

LISTER HOUSING CO-OPERATIVE LTD

**POLICY REVIEW: CHARTER, SERVICE STANDARDS AND TARGETS: 2018-19**

*STATUS - for noting*

<b>Description</b>	<b>Results 2018-19</b>	<b>Target 2018-19</b>	<b>Achieved</b>
Repairs - completed within target times			
- Emergency	100 %	93 %	Yes
- Urgent	98 %	93 %	Yes
- Normal	98 %	92 %	Yes
- OVERALL	98 %	92 %	Yes
Percentage of repairs pre-inspected	33 %	15 %	Yes
Percentage of repairs post-inspected	13 %	15 %	No
Percentage of recharge repair income collected within 6 months of the debt			
- Current tenants	100%	90 %	Yes
- Former tenants	n/a	50 %	Yes
Rent arrears - % of total rental income	2.4%	2.0 %	No
Rent loss from void property as a % rental	0.03 %	0.3 %	Yes
Lets to households from ethnic minority communities(over a 5 yr. period)		Comparator figure	
- Mainstream/amenity/wheelchair	20.6 %	8.0 %	Yes
- Multi flat	7.7 %	8.0 %	No
Lets made to nominations from Council			
- Over 1 year -not kept-Choice-based	n/a	n/a	-
- Over 3 year period	36 %	50 %	No
- Over 5 year period	32 %	50 %	No
Lets made successfully on first offer	100 %	90 %	Yes
Time taken to relet flats - general needs	15 days	18 days	Yes
Time taken to relet flats - shared housing	No voids so 0 days	18 days	Yes

Alistair Cant  
 DIRECTOR  
 21 May 2019