

Annex D – Proposed MDH performance metrics for 2023/24

Mandated Tenant Satisfaction Measures (TSMs)

All 22 – quarterly (management data) and annual (perception surveys).

TSM Standard – Housing Revenue Account – All teams						
	Q1	Q2	Q3	Q4	YTD	Comments
<u>Overall satisfaction</u>						
TP01: Overall satisfaction %	Annual survey					
<u>Keeping properties in good repair</u>						
TP02: Satisfaction with repairs %	Annual survey					
TP03: Satisfaction with time taken to complete most recent repair %	Annual survey					
TP04: Satisfaction that the home is well maintained %						
RP01: Homes that do not meet the Decent Homes Standard %						
RP02: Repairs completed within target timescale %						
<u>Maintaining building safety</u>						
TP05: Satisfaction that the home is safe %	Annual survey					
BS01: Gas safety checks %						
BS02: Fire safety checks %						

BS03: Asbestos safety checks %						
BS04: Water safety checks %						
BS05: Lift safety checks %						
<u>Respectful and helpful engagement</u>						
TP06: Satisfaction that the landlord listens to tenant views and acts upon them %	Annual survey					
TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them	Annual survey					
TP08: Agreement that the landlord treats tenants fairly and with respect	Annual survey					
<u>Effective handling of complaints</u>						
TP09: Satisfaction with the landlord's approach to handling complaints	Annual survey					
CH01: Complaints relative to the size of the landlord						
CH02: Complaints responded to within Complaint Handling Code timescales						
<u>Responsible neighbourhood management</u>						
TP10: Satisfaction that the landlord keeps communal areas clean and well maintained	Annual survey					
TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods	Annual survey					

TP12: Satisfaction with the landlord's approach to handling anti-social behaviour	Annual survey					
NM01: Anti-social behaviour cases relative to the size of the landlord						

Tenancy Enforcement Activities (unchanged)

Neighbourhood & Community Standard – Housing Revenue Account – Estates Team						
	Q1	Q2	Q3	Q4	YTD	Comments
Fraud cases opened						
Fraud cases referred to an external investigator						
Acceptable Behaviour Agreements signed						
Good Neighbourhood Agreements signed						
Community Protection Notice warnings issued						
Community Protection Notices issued						
Possession Actions commenced on grounds of ASB						
Closure Orders – obtained						
Injunctions sought						
Evictions on grounds of anti-social behaviour/ other tenancy breach						

Rent recovery (unchanged)

Income Recovery – Housing Revenue Account – Income Team						
	Q1	Q2	Q3	Q4	YTD	Comments
Current dwelling rent arrears at quarter end %						Target: <5%
Notice of Seeking possession served						
Judgement obtained						
Warrants issued						
Evictions on grounds of rent arrears						

Building Repairs and Maintenance (unchanged except previous voids metric deleted)

Homes and Neighbourhood & Community Standards – Housing Revenue Account – Building Services						
	Q1	Q2	Q3	Q4	YTD	Comments
Decent Homes Standard %						Target 100%
Emergency repairs completed on time %						Target 100%
Urgent repairs completed on time %						Target 95%
Routine repairs completed on time %						Target 95%
Repairs completed first visit %						Target 95%
Gas safety checks %						Target 100%
Fire risk assessments %						Target 100%

Water safety checks (Legionella) %						Target 100%
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Voids*

Voids performance – Housing Revenue Account – Building Services and Allocations Teams						
	Q1	Q2	Q3	Q4	YTD	Comments
Standard voids including temporary accommodation						Target 35 working days
Major voids						Target 55 working days
Decent homes voids						Target 75 working days
Development voids						Target 1 calendar year
Occupancy rate (whole stock)						Target 97%

* New definitions and targets as per adopted Voids Management Policy 2023