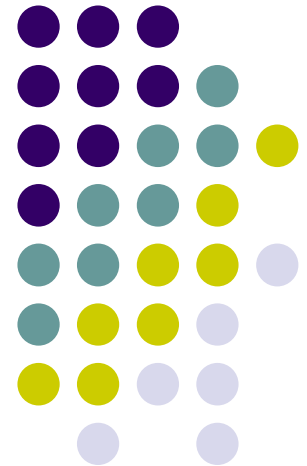




# ARC 2021 - 2022

26<sup>th</sup> May 2022

Karen Byrne, Housing Services Manager

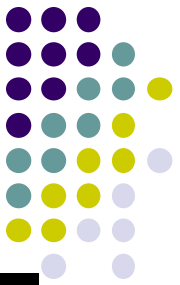




# SPSO Complaints

Ind No 3 & 4		2021 - 2022	2020 - 2021
	Stage 1 complaints received	21	23
	Stage 1 complaints responded to in full	21	23
	Stage 1 complaints - average time taken to provide a full response	4.19 days	2.48 days
	Stage 2 complaints received	4 + 1 c/f	1
	Stage 2 complaints responded to in full	5	0
	Stage 2 complaints – time taken to provide a full response	56.20 days	N/A

# Satisfaction Indicators



Ind No		2021 - 2022	2020 - 2021
1.	% of tenants satisfied with the overall service provided	87.11%	87.11%
2.	% of tenants who feel their landlord is good at keeping them informed about their services and decisions	97.33%	97.33%
5.	% of tenants satisfied with the opportunities to participate in decision making processes	94.67%	94.67%
7.	% of tenants satisfied with the quality of their home	90.22%	90.22%
12.	% of tenants satisfied with repairs carried out in last 12 months	97.90%	95.08%
13.	% of tenants satisfied with landlord's contribution to the management of their neighbourhood	92.89%	92.89%
25.	% of tenants who feel their rent represents value or money	89.33%	89.33%
29.	% of factored owners satisfied with the factoring service they receive	85.71%	85.71%

# Repairs and Maintenance



Ind No		2021 - 2022	2020 - 2021
8.	Average length of time to complete emergency repairs	3.14 hrs	2.73 hrs
9.	Average length of time to complete non-emergency repairs	3.51 days	6.62 days
10.	% o reactive repairs completed right first time	90.99%	91.57%
11.	Number of times that gas safety checks not completed within 12 months	1	2
19.	Number of households waiting for adaptations to their home	5 (19 completed)	6 (9 completed)
20.	Total cost of completed adaptations	£49,184	£22,148
21.	Average time to complete adaptations	61.34 days	31.93 days
6, C8 & C9	% of homes meeting the SHQS at reporting year end	99.30%	99.53%
12, C10, C11	% of homes meeting the EESSH at reporting year end	100%	99.6%

# Allocations/Voids & Anti-Social Behaviour



Ind No		2021 - 2022	2020 - 2021
15.	% of anti-social behaviour cases reported in the last year which were resolved	100% (57/57)	97.30% (36/37)
14.	% of tenancy offers refused during the year	22.45% (11/49)	20% (2/10)
16.	% of new tenancies sustained for more than a year	85.71% (6/7 lets)	88.88% (24/27 lets)
17.	% of lettable homes that became vacant in the year	5.28%	2.93%
18.	% of rent lost through homes being empty in the last year	0.46%	0.07% ( amended from 0.22%)
23.	% of Section 5 & other homeless referrals that resulted in an offer and the % of these offers that resulted in a let	100% 88.89% (8/9)	100% 66.67% (2/3)
30.	Average length of time taken to relet homes in the last year	16.56 days	16.14 days
C.02	The number of lets during the reporting year (by source of let)	41	7
C.03	The number of lets split between general and supported housing	31 general 10 supported	6 general 1 supported
C.04	Abandoned Homes	2	3

# Rents / Arrears



Ind No		2021 – 2022	2020 - 2021
22.	% of court actioned initiated which resulted in eviction	0%	0%
26.	Rent collected as a % of total rent due	99.04%	99.42%
27.	Gross rent arrears as a % of rent due	7.31%	8.63%
28.	Average annual management fee per factored property	£111.60	£110.90
C.05	Rent Increase (average weekly rent increase)	2.65%	0.70%
C.06	The number of households for which housing costs are paid directly to PHA and the total value of payments received	536 £1,845,808	513 £1,271,471
C.07	Amount and % of former tenant rent arrears written off at year end	£21,267 53.36%	£10,713.78 53.70%