

RHL Performance & Management Information Report, Quarter 1, 2021/22

	Indicator	2020/21 Performance	Quarter 1 Performance 2021/22	Target	Commentary (by exception)	Owner
Repairs and Maintenance						
1.	% of properties with a valid gas safety certificate (excluding leaseholders)	100%	99.99%	99.97%		Gas Compliance Manager
2.	% of properties with statutory gas checks completed in financial year to date	New for 2021/22	29.88%	MI	There are 7479 Properties with Gas April 863 completed Gas checks May 788 completed Gas Checks June 764 completed Gas checks	Gas Compliance Manager
3.	% of properties with a satisfactory electrical installation certificate	New for 2021/22	95.33%	80%		Electrical Contracts Supervisor
4.	% of compliant Fire Risk Assessments	100%	100%	100%		Health and Safety Manager
5.	% of blocks of flats with communal areas with monthly fire safety check	100%	100%	97%		Health and Safety Manager
6.	% of communal areas with a valid water risk assessment	100%	100%	99%		Health and Safety Manager
7.	% of communal areas with asbestos materials that have been	100%	100%	98%		Health and Safety Manager

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	periodically re-inspected in line with the inspection frequency					
8.	% of lifts with compliant annual service	100%	100%	100%		Health and Safety Manager
9.	% of all Emergency Repairs carried out within the agreed timeframe on time	99.01%	98.32%	96%		Responsive and Planned Repairs Manager
10.	Average days taken for repairs	New MI for 2020/21	3.88	MI		Responsive and Planned Repairs Manager
11.	% of all repairs carried out right the first time	New for 2021/22	-	90% target reflects new PI	Review for 2021/22 performance for 2022/23	Responsive and Planned Repairs Manager
12.	% of responsive repairs completed to target	99.21%	97.89%	95%		Responsive and Planned Repairs Manager
13.	% of repairs where appointments were made and kept	New for 2021/22	-	90% target reflects new PI	Review for 2021/22 performance for 2022/23	Responsive and Planned Repairs Manager
14.	% of tenants satisfied with the repair	-	-	-	Report for Q3 from new texting solution	Responsive and Planned Repairs Manager

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15.	% of tenants satisfied with the quality of service during investment work programmes	-	-	85%	Agreed new form at SMT 7/7/21. Report at Q2	Responsive and Planned Repairs Manager
Income Collection						
16.	Current and former tenant arrears as a % of the annual rent debit, of which;	New for 2021/22	4.63%	-		Community Sustainment Manager
17.	% current rent arrears	New for 2021/22	4.46%	-		Community Sustainment Manager
18.	% former rent arrears	New for 2021/22	0.17%	-		Community Sustainment Manager
19.	% of households in rent arrears from total dwellings	New for 2021/22	24.68%	MI		Community Sustainment Manager
20.	Rent collected as a % of rent due for period	New for 2021/22	96.4%	-		Community Sustainment Manager
21.	% of rent lost through dwellings being vacant	New for 2021/22	2.57%	MI	This includes properties held for regeneration works.	Voids Manager
22.	Rent written off as a % of rent due	New for 2021/22	Year-end reporting	MI		Community Sustainment Manager

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23.	Number of tenants evicted due to rent arrears as a percentage of all units	New for 2021/22	0.00013%	MI	1 eviction – met the Courts serious arrears criteria	Community Sustainment Manager
Void Properties						
24.	Average re-let time in days (standard re-lets)	New for 2021/22	46 days	45 days		Voids Manager
25.	% of units re-let during the period	MI	1.80%	MI		Voids Manager
26.	Number of properties hard to let	MI	14	MI	RHL has a high lettable standard, that includes decorating - this enables a customer to move straight into the property following completion of void repairs . A hard to let property is one where the property has two or more refusals or where once advertised no applicant bids for the property.	Allocations Manager
27.	% of properties vacant and available to let during the period	MI	0.13%	MI		Allocations Manager
28.	% of properties vacant but unavailable to let	MI	1.37%	MI		Voids Manager
29.	% of properties empty longer than 6 months	MI	0.45%	MI		Voids Manager
Stock Condition						
30.	% of properties non-decent	12.6%	Annual Indicator – report following RSH	MI	Annual report at year end – following RSH validation of LAHS submission required in July 2022. Note MI – the definition may change during the year as Regulator guidance is issued with the review of Decent Homes as part of the Social Housing White Paper.	Director of Property Services and Development

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			validation of LAHS submission			
31.	% of properties made decent during reporting period	0.015%	Annual measure	MI	Annual management information – report following RSH validation of LAHS submission	Director of Property Services and Development
32.	Average energy performance rating	EPC rating D	NEDDC stock has average EPC rating of D	MI		Director of Property Services and Development
33.	% of properties with an energy performance rating of D or above	New PI for 2021/22	88% from 4720 EPC certs			Director of Property Services and Development
34.	% of non-traditional properties	MI	36%	MI		Director of Property Services and Development
Anti-Social Behaviour						
35.	Number of Anti-Social Behaviour complaints, of which;	New for 2021/22	8	MI	8 High level ASB cases received in Q1.	Community Sustainment Manager

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36.	% of ASB complaints where actions were taken	New for 2021/22	100%	90%	All 8 have been investigated and appropriate action taken.	Community Sustainment Manager
37.	% ASB complainants satisfied with the handling of their case	New for 2021/22	-	MI	Seeking consistent approach with NEDDC Community Safety Partnership to satisfaction process regarding handling of ASB complaints	Community Sustainment Manager
Customer Contact Centre						
38.	% of calls answered	New for 2021/22	80.1%	80%		Head of Corporate Services
39.	Average time taken to answer inbound telephone calls	New for 2021/22	3.53 minutes	2 minutes	<p>There are a number of measures in place to improve performance. This includes:</p> <ul style="list-style-type: none"> the recruitment of additional staff members – please note there is a 3 month training period for these roles The move to cloud IT infrastructure means the full role can now be undertaken remotely Improvements to the payment line 	Head of Corporate Services
40.	% Satisfaction with call-handling	New collection mechanism for 2021/22	99.6%	90%		Head of Corporate Services
Complaints						
41.	Number of complaints received during reporting period	MI	24	MI		Head of Business Development

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42.	% of complaints responded to within target time	New for 2021/22	90%	85%		Head of Business Development
43.	Number of enquiries from Councillors and MPs	MI	62	MI		Head of Business Development
44.	% complainants satisfied with the handling of their case	New for 2021/22	MI	MI	Seeking consistent approach with NEDDC to satisfaction process regarding handling of complaints.	Head of Business Development
General Customer Satisfaction						
45.	Satisfaction of tenants with overall service provided	New for 2021/22	Annual Measure	90%	Format and questions for discussion with NEDDC	Managing Director