

DRAFT Tenants Board Performance Scorecard

Performance and Outcomes						
Measure	Target	As at 31/1/20	As at 29/2/20	RAG	Direction of travel	Comments
Tenancy						
Number of new lettings (GN, SP, EXT)	tbc	22	35			
Number of evictions	tbc	0	0			
Income collected as a % of rent owed excluding arrears brought forward.	98.3%	100.74%	100.44%			
Current tenant arrears as a percentage of the annual rent debit	tbc	tbc	tbc			
Housing Voids						
Major Void turnaround times	35 dys	74	70.5			
Minor Void turnaround times	20 dys	36	45.7			
Housing Repairs						
Completion of housing repairs within 24 hours.	99%	99% (Dec)	tbc			Jan/Feb Figures not yet received
Completion of housing repairs within timescale agreed with the tenant.	90%	87.8% (Dec)	tbc			Jan/Feb Figures not yet received
HRA Compliance						
% of housing stock with a valid gas safety certificate	100%	100%	100%			
ASB and Safeguarding						
Number of new ASB cases reported per 1,000 properties	tbc	1.7	tbc			
% of ASB cases that were resolved	tbc	10%	tbc			