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**Performance as at July 2024**

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| **Delivering Maintenance Service** | | | |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of homes with a valid gas safety certificate | 100% | 99.85% |  |
| % Tenant satisfaction with repair | 88% | 90.7% |  |
| **% homes with a gas safety certificate:**  **There were five gas services outside of target as of the end of July 2024.**   * **One property has had continuous issues with access and is currently going through court proceedings.** * **The tenant for one property is overseas and the housing officer is to update property compliance when the tenant returns.** * **Three properties with overdue gas services are SBC managed properties. SBC could not confirm valid gas certificates, the services for these 3 properties are now complete.** | | | |

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| **Managing Empty Homes** | | | |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of £ lost due to empty homes | 0.79% | 0.83% |  |
| Average time to let a property | 20 days | 30 days |  |
| **% of £ lost due to empty homes:**  Some of our empty homes are taking longer to repair. We are working closely with our contractors to reduce this and improve our performance.  **Average relet time:**  During April, we let two properties that took longer to repair as they needed major work. This has impacted our performance. Excluding these properties, we would be within target. | | | |

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| **Managing Income** | | | |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of £ lost due to rent arrears | 2.90% | 3.26% |  |
| **Rent arrears:**  Our rent arrears performance continues to be affected by how we receive cyclical monthly payments of housing benefit, direct debits and universal credit. Once these payments have been received, we are within target. | | | |

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| **Delivering Customer Service** | | | |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % satisfaction with call handling: | 88% | 96% |  |