

(ADC) Performance Report - Tenant Gateway

Report Author: Peter Curry
Generated on: 17 January 2025

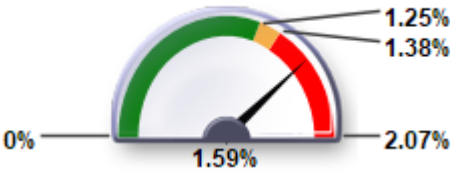


Rows are sorted by Code

PI Name	Latest Value	Latest Target	Last Updated	Short Trend	Long Trend	Trend Gauge	Latest Note
Percentage of respondents very or fairly satisfied with the way the social housing provider deals with repairs and maintenance (GN & HfOP)	97.22%	85%	December 2024	Improving	Improving	<p>December 2024 result</p>	
Percentage of routine repairs completed within target time	92.87%	95%	Q3 2024/25	Improving	Improving	<p>Q3 2024/25 result</p>	
Percentage of urgent repairs completed within target time	89.64%	97%	Q3 2024/25	Getting Worse	Getting Worse	<p>Q3 2024/25 result</p>	

PI Name	Latest Value	Latest Target	Last Updated	Short Trend	Long Trend	Trend Gauge	Latest Note
Number of Council Tenants assisted with welfare and money management advice	841	713	Q3 2024/25	Improving	Improving	<p>Q3 2024/25 result</p> <p>0 841 1,100</p> <p>641.7 712.929</p>	MMA - 129 TSO - 133
Percentage of Local Authority housing stock that is non-decent	1.82%	0.30%	Q3 2024/25		Getting Worse	<p>Q3 2024/25 result</p> <p>0.33% 0.30% 0.00% 1.82% 2.37%</p>	
Proportion of tenants who remain in their tenancy for 6 months or more following the completion of the support package	100%	97%	December 2024	No Change	No Change	<p>December 2024 result</p> <p>0% 100% 87.3% 96.99% 100%</p>	42 closed in June one terminated in last 6 months Deceased so not included so 41 of 41 remained in tenancy
Average void re-let time of Council Homes (DAYS)	29.3	27.0	December 2024	Getting Worse	Getting Worse	<p>December 2024 result</p> <p>.0 29.3 39.0 27.0 29.7</p>	Due to the catastrophic failures of the new Finance payment system invoices haven't been paid which has resulted in contractors refusing to carry any work out for ADC. Although now resolved, we still have a backlog of void properties. The

PI Name	Latest Value	Latest Target	Last Updated	Short Trend	Long Trend	Trend Gauge	Latest Note
							void turnaround performance is going to be severely impacted by this. In addition, the the KPI for rent lost whilst void will also suffer.
Rent arrears as a proportion of Rent Roll (excluding court costs)	2.11%	1.6%	December 2024	Getting Worse	Getting Worse	<p>December 2024 result</p> <p>0% 2.11% 2.74%</p> <p>1.6% 1.76%</p>	This Indicator is not on target but has improved last month 2.47 % but is slightly worse the same period last year 1.73% since the same time last year. It is likely that all rent collection and rent arrears indicated are being affected by the increasing rate of "migration " of tenants benefits from Housing Benefit to Universal Credit.
Percentage of tenants that are 13 weeks in arrears (excluding those owing <£500)	1.1%	1%	December 2024	Improving	Improving	<p>December 2024 result</p> <p>0% 1.1% 1.43%</p> <p>1% 1.1%</p>	Performance has improved form 1.16% last month although has worsened since the same time last year 0.95%. An additional payment period during this












PI Name	Latest Value	Latest Target	Last Updated	Short Trend	Long Trend	Trend Gauge	Latest Note
							financial year and the increasing rate of migration to Universal Credit is likely to be affecting this.
Former tenant arrears as a percentage of Local Authority Rent Roll	1.59%	1.25%	December 2024	Getting Worse	Getting Worse	<p style="text-align: center;">December 2024 result</p>  <p>0% 1.25% 1.38% 2.07%</p> <p style="text-align: center;">1.59%</p>	<p>This indicator is not on target and has worsened from 1.38% to 1.59% at the same time last year.</p> <p>The proportion of Tenancies terminating due to the death of tenant has increased this year. For tenants in receipt of benefit, the notice period between death and the tenancy ending is not covered by benefits.</p> <p>The rents team have implemented new processes for managing former tenant arrears. This has led to an increase in cases being written off where it is either un</p>

PI Name	Latest Value	Latest Target	Last Updated	Short Trend	Long Trend	Trend Gauge	Latest Note
							economical or not possible to pursue long standing former tenant debt.
Percentage of tenants paying by direct debit	44.44%	50.00%	Q3 2024/25	Getting Worse	Getting Worse	<p>Q3 2024/25 result</p>	This figure has not achieved target. This is due to the impact of an additional payment period during this financial year leading to some failed or cancelled direct debits.
Number of Evictions due to rent arrears	10	30	December 2024	Getting Worse	Getting Worse	<p>December 2024 result</p>	Evictions : 3 in April 2 Both one arrears May one arrears July one arrears, Aug one both and one arrears, Sept one arrears, Oct one arrears, Dec one arrears
Number of stage one formal complaints received in month (Operations Directorate)	7		December 2024	Improving	Getting Worse		2 Assets and invest 2 Community Safety 2 Housing Management 1 responsive repairs

PI Name	Latest Value	Latest Target	Last Updated	Short Trend	Long Trend	Trend Gauge	Latest Note
Percentage of stage one complaints resolved within timescale in month (Housing and Asset Directorate)	78.57%	100%	December 2024	Improving	Getting Worse	<p>December 2024 result</p>	<p>Not Met : 1 Asset, 2 CST</p> <p>Met: Repairs:5, Asset: 3, Let:1, House Man: 2 and Planned 1</p>
Number of new ASB cases reported	14		December 2024	Improving	Improving		1 x Domestic, 5 x drugs, 1 x extreme, 2 harass, 1 noise, 3 threat
Number of stage one and two formal complaints received in month per 1,000 (Housing and Asset Directorate)	1.06		December 2024	Improving	Improving		<p>There has been 5 stage ones 2 assets, 1 CST, 1 House Manag, 1 Repairs</p> <p>There has been 2 stage 2 - 1 housing manage and 1 Lettings</p>
Percentage of stage one and two complaints resolved within timescale in month (Housing and Asset Directorate)	78.57%	100%	December 2024	Improving	Getting Worse	<p>December 2024 result</p>	<p>11 out of 14 responded to in time</p> <p>Two stage ones out of time for CST and one stage one for Assets</p>

PI Name	Latest Value	Latest Target	Last Updated	Short Trend	Long Trend	Trend Gauge	Latest Note
Percentage satisfaction with repairs service (Transactional)	97.28	93	December 2024	Improving	Improving	<p>December 2024 result</p>	
BS01: % Gas Services completed within anniversary date	100%	100%	November 2024	No Change	No Change	<p>November 2024 result</p>	
BS02: Proportion of homes for which all required fire risk assessments have been carried out.	100	100	December 2024	No Change	No Change	<p>December 2024 result</p>	
BS03: Proportion of homes for which all required asbestos management surveys or re- inspections have been carried out.	100	100	December 2024	No Change	No Change	<p>December 2024 result</p>	

PI Name	Latest Value	Latest Target	Last Updated	Short Trend	Long Trend	Trend Gauge	Latest Note
BS04: Proportion of homes for which all required legionella risk assessments have been carried out.	94	100	December 2024	No Change	Improving	<p>December 2024 result</p>	
BS05: Proportion of homes for which all required communal passenger lift safety checks have been carried out.	96	100	December 2024	Improving	Getting Worse	<p>December 2024 result</p>	Brook St Court LOLER inspection delayed by 1 day due to ongoing flooding of lift shaft pit.
Rent in advance payments	78.13%	80%	December 2024	Improving	Improving	<p>December 2024 result</p>	
% of calls to the Repairs Call Centre answered as a proportion of calls received	96.59%	95%	December 2024	Getting Worse	Improving	<p>December 2024 result</p>	
Percentage of repairs completed right first time	98%		September 2024	Improving	Improving	<p>September 2024 result</p> <p>98%</p>	
Average cost per responsive repair	£154.89		September 2024	No Change	No Change	<p>September 2024 result</p> <p>£154.89</p>	

PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				