









Housing Performance Report – Q1 2024-25: Performance Scorecard

Performance Indicator	Q1	Target	RAG	Performance Indicator	Q1	Target	RAG	Performance Indicator	Q1	Target	RAG
Landlord Gas Safety Record (LGSR)	100%	100%	✓	Percentage of capital programme spent	7%	95%	⬇	Number of homelessness approaches	338	-	📊
Blocks with Fire Risk Assessment	100%	100%	✓	Properties at Decent Homes standard	91%	99%	⬇	No. households registered on the Housing Waiting List	1,382	-	📊
Blocks Water Safety Risk Assessment	100%	100%	✓	Average days to re-let homes (excl. MW)	25	25	✓	Prevent & Relief duties closed as homelessness prevented/relieved	46%	40%	✓
Electrical Safety Certificate (blocks)	100%	100%	✓	Average days to re-let homes (incl. MW)	36	35	⚠	Average number of rough sleepers in the period	17	-	📊
Electrical Safety Certificate (homes)	99.7%	100%	⚠	Current tenant arrears % rent due	2.32%	3%	✓	Average number of households in temporary accommodation	51	35	⬇
Blocks Asbestos Risk Assessment	100%	100%	✓	Former tenant arrears % rent due	1.63%	2%	✓	Average number of households in Bed and Breakfast	11	0	⬇
Lift insurance visits (LOLER) completed	100%	100%	✓	Rent collected as % rent due rent	97.6%	98%	✓	Long-term empty homes brought back into use	27	50 (YE)	⬇
Day to day repairs completed on time	97%	90%	✓	Satisfaction with ASB case handling	100%	60%	✓	Council home new builds and acquisitions started	0	20 (YE)	⬇
Day to day repair appointments kept	96%	95%	✓	Tenant complaints answered on time	100%	95%	✓	Affordable homes delivered by the Council and its partners	4	80 (YE)	⬇
Customer satisfaction with repairs	87%	90%	⚠	Satisfaction with complaint handling	11%	60%	⬇	Private sector homes improved through Council intervention	77	300 (YE)	⬇

Key:

	On target		Within 5% of target		Performance improving		No change
	Off target		No target (data only)		Performance worsening		Data is missing

Health & Safety Compliance

Performance Indicator	YE 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Perf. Trend	Traffic Light Icon	Target
Properties with Landlord Gas Safety Record (LGSR)	100%	100%						100%
Blocks with a valid Fire Risk Assessment (FRA)	100%	100%						100%
Blocks with a valid Water Safety Risk Assessment	100%	100%						100%
Blocks with valid (in date) Electrical Certificate (EICR)	100%	100%						100%
Homes with a valid (in date) Electrical Certificate (EICR)	99.5%	99.79%						100%
Blocks with a valid Asbestos Risk Assessment	100%	100%						100%
Lift insurance visits (LOLER) completed on blocks	100%	100%						100%

Comments:

We are fully compliant (100%) on safety checks for Gas, Fire, Water, Communal Electric, Asbestos, and Lifts.

Homes with a valid (in date) Electrical Certificate (EICR) has improved 99.79% with 6 homes outstanding.

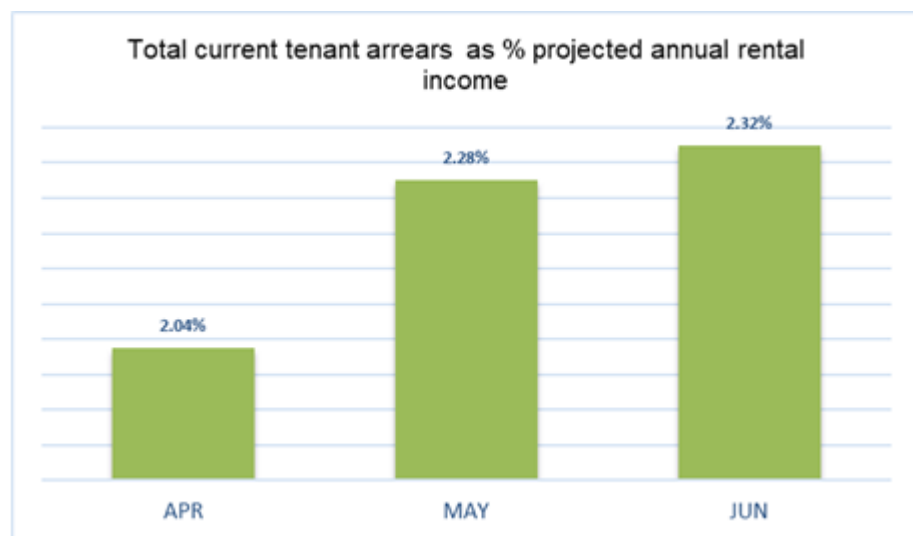
LOLER = Lifting Operations and Lifting Equipment Regulations 1998
EICR = Electrical Installation Condition Report

Repairs and Maintenance

Performance Indicator	YE 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Perf. Trend	Traffic Light Icon	Target
Percentage of all responsive repairs completed on time	94%	97%						90%
Repair appointments kept	94.9%	96%						95%
Percentage of tenants satisfied with day-to-day repairs	82%	87%						90%
Capital programme spent	88%	7%						95%
Properties that meet decent homes standard	97.7%	91%						99%
			<p>Comments:</p> <p>Overall performance on repairs completed on time has improved over 23/24 year end position in Q1. We met target for appointments kept in Q1. Satisfaction with repairs has improved in Q1 over 23/24-year end position.</p> <p>Our capital programme expenditure (which covers long-term improvement to homes) was at 7% in Q1 against profile target for the quarter of 24%. A programme of works is in place. £545k spent out latest agreed capital budget of £8m.</p> <p>Properties that meet decent homes standard has fallen since the 23/24 year end position (97.7.%) to 91% in Q1 with 299 failings currently across the stock. 91 properties have been made 'decent' so far this year.</p>					

Housing Management

Performance Indicator	YE 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Perf. Trend	Traffic Light Icon	Target
Average days to re-let homes (excluding major work)	25.31	25						25
Average days to re-let homes (including major works)	33.9	36						35
Satisfaction with ASB case handling	80%	100%						60%
Current tenant arrears % of projected annual rent	2.04%	2.32%						3%
Former tenant arrears as % of projected annual rent	1.78%	1.63%						2%
Rent collected as a percentage of rent due	99.5%	97.6%						98%



Comments:

Average re-let times (excluding major work) are currently on target in Q1. We were slightly outside target for overall re-lets (including major works).

Current tenant arrears increased from £367K at Q4 to £462k at Q1 or 2.32% of total rent due for the year (£19M). This increase is in line with annual trends and still within target.

Former tenant arrears have decreased slightly from 1.78% at 23/24 year end to 1.63% in Q1 (£324K) of total rent due for the year (£19M) but remains within target.

For **rent collection**, we collected 97.6% of all the rent and service charges at end of Q1.

Strategic Housing and Homelessness

Performance Indicator	YE 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Perf. Trend	Traffic Light Icon	Target
Number of homelessness approaches	1,753	338						-
No. households registered on the Housing Waiting List	1,351	1,382						-
Prevent & Relief duties closed as homelessness prevented/relieved	43%	46%						40%
Average number of rough sleepers in the period	15	17						-
Average number of households in temporary accommodation	36	51						35
Average number of households in Bed and Breakfast	10	11						0
Long-term empty homes brought back into use	43	27						50 (YE)
Council home new builds and acquisitions started	15	0				-		20 (YE)
Affordable homes delivered by the Council and its partners	74	4						80 (YE)
Private sector homes improved through Council intervention	387	77						300 (YE)

Performance Indicator	YE 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Perf. Trend	Traffic Light Icon	Target
	<p>Comments:</p> <p>Prevent & Relief duties closed: Position may change as there is a delay in details being added to the system. Confident we will meet target over the 12-month period.</p> <p>Households in temporary accommodation: In comparison to other Kent local authorities we are performing well. Some landlords have closed properties within the district.</p> <p>Households in Bed and Breakfast: If no long-term temporary accommodation is available, bed and breakfast accommodation will be used. Also for some complex cases.</p> <p>Long-term empty homes brought back into use: Good Q1 performance, confidence that we will hit target of 50 by end of year.</p> <p>Council home new builds and acquisitions started: Slow progress sometimes to get these through. Some starts will commence on site this year.</p> <p>Affordable homes delivered: Main partners (Housing Associations) are affected in same way as us putting more resources into capital programme has impacted on development programme.</p>							

Customer Service and Complaints

Performance Indicator	YE 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Perf. Trend	Traffic Light Icon	Target
Housing Case management – Total received calls	10,622	2,407						-
Housing Case management – Percentage of calls served	97.24%	98%						98%
The number of tenant complaints received	82	16						No target
Tenant complaints answered on time	98.5%	100%						95%
Satisfaction with complaints handling	17%	11%						60%
Satisfaction with complaints outcome	11%	0%						50%

Comments:

Housing Case management calls: 2,407 calls were received during the quarter of which 2,360 were served, 23 calls abandoned and 24 were dissuaded.

Complaints: We received 16 complaints from tenants in Q1 (12 at Stage One, and 4 at Stage Two). We closed 16 in the same period; all closed on time.*

Satisfaction with complaints handling is reporting 11%, based on 1 positive results from 9 responses.

Satisfaction with complaints outcome is reporting 0%, based on zero positive results from 9 responses.

***Complaint response timescales:**

Stage One: 10 working days

Stage Two: 20 working days