

1. PERFORMANCE MONITORING

1.1 VOIDS & LETTINGS AND ENSURING CHOICE AND ACCESS TO COUNCIL HOUSING

Purpose

- To minimise the number of empty council homes within the city to make sure properties are secure, and vandalism and rent loss are minimised by speedy re-letting.
- To achieve targets set in the Derby Homes Delivery Plan 2003/04
 - Aim to reduce average relet time to 37 days which represents top quartile performance on empty properties
 - Aim to reduce the turnover of vacant properties to 11.5%
 - Empty Property Target for 2003/04 of 1% of stock (active voids)

Commentary

- The average relet time for May shows a reduction from the previous month. This figure is still inflated by the relet of low demand properties. The adjusted average is 36.5 days. This represents excellent performance. Although the relet of low demand properties has a negative impact on the relet indicator there is a positive effect in reducing rent loss on such properties.
- Numbers of active voids remains below 1% of total stock

PI	Description	Reporting Cycle	2003/04 Target	April	May
Local (Old BVPI 68)	Average relet time for local Authority dwellings	Monthly	37days	51.53 days	41.88 days
Local (Old BVPI 69)	% of rent lost through dwellings becoming vacant	Monthly	1.8%	0.15%	0.32%
Local (Old BVPI 69 Variance)	% of rent lost through dwellings becoming vacant - excluding major repairs/decants	Monthly	1.5%	0.10%	0.22%

PI	Description	Reporting Cycle	2003/04 Target	April	May
Local From 2003	Total active voids as a % of stock	Monthly	1%	0.65%	0.56%
Local From 2003	Active voids – up to 3 months	Monthly	140	86	83
Local From 2003	Active voids – over 3 months	Monthly	20	10	9
Local From 2003	Passive voids up to 6 months by: Mods Decants Other	Monthly	10 10 40	8 42 15	12 39 18
Local From 2003	Passive voids between 6 – 12 months by: Mods Decants Other	Monthly	30 30 40	7 16 12	5 17 8
Local From 2003	Passive voids between 12 – 24 months by: Mods Decants Other	Monthly	10 15 10	22 9 10	21 12 8
Local From 2003	Passive voids over 24 months by: Mods Decants Other	Monthly	0 2 0	5 5 2	6 5 2

3.2 DERBY HOMES TOP TEN TARGETS

Purpose

- Raise awareness of staff and tenants of the most important standards identified by tenants.
- Achieve the standards 90% of the time.
- To provide excellent customer care, working closely with Derby Association of Community Partners.

Commentary

- Performance on inspecting empty properties and placing orders within 5 working days of receiving keys is continuing to improve.
- Performance on clearing gardens following relet achieved 100% in the final quarter of the year
- Performance on answering Housing hotlines has slipped to 82% during the final quarter of the year. Increased attention will be paid to this area of customer service to ensure a return to our target position
- Performance on responding to anti social behaviour complaints has continued to be on target. This reflects the fact that our staff give a high priority to addressing anti social behaviour.

PI	Description	Reporting Cycle	2002/03 Target	Quarter 1 April – Jun	Quarter 2 July - Sept	Quarter 3 Oct - Dec	Quarter 4 Jan-march
Local	Inspect empty properties & place orders within 5 working days of receiving the keys	Quarterly	90%	58.49%	52.92%	74.25%	76%
Local	Clear gardens of newly let properties within 5 working days of the order being requested	Quarterly	90%	100.00%	54.2%	78.9%	100%
Local	Answer housing hotlines within three rings	Quarterly	90%	89.47%	78%	89.85%	82.2%
Local	Respond to ASB complaints within 7 working days	Quarterly	90%	71.26%	89.7%	93.9%	93%