/18	*x					
Actual to 31/03/18	4.25	97.30%	51.28%		46.00	
Target to 31/03/18	4.25	85.00%	40.00%		110.00	
Status at 31/12/17	*					
Actual to 31/12/17	4.38	85.00% 100.00%	58.24%		85.00	
Target to //	4.25	85.00%	40.00%		110.00	
Focus (Sunburst 3	Customer Service	Customer Service	Customer Service	Homelessn	Support Homelessn and Housing . Support	Homelessn and Housing . Support
Service	Anti Social Behaviour	Asset Management	Customer 1 Service	Tenancy	f Housing Advice and t Homelessne	e Housing Advice and Homelessne
	E ASB1: ASB Satisfaction with final outcome	A&Asat1: Satisfaction with Aids & Adaptations service	Compl4: Percentage of stage 2 & 3 Custom complaints upheld Service complaints upheld Service	(Housing) (Housing) IncMax1: Income	NI156: Number of households in Housing temporary Advice and accommodation at Homelessne, end qtr	HLN2 - Percentage Housing of Homelessness Advice a cases prevented Homeles within 56 days

The additionally resourced and newly formed Housing Options and Supply Teams team have worked hard to deliver preventions in

Comments 31/12/2018		very 128 Stage 2 & 3 complaints were upheld out of 65 YTD – 19 fully and 9 partially 43.08%, which is 3.08% beyond target. This was an improvement in performance from November YTD 44.26%. This measure is out of target, having only been in target twice previously YTD at end of May and YTD at end September. On a monthly basis, 4 of the 9 months were in target. In December, 1 Stage 2 & 3 complaints was upheld out of 4 – 1 partially, giving a performance of 25.00% for the month (an improvement in performance from the November performance of 57.14% and October performance of 57.14% and October performance of 67.143% for the month). The one case partially upheld related to Home Ownership.		• In this Qtr there have been no B & B placements, there were 15 single clients accommodated under HRA and since April 24 clients have either received no phousing duty or moved onto permanent accommodation. The demand for single accommodation continues as a majority of homeless accommodation is shared or for larger families.	
Status at 31/12/18	\$2	•	₹3	\$	4'≭
Actual to 31/12/18	96.00%	43.08%	421,469	61.00	72.22%
Target to A 31/12/18	%00'08	40.00%	189,000	100.00	50.00%
Status at 30/09/18	₹ ‡	- x	₩	τ\$-	₹2
Actual to S 30/09/18 3	80.00% 100.00%	38.30%	296,237	65.00	79.56%
Target to A 30/09/18 3	80.00%	40.00%	126,000	100.00	20.00%
Status at 30/06/18	\$	•	₽	τ\$-	- X
Actual to 30/06/18	95.56%	44.00%	87,353	60.00	50.00%
Target to #30/06/18	80.00%	40.00%	63,000	100.00	20.00%
Status at 7 31/03/18	4x	◄	*	τ\$-	*
Actual to 31/03/18	97.30%	51.28%		46.00	
Target to 73/18 3	85.00%	40.00%		110.00	
Status at 31/12/17	₹.	◄	*	₹4	*
Actual to 31/12/17	85.00% 100.00%	58.24%		85.00	
Target to A 31/12/17 3	85.00%	40.00%		110.00	
Focus (Sunburst 3	U 0.	Customer Service	Homelessn and Housing Support		Homelessn and Housing . Support
Service	Asset Management	Customer Service	Tenancy Support	Housing Advice and Homelessne	Housing Advice and Homelessne
	E A&Asat1: Satisfaction with Aids & Adaptations service		IncMax1: Income maximisation for clients	NI156: Number of housing tomporary Advice and accommodation at Homelessne	E HLN2 - Percentage Housing of Homelessness Advice a cases prevented Homeles within 56 days

The additionally resourced and newly formed Housing Options and Supply Teams team have worked hard to deliver preventions in excess of the target for the quarter.	The supply team have sourced 29 units this quarter compared to 18 for the same period last year. The Housing Options Team have achieved the additional preventions through enhanced client working and the new process of the same caseworker managing the client relationship the source.	מון סמקווסמר מופ ססמוופע.	
	270.0 279.0	50.00% 100.00%	12.50% ?
	180.0 182.0	50.00% 100.00%	12.50% ?
	90.0 101.0	50.00% 100.00%	12.50% ?
	360.0 231.0		
	270.0 177.0		
	: D	Homelessn I and Housing e Support	Income/S
	BV213: Housing Homelessness Advice and preventions Homelessne	HLN3 - Percentage Housing Homelessn of Homelessness Advice and and Housin cases relieved Homelessne Support	Recharges Recharges collected as a % Income of amount due (current tenants)

Comments 31/12/2018	The additionally resourced and newly formed Housing Options and Supply Teams team have worked hard to deliver preventions in excess of the target for the quarter. The supply team have sourced 29 units this quarter compared to 18 for the same period last year. The Housing Options Team have achieved the additional preventions through enhanced client working and the new process of the same caseworker managing the client relationship throughout the journey.					There was an increase in former tenancy arrears collection rate of 8.3% at the end of the 3 Qtr. compared to 2017/18. The cumulative amount is standing at £65,700. as the end of December 18. There were no write offs in December 18. An action plan specifically for this area has been put in place to improve this area.	There were 2 evictions in December 18. The total number stands at 16 from April to date and within target. Based on the current trend so far it is expected that we will meet the target	Performance has continued to improve each month and the arrears level have been consistently reducing since April 18, currently standing 1.00% a reduction of 0.10% compared to the 3 Quarter last year. The team's effort is directed towards continuous improvement in this area aiming to achieve and exceed the required collection rate at the end of the financial year.
Status at 31/12/18	*	₹	6-	•	***			
ctual to 1/12/18	279.0	100.00%	<i>د</i> .	68.09%	100.00%	65,700	2	1.00%
Target to Actual to Status at 31/12/18 31/12/18	270.0	50.00%	12.50%	%00.06	95.00%	63,000	119	1.50%
tatus at 0/09/18	*	₹	c.	4	₹2			
ctual to S 0/09/18 3	182.0	100.00%	۲۰.	55.56%	100.00%	46,457	9	1.42%
Target to A 30/09/18 3	180.0	50.00%	12.50%	%00'06	95.00%	42,000	13	1.50%
tatus at 0/06/18	₹≭	₹	c	4	☆			
ctual to S	101.0	100.00%	٧٠	69.12%	100.00%	28,392	H	1.12%
Status at Target to Actual to Status at Target to Actual to Status at 31/03/18 30/06/18 30/06/18 30/09/18 30/09/18	0.06	20.00%	12.50%	%00.06	95.00%	21,000	9	1.50%
status at 11/03/18		*	*	*	₹:			
	231.0				100.00%		17	0.76%
Status at	360.0				95.00%		25	1.50%
Status at 31/12/17	- ■	*	*	*	☆			
ctual to 11/12/17	177.0				98.55%		13	1.18%
Target to Actual to 31/12/17	270.0				95.00%		19	1.50%
Focus (Sunburst Category)	Homelessn and Housing Support	Homelessn and Housing Support	Income/S	Income/S	Income/S	Income/S	Income/S	Income/S
Service	Housing Advice and Homelessne	Housing Advice and Homelessne	Tenancy & Income	Asset Management	Home Ownership Services	Tenancy & Income	Tenancy & Income	Tenancy & Income
	BV213: Homelessness preventions	s s	■ Recharge2: Recharges collected as a % of amount due (current tenants)	.⊑	l major Irges as a Ie of ue	10	Evict1: Number evictions carried out for arrears	CTA1: Current Tenants Rent Arrears % rent due in year (ytd)

within 56 days

The annual rent collection target remains at 98.73% of the rent

18	ase in former lection rate of the 3 Qtr. 18. The is standing at d of December write offs in ction plan arrea has been ove this area.	ons in total number April to date and 1 on the current sected that we	th and the head been as since April ng 1.00% a compared to compared to wards ment in this eve and tooletchin rate ancial year.	lection target of the rent r., this month's 7.80%. Income and of December ance is 0.77% rereased by north. ontinued to h and the been sing since April rit is directed improvement to achieve and 1 collection rate ancial year. As st financial e going to ampaigns such signs and home ampaigns and home	
Comments 31/12/2018	tener was an increase in former tenancy arrears collection rate of 8.3% at the end of the 3 Qtr. compared to 2017/18. The cumulative amount is standing at £65,700. as the end of December 18. There were no write offs in December 18. An action plan specifically for this area has been put in place to improve this area.	There were 2 evictions in December 18. The total number stands at 16 from April to date and within target. Based on the current trend so far it is expected that we will meet the target	performance has continued to improve each month and the arrears level have been consistently reducing since April 18, currently standing 1.00% a reduction of 0.10% compared to the 3 Quarter last year. The team's effort is directed towards continuous improvement in this area aiming to achieve and exceed the required collection rate at the end of the financial year.	The annual rent collection target remains at 98.73% of the rent charged for the year, this month's profiled target is 97.80%. Income collection for the end of December is 98.57%. Performance is 0.77% above the target set for December; it has increased by 0.83% from last month. Performance has continued to improve aeach month and the collection rate has been consistently increasing since April 18. The team's effort is directed towards continuous improvement in this area aiming to achieve and exceed the required collection rate at the end of the financial year. As we enter into the last financial year acarry out targeted campaigns such as telephone campaigns and home visits.	
Status at 31/12/18	÷x	**	\$\$	фx	-14
Actual to 31/12/18	65,700	2	1.00%	98.6%	97.45%
Target to A 31/12/18	93,000	19	1.50%	97.8%	96.50%
Status at T 30/09/18	₹	\$	-lx	- X	*
Actual to S 30/09/18 3	46,457	9	1.42%	%8.8%	94.35%
Target to 30/09/18	42,000	13	1.50%	96.3%	95.00%
Status at 30/06/18	☆	:\$>	₹\$	-jx	-14
Actual to 30/06/18	28,392	1	1.12%	94.4%	89.51%
Target to 30/06/18	21,000	9	1.50%	93.6%	90.76%
Status at 31/03/18	*	₹	4 ² 7	-jx	4x
Actual to 31/03/18		17	0.76%	98.9%	97.46%
Farget to 31/03/18		25	1.50%	98.8%	98.25%
Status at 31/12/17	*	7≯	r ^h t	-jx	**
Actual to 31/12/17		13	1.18%	98.3%	98.44%
Target to 31/12/17		19	1.50%	97.8%	96.50%
Focus (Sunburst Category)	Income/S	Income/S	Income/S	Income/S	Income/S
Service	Tenancy & Income	Tenancy & Income	Tenancy & Income	Tenancy & Income	Home Ownership Services
	FTA2: Former tenants arrears collected (in £)	Evict1: Number evictions carried out for arrears		⊞ BV66a: Rent collection rate	E LHSC1: Percentage of Leasehold service (charges collected bytd

charges due

	• 1
3.99	253,297
5.00	239,856
4.50	169,918
5.00	164,594 169,918
4.97	82,888
5.00	82,767
	319,245 321,493
	241,545
Repairs/Vo	Repairs/Vo 239,434
Repairs	Voids
Rep-Time2: Average end to end repairs time (days) - Urgent Repairs	Void loss 1: Void loss in year (£)

Voids Sheltered MW - The time

There were two Sheltered Majors returned in December. One was initially received in October, returned in November, and the

		I	¥		
Comments 31/12/2018			There were two Sheltered Majors returned in December. One was initially received in October, returned in November, and the other was received late September, returned on the first of November. The tumanound time in Repairs was below target leading up to December, with the target being 59 days and the average was 57.8.	five Voids were let in December, three of these were returned as ready to let in September and the remaining two were ready to let in October. Sheltered hard to let properties will continue to have this effect on figures. The turnaround time in Repairs was below target leading up to December, with the target being 26 days and the average was 21.75 days.	
Status at 31/12/18	\$2	•	4	◄	₹\$
Actual to 31/12/18	3.99	253,297	100.88	117.11	27.32
Target to A 3	5.00	239,856	70.00	70.00	32.00
Status at 30/09/18	\$ 2	•	◄	◀	₹;
Actual to 30/09/18	4.50	169,918	94.00	129.05	27.49
Target to 30/09/18	5.00	164,594	70.00	70.00	32.00
Status at 30/06/18	*	•	▼	◄	**
Actual to 30/06/18	4.97	85,888	79.00	97.79	29.89
Target to A 30/06/18 3	5.00	82,767	70.00	70.00	32.00
Status at 31/03/18	*	•	◄	◀	4
Actual to 31/03/18		321,493	130.67	111.31	32.11
Target to 31/03/18		319,245	70.00	70.00	26.00
Status at 31/12/17	*	•	•	•	•
Actual to 31/12/17		241,545	147.00	109.47	33.18
Target to A		239,434	70.00	70.00	27.78
Focus (Sunburst 3	Repairs/Vo	Repairs/Vo	Repairs/Vo	Repairs/Vo	Repairs/Vo
Service	Repairs	Voids	Voids	Voids	Voids
	■ Rep-Time2: Average end to end repairs time (days) - Urgent Repairs	1: Void ear (£)	E Voids Shettered MW - The time taken to relet major works shettered voids	■ Voids sheltered:The time taken to relet Voids standard sheltered voids	■ VoidsGN: The time taken to relet standard general needs voids

There were five Voids that were let in December 2018, most required multiple Decent Homes elements. Two of these properties had extensive Damp and Mould work carried out. One property delayed as we gave extra days to previous tenant to clear their belongings after the property had been taken on as a void. There was also a property held at the request of Lettings whilst suitability for Aids and Adaptations was considered for the new tenant.				
83.24	99.26%	97,47%	222.17	0.47
65.00	95.00%	87.50%	240.75	1.00
93.53	95.76%	92.13%	146.03	0.45
65.00	5 %00%	87.50%	160.50	1.00
72.25	96.23%	89.35%	59.77	0.28
65.00	5 %00%	87.50% 8	80.25	1.00
105.35	%86.96	83.82%	327.07	
51.25	92.00%	90.00% 83.82%	275.69	
98.38	97.08%	84.88%	237.18	
55.00	95.00%	%00:06	206.73	
Repairs/Vo	Repairs/Vo	Repairs/Vo 90.00%	Repairs/Vo	Repairs/Vo
VoidsGNMW - The time taken to relet major works general needs voids	ECH-Rep3: Percentage repairs appointment made and kept	ECH-Rep4: Percentage repairs fixed first time	Rep Cost1: Average responsive repair cost per dwelling	Rep-Time1: Average end to end repairs time Repairs (days) - Emergency Repairs

Comments 31/12/2018	There were five Voids that were let in December 2018, most required multiple Decent Homes elements. Two of these properties had extensive Damp and Mould work carried out. One property delayed as we gave extra days to previous tenant to clear their belongings after the property had been taken on as a void. There was also a property held at the request of Lettings whilst suitability for Alds and Adaptations was considered for the new tenant.				
Status at 31/12/18	◄	*	≼;≭	≼;≭	☆
Actual to 31/12/18	83.24	99.26%	97.47%	222.17	0.47
Target to 31/12/18	65.00	95.00%	87.50%	240.75	1.00
Status at 30/09/18	•	*	- x	₽	₹:
Actual to 30/09/18	93.53	95.76%	92.13%	146.03	0.45
Target to /30/09/18	65.00	95.00%	87.50%	160.50	1.00
Status at 30/06/18	•	*	*	\$	\$
Actual to 30/06/18	72.25	96.23%	89.35%	59.77	0.28
Target to // 30/06/18	65.00	95.00%	87.50%	80.25	1.00
Status at 31/03/18	4	*	4	4	*
Actual to 31/03/18	105.35	%86.96	83.82%	327.07	
Target to /31/03/18	51.25	95.00%	%00'06	275.69	
Status at 31/12/17	•	*	4	4	*
Actual to 31/12/17	98.38	97.08%	84.88%	237.18	
Target to /	55.00	95.00%	%00.06	206.73	
• Focus (Sunburst 3 Category)	Repairs/Vo	Repairs/Vo	Repairs/Vo	Repairs/Vo	Repairs/Vo
Service	Voids	Repairs	Repairs	Repairs	Repairs
-01	E VoidsGNMW - The time taken to relet major works general needs voids		st	Cost1: ige nsive repair oer dwelling	E Rep-Time 1: Average end to end repairs time R (days) - Emergency Repairs

needs voids

Repairs/Vo... Repairs Rep-Time3:
Average end to
end repairs time F
(days) - Routine
Repairs

20.00 14.84 20.00

9.81

20.00

10.83

Additional Performance Results (Where target not applicable)

In December 31 Stage 1 complaints were upheld out of 53 – 21 fully and 10 partially, giving a performance of 58.49% for the month (which is 8.49% out of our 50% target). This was a decrease in performance compared to November performance of 46.51% for the 61.08 month. Of the 31 complaints upheld in December, 16 related to Gas & Compliance, 8 to Investment, 5 to Repairs and 2 to Tenancy Services. 38 Stage 1 complaints were upheld out of 484 YTD (61.08%) - 236 fully and 92 partially. This is an improvement on November YTD 61.36% and October YTD 62.81% and is now 11.08% above target.

63.04

Compl3:
Percentage of customer stage 1 complaints upheld Service fully or partially (Housing)

When a complaint is upheld, the service must record on the feedback system what they have learned as a result of handling and responding to the complaint and note the resulting planned or implemented service improvements (i.e., what they intend to do or change of each custor the Customer Except Flow.

Comments 31/12/2018			
Status at 31/12/18	\$\$		
Actual to 31/12/18	9.81		
Actual to Status at 31/12/18 Target to 31/12/18 Actual to 31/12/18 Status at 31/12/18	20.00		
Status at 30/09/18	₹2		
Actual to 30/09/18	10.83		
Target to 30/09/18	20.00		
Actual to Status at Target to 8 30/06/18 30/06/18 30/09/18	**		
Actual to 30/06/18	14.84		
Target to // 30/06/18	20.00		
Status at 31/03/18	*		
Actual to 31/03/18			
Target to 31/03/18			
Status at 31/12/17	*		
arget to Actual to Status at Target to Actual to 31/12/17 31/12/17 31/03/18 31/03/18			
Target to 31/12/17			
Focus (Sunburst Category)	Repairs/Vo		
Service	Repairs		
	■ Rep-Time3: Average end to end repairs time (days) - Routine Repairs		

Repairs

Additional Performance Results (Where target not applicable)

328 Stage 1 complaints were upheld out of 484 YTD (61.08%) - 236 fully and 92 partially. This is an improvement on November YTD 61.36% and October YTD 62.81% and is now 11.08% above target.

In December 31 Stage 1 complaints were upheld out of 53 – 21 fully and 10 partially, giving a performance of 58.49% for the month (which is 8.49% out of our 50% target). This was a decrease in performance compared to November performance of 46.51% for the performance compared to November performance of 46.51% for the Complaince, 8 to Investment, 5 to Repairs and 2 to Tenancy Services.

stage 1
Customer complaints upheld Service fully or partially (Housing)

Compl3: Percentage of When a complaint is upheld, the service must record on the feedback system what they have learned as a result of handling and responding to the complaint and note the resulting planned or implemented service improvements (i.e. what they intend to do or change). At the end of each quarter the Customer Focus Team follow up on the learning points, asking what has been done and when.

Void RCI:
Average repair Voids 3,118.29
property
Voids-Shelt-a:
Time taken from
tenancy
termination to Voids 19.67
standard

sheltered voids

15.89

Additional Performance Results (Where target not applicable)

Comments 31/12/2018	• 328 Stage 1 complaints were upheld out of 484 YTD (61.08%) - 236 fully and 92 partially. This is an improvement on November YTD 61.36% and October YTD 62.81% and is now 11.08% above target. In December 31 Stage 1 complaints were upheld out of 53 – 21 fully and 10 partially, giving a performance of 58.49% for the month (which is 8.49% out of our 50% target). This was a decrease in performance compared to November performance of 46.51% for the Complaints upheld in December, 16 related to Gas 8.00 complaince, 8 to Investment, 5 to Repairs and 2 to Tenancy Services. When a complaint is upheld, the service must record on the feedback system what they have learned as a result of handling and responding to the complaint and note the resulting planned or implemented service improvements (i.e. what they intend to do or change). At the end of each quarter the Customer Focus Team follow up on the learning points, asking what has been done and when.		
Actual to 31/12/18	61.08	·	15.89
Actual to 30/09/18	63.04	3,118.29	19.67
Service	Customer Service	Voids	Voids
	© Compl3: Percentage of stage 1 complaints upheld Service fully or partially (Housing)	■ Void RC1: Average repair cost per void property	Voids-Shelt-a: Time taken from tenancy termination to ready to let for standard sheltered voids