

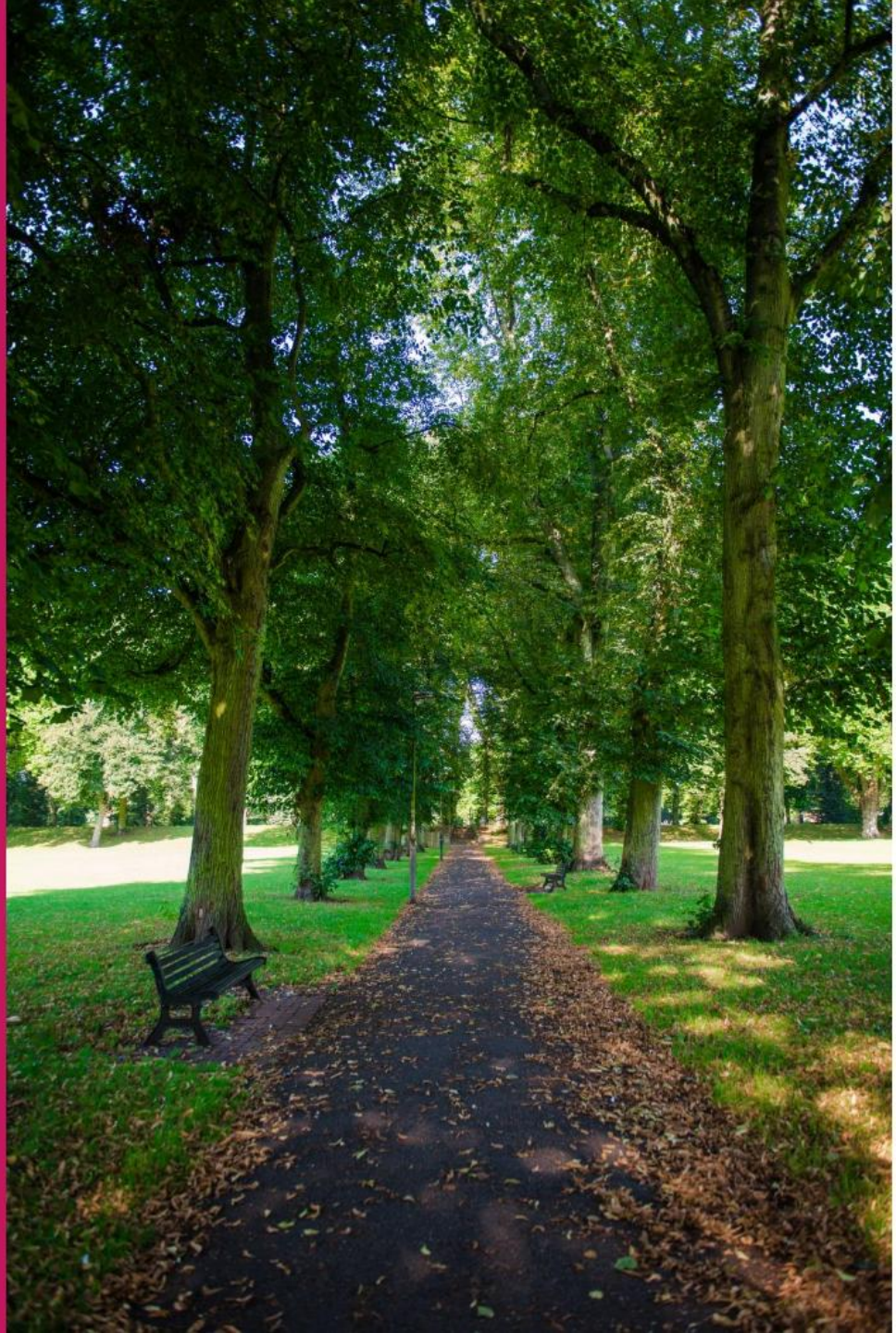


Derby Homes Quarter Three Performance Summary 2020/21 (example)



Quarter three highlights

- 6 out of 8 of the satisfaction measures have met or exceeded their expected Q3 levels
- All measures within the rent and rent arrears suite aim to meet revised forecasts (adjusted for Covid impact)
- 94.8% of complaints resolved at initial contact, below our aim of 97% but up 0.5% on last quarter.
- 554 new affordable homes delivered since 2008 in partnership with Derby City Council, with 23 completions in quarter three.





Satisfaction

- Tenant satisfaction with landlord - 93.9%
- Tenant satisfaction with views taken into account - 81.8%
- Tenant satisfaction with repairs - 99.1%
- Tenant satisfaction with new home – 94.4%
- % satisfied with the way ASB case was carried out- 94.7%
- % respondents satisfied with their neighbourhood – 84.5%
- Client satisfaction with Derby Advice Service – 100%



Customer Services



- 94.8% of complaints resolved at initial contact –against an expectation of 97% - **Amber**
- 100% of complaints resolved at appeal – **Green**
- 100% of complaints responded to timescale – **Green**
- 8,005 customers are signed up to 'my account' on line with a year end forecast of 8200 - **Green**

Total

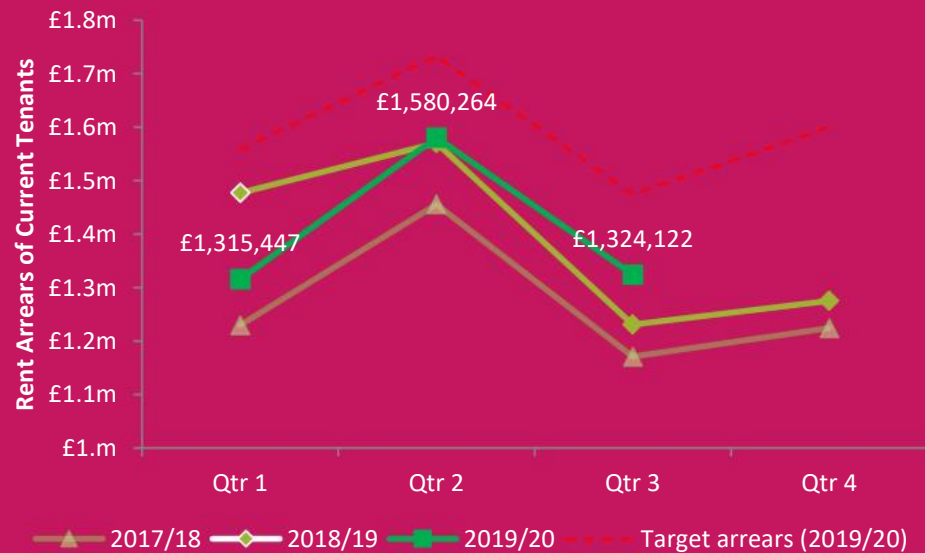
211

Closed

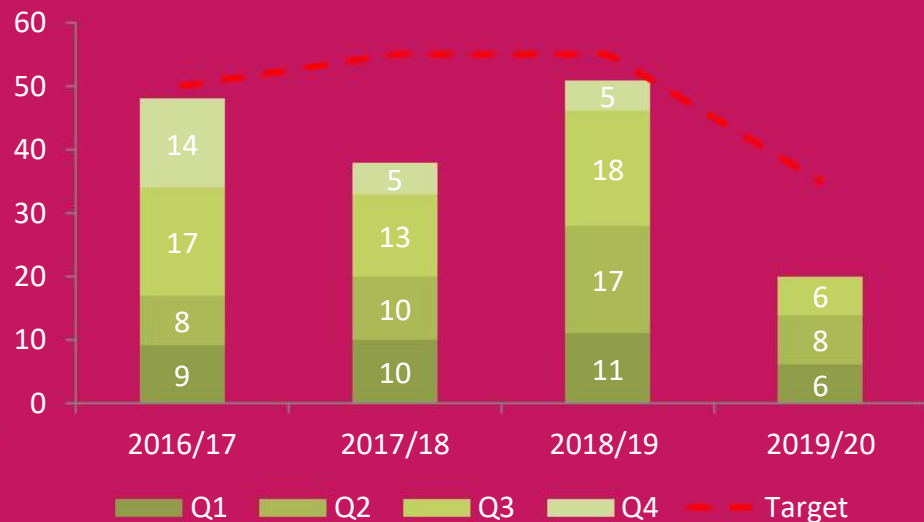
200
94.8%



Rent arrears of current tenants



No. of evictions as a result of rent arrears



Maintenance



- 98% of properties with a valid Landlords gas safety certificate, year end forecast 98% - **Green**



- 100% of properties with completed Electrical Safety Testing- **Green**



- 92.9% Passenger Lifts with a completed service and an independent LOLER Inspection in the past 6 months- **Red** but year end forecast is 100% - **Green**



- 100% of common areas inspected every 12 months in (Control of Asbestos Regulations) - **Green**



- 100% of Communal Areas with a Valid Fire Risk Assessment (fire safety policy and the Fire Regulatory Reform Act 2005) - **Green**



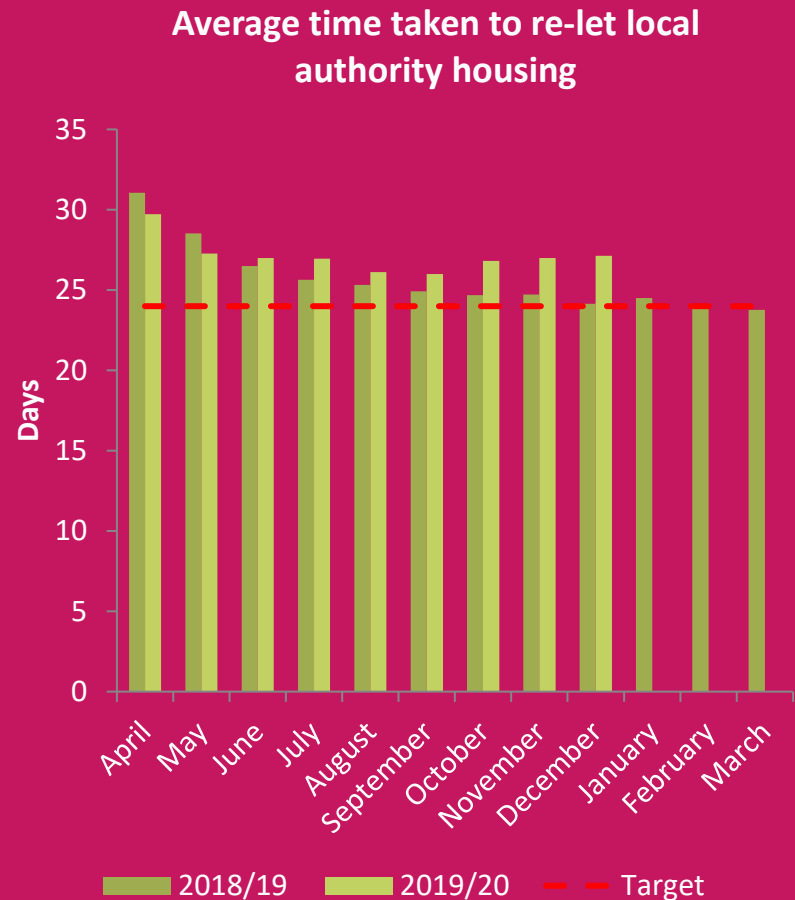
- 100% of Schemes with Communal Water Systems having a valid Water Risk Assessment in place - **Green**



Empty Homes



- Average time to re-let local authority housing- 48 days and higher than expected- **Red**
- if impact of suspension of Homefinder is removed average time is 25 days – **Green**
- 1.8% of rent lost through
- dwellings becoming vacant, higher than last year (1%) - **Red**
- but same as quarter 2 with a year end forecast of 2% - **Green**



Homelessness

6943 applicants (corporate, priority and general needs)

3757

placed bid in last 12 months

260

auto bids for applicants

1642

total approaches

544

in Q3

6%

down on Q2

31%

decrease in no of applications
made due to domestic abuse

639 cases resolved under prevention duty

214

in Q3

22%

reduction on Q2

324

single households in B&B

25

new placements in December

6

down on November





- Energy efficiency – average SAP rating of dwellings – 75.4 with a year end forecast of 75.5 – Green
- Average working days lost to sickness absence – 6.7 better than previous year and quarter 2 – Green
- If you add non medical Covid related absences this increases to 8.44 days lost - Red

