

Housing Key Performance Indicators

#	Measure	Quarterly or monthly	Target	RAG	Sep-24
1	No. homelessness approaches	monthly	track	track	354
2	% prevention duty ending with accommodation secured	quarterly	50%	Amber	41.2%
3	No. rough sleepers - snapshot of those observed on a single night	quarterly	track	track	111
4	No. rough sleepers moved off the street into accommodation or reconnected to home area	monthly	track	track	19
5	Homelessness pathways - % throughput	quarterly	108%	Amber	/
6	No. households living in temporary accommodation	monthly	track	track	968
7	No. households with children living in temp acc	monthly	track	track	536
8	TA (Hostels) - Fire Risk Assessments completed	monthly	100%	green	88%
9	TA & TAPP - Gas Safety Compliant	monthly	100%	green	
10	No. of households on the housing register	monthly	track	track	8152
11	No. HMO properties licensed per year	monthly	600	green	67
12	Average re-let times for empty local authority GN dwellings (days) NB: HRA ie inc sheltered	monthly	100	Red	207 137 routine
13	No. social housing lets	monthly	track	track	52
14	No. overcrowded households rehoused	monthly	track	track	26
15	Rent collected as a % of rent due for all council tenants	quarterly/ monthly from Nov	98%	green	99.07%
16	% tenants in 7 weeks+ rent arrears	quarterly/ monthly from Nov	track	track	14.67%
17	Leaseholder - day to day collection as a % of debit raised in year	quarterly	Q1 - 26.58% Q2 - 20.61% Q3 - 20.61%	green	/
18	Leaseholders - major works as % of debit raised in year	quarterly	Q1 - 22.57% Q2 - 22.57% Q3 - 22.57%	green	/
19	Leaseholders - day to day collection % of total outstanding (arrears + debit)	quarterly	Q1 - 33.62% Q2 - 35.26% Q3 - 54.48% Q4 - 119.66%	green	/
20	Leaseholders - major works as % of total outstanding balance (arrears + debit)	quarterly	Q1 - 8.54% Q2 - 9.34% Q3 - 10.30%	green	/
21	Open ASB cases	monthly	track	track	68
22	No. DVA cases	monthly	track	track	13
23	No. overdue FRA management actions	quarterly/ monthly from Nov	0%	red	483
24	YTD no. of tenancy visits completed	monthly	track	track	/
26	No. stage 1 complaints	quarterly/ monthly from Nov	track	track	83
27	% of Stage 1 responses sent in this period that were within time (10 days)	quarterly	90%	red	59%
28	No. Stage 2 complaint reviews received	quarterly/ monthly from Nov	track	track	15
29	% Stage 2 complaint reviews completed in this period that were upheld	quarterly/ monthly from Nov	40%	Green	38%
30	No. members' enquiries (MEs) to division	monthly	track	track	129
31	% member enquiries responded to within 10 days	monthly	90%	red	74%

green - CMT

SMT Property Management Data Dashboard 2023/24		
SMT Property Management Data Dashboard 2023/24	24/25	
Measure	September	Performance
Supporting Communities		
Customer satisfaction with Right First Time (RFT) repairs	88%	Higher
Customer satisfaction with Mechanical & Electrical (M&E) repairs	86%	Higher
Customer satisfaction with Voids	84%	Higher
The % of properties with a valid gas safety certificate	99.3%	Higher
Volume of calls to repairs line	7,515	Lower
Repairs line response times	96%	Higher
% of Online orders raised	83.4%	Higher
Volume of Case management	265 (41 HM)	Lower
% of Case management within response times within team	92.5%	Higher
Number of day to day repairs awaiting completion	4575	Lower
% of Emergency day to day repairs attend on target	84%	Higher
% of all day to day jobs repairs attend on target	77%	Higher
Disrepair cases – new	29	Lower
Disrepair cases – live	432	Lower
Days taken for void repairs	126	Lower
Missed appointments logged by Agents or through	68	Lower
Number of lift repairs outstanding	142	Lower
Days taken for lift repairs	6.1	Lower
% completed in 1 day or less	91%	Higher
Number of communal heating repairs outstanding	536	Lower
Days taken for communal heating repairs	4.0	Lower
% completed in 3 days or less	92%	Higher
Number of individual heating repairs outstanding	356	Lower
Days taken for individual heating repairs	1.4	Lower
% completed in 3 days or less	93%	Higher
Number of estate lighting repairs outstanding	198	Lower
Days taken for estate lighting repairs	2.0	Lower
% completed in 1 day or less	57.7%	Higher
Door entry repairs outstanding	293	Lower
Days taken for door entry repairs	0.3	Lower
% Completed in 1 day or less	98.7%	Higher

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