

REPORT TO THE MANAGEMENT COMMITTEE MEETING OF 30 MAY 2023

**POLICY REVIEW: CHARTER, SERVICE STANDARDS AND TARGETS: 2022-23**

*STATUS - for noting*

<b>Description</b>	<b>Results 2022-23</b>	<b>Target 2022-23</b>	<b>Achieved</b>
Repairs - completed within target times			
- Emergency	98.07 %	93 %	Yes
- Urgent	79.31 %	93 %	No
- Normal	85.71 %	92 %	No
- OVERALL	85.8 %	92 %	No
Percentage of recharge repair income collected within 6 months of the debt			
- Current tenants	n/a	90 %	Yes
- Former tenants	n/a	50 %	Yes
Rent arrears - % of total rental income	3.39%	2.0 %	No
Rent loss from void property as a % rental	0.4 %	0.3 %	No
Lets to households from ethnic minority communities (over a 5 yr. period)		Comparator figure	
- Mainstream/amenity/wheelchair	17.5%	8.0 %	Yes
- Multi flat	0 %	8.0 %	No
Lets made successfully on first offer	100 %	90 %	Yes
Time taken to relet flats - general needs	92.75 days	18 days	No
Time taken to relet flats - shared housing	78 days	18 days	No

John Rankin  
 CEO  
 23 May 2023