

Housing and Community Safety Performance Report OBM ~ Key Indicators

December 2024

Measure	Oct-24	Nov-24	Dec-24	Q3 2024-25 Direction of Travel	What does the KPI measure?	<div>TENANT VOICE</div> <div>APPROVED</div>
Responsive Repairs Volumes	8039	7904	5751	Decreasing	Tracks the total number of responsive repairs conducted by Unitas on a monthly basis.	
Emergency Repairs Volumes	447	894	939	Increasing	Tracks the number of emergency repairs carried out each month.	
Number of Damp and Mould Issues Reported	685	751	461	Decreasing	Tracks the number of damp and mould issues reported each month.	
Number of Disrepair Letters of Claim Received	13	9	9	Stable	Measures the volume of disrepair letters of claim received each month.	
Percentage of Emergency Responsive repairs completed within 24 Hours	87.0%	91.1%	89.5%	Stable	Measures the efficiency of completing emergency repairs (out of hours repairs) within the target timeframe of 24 hours.	
Percentage of Routine Responsive repairs completed within 28 Calendar Days	68.7%	93.0%	82.9%	Fluctuating Slightly Downward	Tracks the percentage of routine (non-emergency) responsive repairs completed within 28 days, a key indicator of timely service for less urgent repairs.	
ASB reports received by the council (per 1000 tenant population)	5.21	5.03	3.93	Decreasing	Tracks the number of anti-social behaviour (ASB) reports per 1,000 tenants, indicating the level of community disturbances and safety concerns across the local authority's housing population.	
Number of Stage One Complaints Received	96	129	75	Fluctuating Downward	Measures tenant complaints at Stage One of the formal complaints process.	
Number of Stage Two Complaints Received	15	7	8	Stable	Measures Stage Two escalated complaints that were not resolved satisfactorily for the complainant at Stage One.	
Rent Arrears as a Percentage of Debit	4.20%	4.65%	3.08%	Decreasing	Tracks the percentage of rent arrears in relation to the total rent due, providing insight into the financial stability of tenants and the effectiveness of rent collection processes.	
Housing Voids E2E Time (Standard Voids Only)	29	31	31	Stable	Measures the average number of days taken to re-let standard void properties, indicating the efficiency of property turnaround and the council's ability to minimise vacancy periods.	