























Operations Report (Public Version)

01 October 2018 to 31 December 2018

Executive Summary

	Performance	Target	Compliance with target	Trend Indicator	Managers Commentary
Void Loss as a % of rent debit cumulated over a rolling 13 week (quarter) figure	1.44	1.16			A number of long-term voids are contributing to void loss increasing.
Market Rental Rent Loss due to voids Rolling 3 month figure	0%	3%			
Average days to re-let a (managed) social housing rental dwelling General Needs	65 days	21 days			47 properties have been re-let in this Quarter.
Average days to re-let a (managed) social housing rental dwelling Supported Housing Housing for Older people	44 days	28 days			
Rent arrears of current social housing tenants at the financial year-end as a % of rent debit	1.46%	1.5% (at the end of the year)			Number of UC cases increased from 60 on 30 th Sept 2018 to 106 on 30 th December 2018. UC have started to pay EHA by schedule which means that the payments only hit tenants rent accounts later than anticipated. When looking back at 2017/18, the level of arrears were at a similar level and we expect to be on target at the end of the financial year.

	Performance	Target	Compliance with target	Trend Indicator	Managers Commentary
Rent arrears of Market Rental current tenants at the financial year-end as a % of rent debit	1.05%	1.7% (at the end of the year)			
ASB - % of serious case complainants conversed with directly within 24 hours of report.	100%	100%			
ASB - % of routine case complainants conversed with directly within 14 working days	100%	96%			
Emergency repairs completed within target (24 hrs)	72%	98%			247 jobs in total 177 in time (late closure down of jobs)
Percentage of social housing rental stock failing to meet Decent Homes Standard	2.00%	0%			Principally in two locations.

