DAH PDG Performance Report - Appendix 2

Quarterly report for 2015-2016 No headings

For Decent and Affordable Homes - Cllr Ray Stanley Portfolio For MDDC - Services

Filtered by Performance Status: Exclude PI Status: Data not due, Not calculable

Key to Performance Status:

| Performance No Data Indicators: | Well below target | Below target | On target | Above target | Well above target |
|---------------------------------|-------------------|--------------|-----------|--------------|-------------------|
|---------------------------------|-------------------|--------------|-----------|--------------|-------------------|

| | rmance Indicators | | | | | | | |
|---|---|---|--|-----------------------------------|---------------|------------------|-----------------|--------------------------------|
| Status | Title | Prev Year End | Annual Target | Current Target | Q1 Act | Q2 Act | Q3 Act | Q4 Ac |
| Well below target | Deliver 15 homes per year by bringing Empty Houses into use | 12 | 15 | 15 | 1 | 4 | 5 | 8 |
| Manage (Quarte | ement Notes: | | | | | | | |
| 2 year fi | xed term arrangement with E | exeter CC for p | rovision of an Empt | y Homes Officer wo | orking 2 days | per week fo | or MDDC. | |
| (HS) | | | | | | | | |
| Well below target | Number of affordable homes delivered (gross) | 58 | 80 | 80 | 0 | 14 | 19 | 27 |
| Manage | ement Notes: | | | | l | I | | |
| Quarte | 1 - 4) | | | | | | | |
| The orio | inal target of 80 new homes | for the year ha | s not been met as t | here has been som | e delavs on | various sites | s so these co | moletions |
| | over into the new financial ye | | o not been met as a | nere nas been som | c delays on | various sites | , 90 the 90 | mpicaono |
| | | | | | | | | |
| AH) | 0/ F 5 . | 400.000/ | 400.000/ | 100.000/ | 100.000/ | 100.000/ | 100 000/ | 100.000 |
| On arget | % Emergency Repairs Completed on Time | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| Manage | ement Notes: | 1 | | | ı | ı | | |
| Below | % Urgent Repairs | 99.94% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 99.8% |
| arget | Completed on Time | | | | | | | |
| Manage | ement Notes: | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| (March) Through | | 270 jobs abd 1 | 268 of these were of | completed on time. | Just two job | os were faile | d to be comp | leted on |
| (March) Through | | 270 jobs abd 1 | 268 of these were of | completed on time. | Just two job | os were faile | d to be comp | leted on |
| (March) Through time. | | 270 jobs abd 1 | 268 of these were of | completed on time. | Just two job | os were faile | d to be comp | lleted on |
| (March) Through time. (AH) | nout the year we completed 1 | 270 jobs abd 1 99.98% | 268 of these were of 100.0% | completed on time. | Just two job | os were faile | d to be comp | |
| (March) Throughtime. (AH) On target | out the year we completed 1 <u>% Routine Repairs</u> Completed on Time | , | | , | , | | | |
| (March) Throughtime. (AH) On target | nout the year we completed 1 | , | | , | , | | | 100.0% |
| (March) Through time. (AH) On target Manage | out the year we completed 1 <u>% Routine Repairs</u> Completed on Time | , | | , | , | | | 100.0% |
| March) Through ime. AH) On arget Manage | % Routine Repairs Completed on Time ement Notes: % Repairs Completed at First Visit | 99.98% | 100.0% | 100.0% | 100.0% | 100.0% | 99.9% | 100.0% |
| March) Through ime. (AH) On target Manage Below target Managet Managet | % Routine Repairs Completed on Time ement Notes: % Repairs Completed at First Visit | 99.98% | 100.0% | 100.0% | 100.0% | 100.0% | 99.9% | 100.0% |
| (March) Throughtime. (AH) On target Manage Manage (March) Throughwhich w | % Routine Repairs Completed on Time ement Notes: % Repairs Completed at First Visit | 99.98% 99.87% ,546 jobs and at visit to the pro | 100.0% 100.00% pout of these 6,391 was perty. The reason | 100.0% 100.00% vere completed dur | 98.28% | 100.0% 98.30% | 99.9% 97.75% | 100.0% 97.63% re 155 job |
| (March) Throughtime. (AH) On target Manage Manage (March) Throughwhich wspecific | % Routine Repairs Completed on Time ement Notes: % Repairs Completed at First Visit ement Notes: | 99.98% 99.87% ,546 jobs and at visit to the pro | 100.0% 100.00% pout of these 6,391 was perty. The reason | 100.0% 100.00% vere completed dur | 98.28% | 100.0% 98.30% | 99.9% 97.75% | 100.0% 97.63% re 155 job |
| (March) Throughtime. (AH) On target Manage Manage (March) Through | % Routine Repairs Completed on Time ement Notes: % Repairs Completed at First Visit ement Notes: | 99.98% 99.87% ,546 jobs and at visit to the pro | 100.0% 100.00% pout of these 6,391 was perty. The reason | 100.0% 100.00% vere completed dur | 98.28% | 100.0% 98.30% | 99.9% 97.75% | 100.0% 97.63% re 155 job |

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| Ratio of expenditure between planned and responsive repairs Balow End of the financial year we had three properties without a valid gas certificate. Legal services are dealing valed by the financial year we had three properties without a valid gas certificate. Legal services are dealing valed by the financial year we had three properties without a valid gas certificate. Legal services are dealing valed by the financial year we had three properties, and the remaining instance is due to an absent tenant. | Perfor | mance Indicators | | | | | | | |
|--|----------|----------------------|----------|---------------|----------------|----------|---------------|----------------|----------|
| Selow Rent Collected as a Proportion of Rent Owned 100.09% 100.75% 100.75% 97.16% 99.04% 100.75% 100.75% 97.16% 99.04% 100.75% 100.75% 97.16% 99.04% 100.75% 100.75% 100.75% 97.16% 99.04% 100.09% 100.75% | Status | Title | | Annual Target | Current Target | Q1 Act | Q2 Act | Q3 Act | Q4 Ac |
| Rent Collected as a Proportion of Rent Owed Management Notes: March) Although outside target, performance here was good. As Universal Credit is being rolled out in Mid Devon rent arreferformance is closely minitored so we can review procedures if collection levels begin to fall. AH) Vell Proportion of Annual Rent Debit Management Notes: Don Sobre Decent Council Homes Management Notes: Relw Proporties With a Valid Gas Safety Certificate Valid Gas Safety Certificate Management Notes: We Properties With a Valid Gas Safety Certificate Management Notes: We Proporties With a Valid Gas Safety Certificate Management Notes: We Properties With a Valid Gas Safety Certificate Management Notes: Wat the end of the financial year we had three properties without a valid gas certificate. Legal services are dealing valuations, trying to gain access to the properties, and the remaining instance is due to an absent tenant. AH) Notice Proportion of Rent Dono Properties are Proporties are dealing valuations. The properties are Proporties are P | | between planned and | 81.19 | 70.30 | 70.30 | 29.71 | 55.45 | 69.31 | 73.27 |
| Although outside target, performance here was good. As Universal Credit is being rolled out in Mid Devon rent arreferformance is closely minitored so we can review procedures if collection levels begin to fall. AH) Nell Rent Arrears as a Proportion of Annual Rent Debit Management Notes: On Management Notes: On Management Notes: Selow Arrears With a Valid Gas Safety Certificate Management Notes: Although outside target, performance here was good. As Universal Credit is being rolled out in Mid Devon rent arreferding to the selection levels begin to fall. 1.00% 1.00% 0.94% 1.05% 1.00% 1. | /lanage | ment Notes: | | | | | | | |
| Although outside target, performance here was good. As Universal Credit is being rolled out in Mid Devon rent arreferformance is closely minitored so we can review procedures if collection levels begin to fall. AH) Vell Rent Arrears as a 0.60% 1.00% 1.00% 0.94% 1.05% Proportion of Annual Rent Debit 1.00% 1.00% 1.00% 1.00% 1.00% 1.00% Annagement Notes: Vell Properties With a Valid Gas Safety Certificate 1.00.00% 1. | | Proportion of Rent | 100.09% | 100.75% | 100.75% | 97.16% | 99.04% | 99.36% | 99.74% |
| Rent Arrears as a proportion of Annual Rent Debit 100.00% 100.00% 100.00% 99.38% 99.28% 100.00% 100.00% 99.72% 99.72% 100.00% | | ment Notes: | | | | | | | |
| Rent Arrears as a Proportion of Annual Rent Debit | Performa | | | | | | evon rent arr | ears may go | up. |
| Proportion of Annual Rent Debit Management Notes: On | AH) | | | | | | | | |
| Management Notes: Management Notes: Management Notes: Management Notes: | bove | Proportion of Annual | 0.60% | 1.00% | 1.00% | 0.94% | 1.05% | 0.81% | 0.66% |
| Management Notes: Selow arget Walid Gas Safety Selow Certificate Poperties With a wall of the financial year we had three properties without a valid gas certificate. Legal services are dealing variances, trying to gain access to the properties, and the remaining instance is due to an absent tenant. Above arget Average Days to Re-Let Local Authority Housing Poperties without a valid gas certificate. Legal services are dealing variances, trying to gain access to the properties, and the remaining instance is due to an absent tenant. | Manage | ment Notes: | 1 | <u>'</u> | ' | ' | ' | ' | |
| Selow arget Wear Properties With a Valid Gas Safety Certificate 99.86% 100.00% 100.00% 99.72% 99.72% | | | 100.00% | 100.00% | 100.00% | 99.38% | 99.28% | 99.45% | 100.00% |
| At the end of the financial year we had three properties without a valid gas certificate. Legal services are dealing variations, trying to gain access to the properties, and the remaining instance is due to an absent tenant. Above Above Average Days to Re-Let Local Authority Housing 14.9days 17.0days 17.0days 15.2days 15.5days | Manage | ment Notes: | | | | | | | |
| At the end of the financial year we had three properties without a valid gas certificate. Legal services are dealing variations, trying to gain access to the properties, and the remaining instance is due to an absent tenant. AH) Above Average Days to Re-Let Local Authority Housing 14.9days 17.0days 17.0days 15.2days 15.5days | | Valid Gas Safety | 99.86% | 100.00% | 100.00% | 99.72% | 99.72% | 99.91% | 99.86% |
| Above Above Local Authority Housing 14.9days 17.0days 17.0days 15.2days 15.5days | | ment Notes: | | ' | | | | ı | |
| Above larget | | | | | | | | vith two of th | е |
| Above arget | AH) | | | | | | | | |
| Management Notes: | Above | | 14.9days | 17.0days | 17.0days | 15.2days | 15.5days | 16.1days | 16.3days |
| | Manage | ment Notes: | | | | | | | |
| No Dwelling rent lost due to Target voids n/a no target - for information only information only no target - for information only information only | | | n/a | | | 0.73% | 0.64% | 0.68% | 0.75% |

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