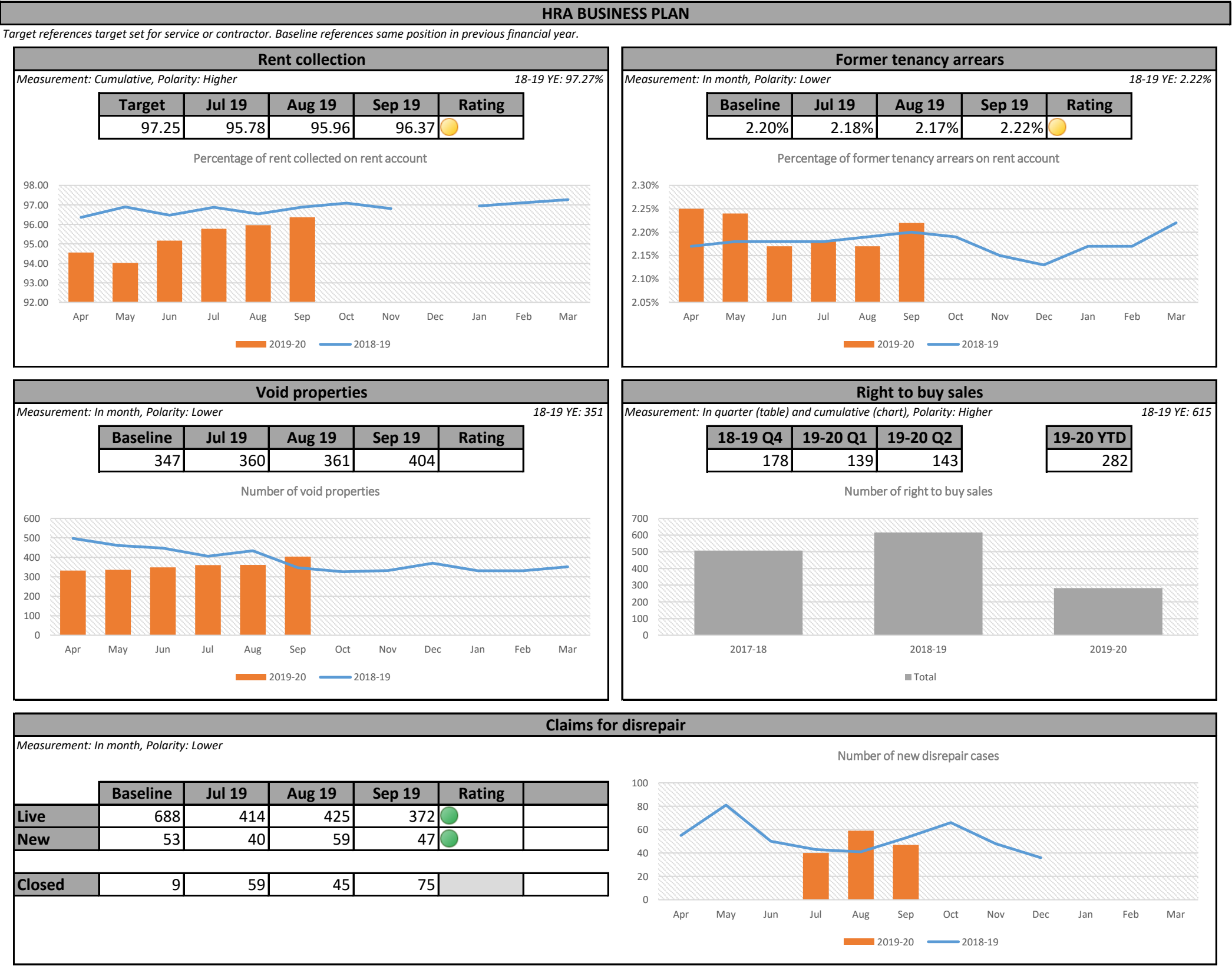




HOUSING STRATEGY

Target references target set for service or contractor. Baseline references same position in previous financial year.

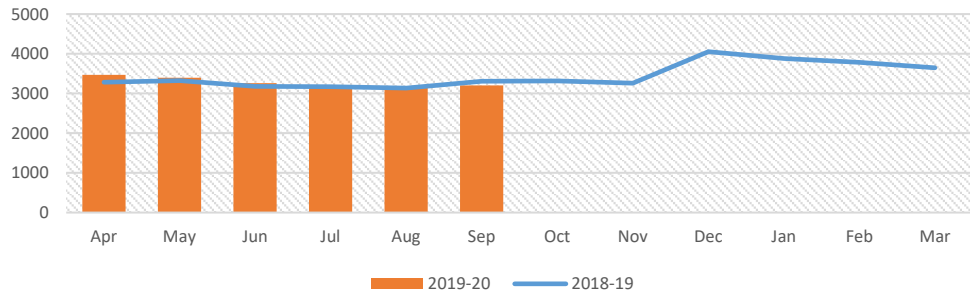
Long term (6+ months) empty properties all sectors

Measurement: In month, Polarity: Lower

18-19 YE: 3647

Target	Jul 19	Aug 19	Sep 19	Rating
3777	3173	3160	3206	●

Number of long term (6+ months) empty properties all sectors



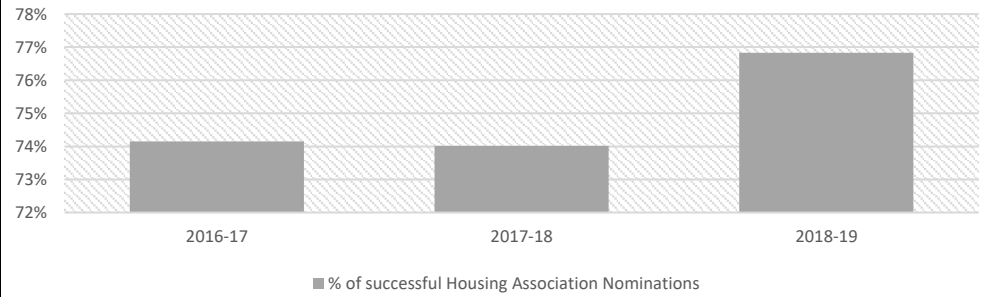
Housing Association nominations

Measurement: In quarter (table) and cumulative (chart), Polarity: Higher

17-18 YE: 74.0%

Baseline	18-19 Q4	19-20 Q1	19-20 Q2	Rating
70.7%	80.0%	79.0%	84.0%	●

% of successful Housing Association Nominations



Reported two month in arrears. Figures subject to adjustment at year end.

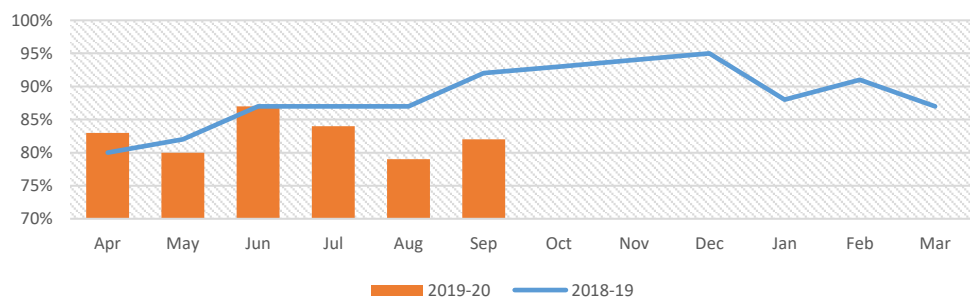
Homeless preventions

Measurement: In month, Polarity: Higher

18-19 YE: 87%

Baseline	Jul 19	Aug 19	Sep 19	Rating
92%	84%	79%	82%	

Percentage of homeless preventions



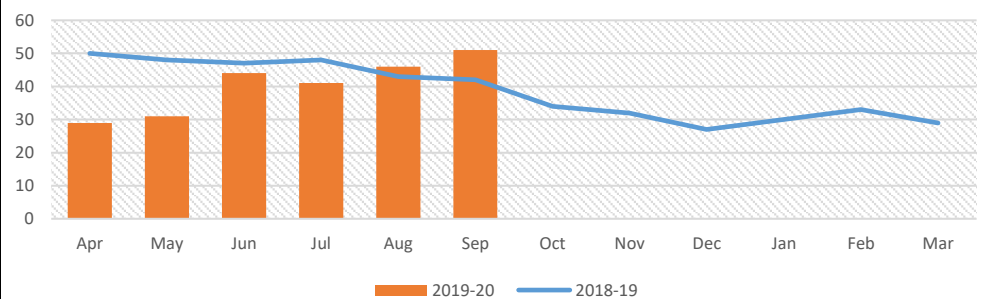
Temporary accommodation

Measurement: In month, Polarity: Lower

18-19 YE: 29

Baseline	Jul 19	Aug 19	Sep 19	Rating
42	41	46	51	

Number of temporary accommodation reliefs



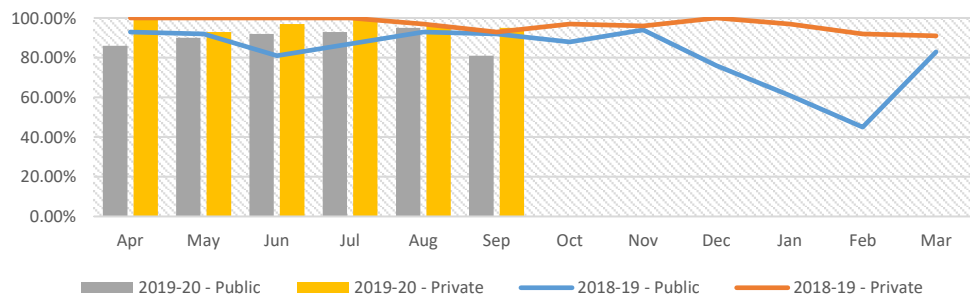
Adaptations completed within timescales

Measurement: In month, Polarity: Higher

18-19 YE: 45.00%

	Target	Jul 19	Aug 19	Sep 19	Rating
Public	95.00%	93.00%	95.00%	81.00%	●
Private	95.00%	100.00%	96.00%	95.00%	●

Adaptations completed within timescales



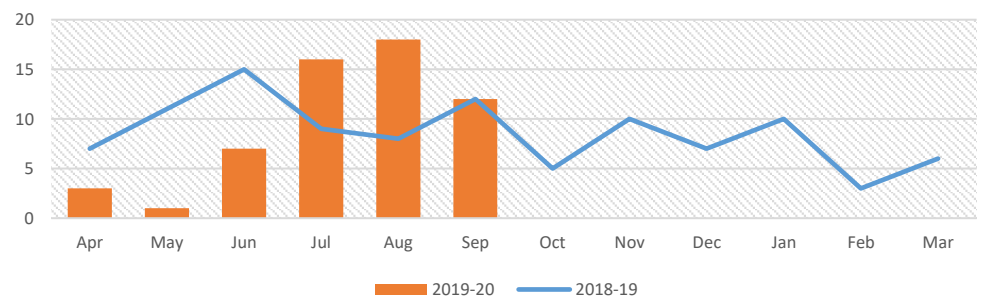
Unauthorised encampments

Measurement: In month, Polarity: Lower

18-19 YE: 6

	Baseline	Jul 19	Aug 19	Sep 19	Rating
Council Owned Land	11	9	15	11	●
Privately Owned Land	1	7	3	1	●
Total	12	16	18	12	●

Number of total unauthorised encampments



HOUSING CONSUMER STANDARDS

Target references target set for service or contractor. Baseline references same position in previous financial year.

HOME STANDARD

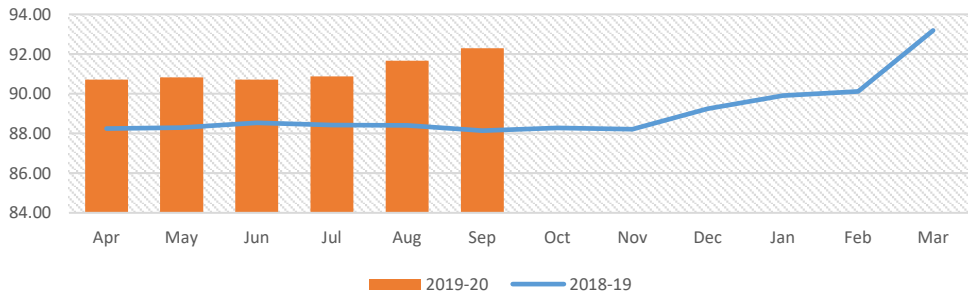
Properties meeting the Decency Standard

Measurement: In month, Polarity: Higher

18-19 YE: 93.19%

Baseline	Jul 19	Aug 19	Sep 19	Rating
88.14%	90.88%	91.66%	92.30%	●

Percentage of properties meeting decency standard



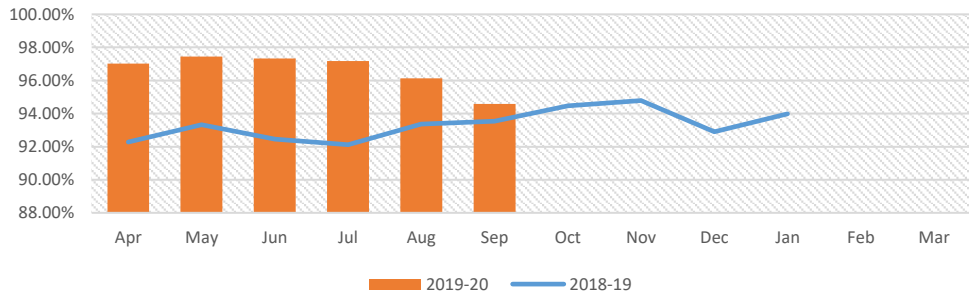
Responsive repairs completed within timescales

Measurement: In month, Polarity: Higher

18-19 YE: 0.96353591160221%

	Target	Jul 19	Aug 19	Sep 19	Rating
Percentage	99.00%	97.17%	96.14%	94.59%	●
Total jobs		18972	17156	17845	
Jobs competed		18435	16494	16880	

Percentage of responsive repairs completed within timescales



Excludes adaptations

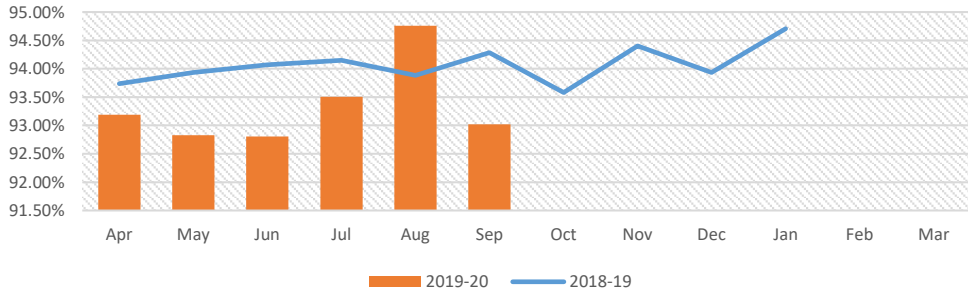
Responsive repairs completed right first time

Measurement: In month, Polarity: Higher

18-19 YE: 93.765690376569%

	Target	Jul 19	Aug 19	Sep 19	Rating
Percentage	90.50%	93.51%	94.76%	93.02%	●
Total jobs		13395	12590	12036	
Jobs competed		12525	11930	11196	

Percentage of responsive repairs completed right first time



Excludes adaptations

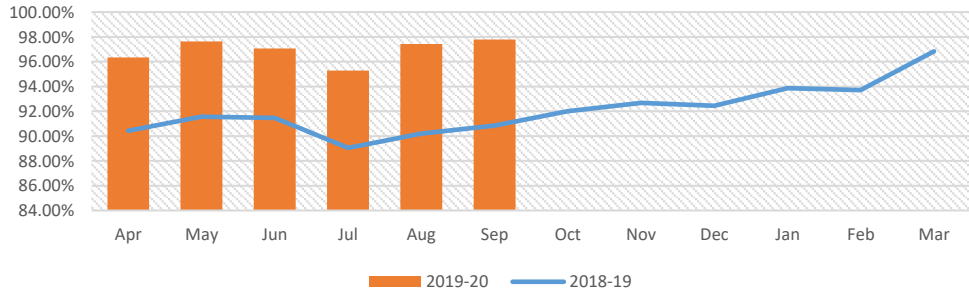
Satisfaction with responsive repairs completed

Measurement: In month, Polarity: Higher

18-19 YE: 96.83%

	Target	Jul 19	Aug 19	Sep 19	Rating
Percentage	90.00%	95.29%	97.42%	97.78%	●
Total surveys		446	387	360	
Positive responses		425	377	352	

Percentage satisfied responses for responsive repairs completed



Excludes BITMO and adaptations

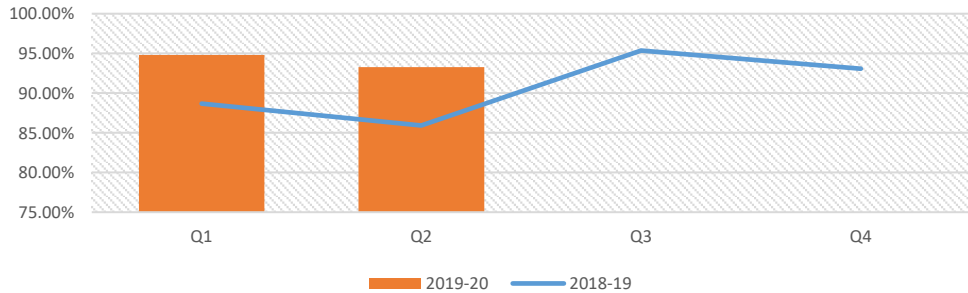
Satisfaction with capital works completed

Measurement: In quarter, Polarity: Higher

18-19 YE: 93.09%

	Target	18-19 Q4	19-20 Q1	19-20 Q2	Rating
Percentage	90.00%	93.09%	94.82%	93.29%	●
Total surveys		593	463	596	
Positive responses		552	439	556	

Percentage satisfied responses for capital works completed



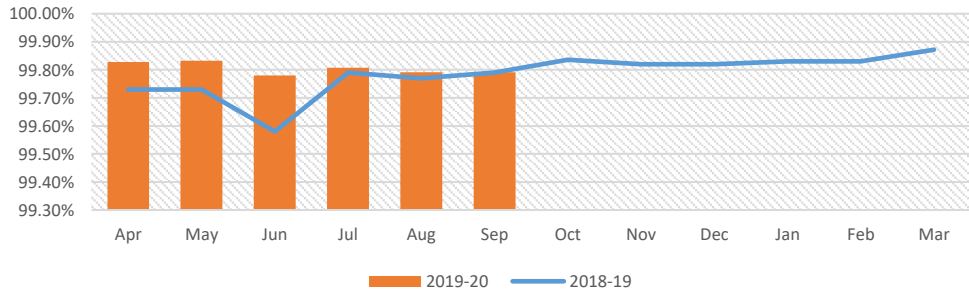
Gas services completed on time

Measurement: In month Polarity: Higher

18-19 YE: 99.87%

	Target	Jul 19	Aug 19	Sep 19	Rating
Percentage	99.78%	99.81%	99.79%	99.79%	●
Dwellings with gas		44143	44148	44159	
Dw. with valid cert.		44058	44056	44067	

Percentage of gas services completed on time



TENANCY STANDARD

Satisfaction with advice and guidance whilst moving home indicator is being developed and will be reported under the tenancy standard

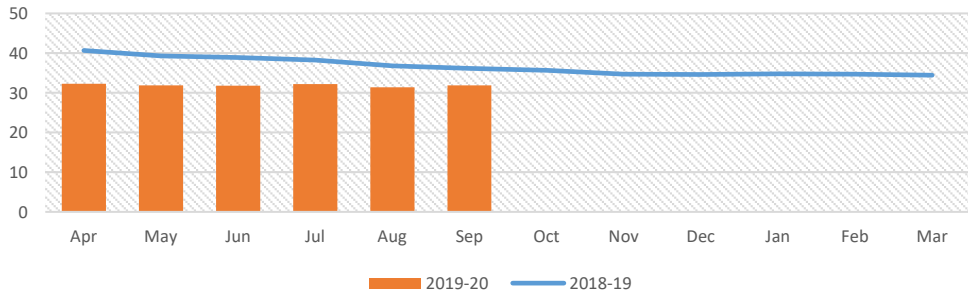
Average relet times

Measurement: In month Polarity: Lower

18-19 YE: 34.4

Target	Jul 19	Aug 19	Sep 19	Rating
30.00	32.17	31.39	31.89	●

Average days taken to relet empty properties



Mutual exchanges

Measurement: In quarter and cumulative, Polarity: Higher

18-19 YE: 347

18-19 Q4	19-20 Q1	19-20 Q2	19-20 YTD
84	90	80	170

Number of mutual exchanges (latest month reported in current year)

