

Housing and Community Safety Performance Information

March 2025

Measure	Jan - 25	Feb - 25	Mar - 25	RAG and Trend	What does the KPI measure?
Responsive Repairs Volumes	9380	7547	7131	↓	Tracks the total number of responsive repairs conducted by Unitas on a monthly basis.
Emergency Repairs Volumes	1106	771	694	↓	Tracks the number of emergency repairs carried out each month.
Number of Damp and Mould Issues Reported	731	591	493	↓	Tracks the number of damp and mould issues reported each month.
Number of Disrepair Letters of Claim Received	15	21	17	↔	Measures the volume of disrepair letters of claim received each month.
% of Emergency Responsive repairs completed within 24 Hours	89.4%	84.8%	87.0%	↔	Measures the efficiency of completing emergency repairs (out of hours repairs) within the target timeframe of 24 hours.
% of Routine Responsive repairs completed within 28 Calendar Days	88.5%	90.0%	90.6%	↔	Tracks the percentage of routine (non-emergency) responsive repairs completed within 28 days, a key indicator of timely service for less urgent repairs.
ASB volumes (Council (per 1000 tenant population)	5.67	5.32	8.27	↑	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	154	123	122	↔	Measures tenant complaints at Stage One of the formal complaints process.
Number of Stage Two Complaints Received	20	18	13	↓	Measures Stage Two escalated complaints that were not resolved satisfactorily for the complainant at Stage One.
Rent Arrears as a Percentage of Debit	3.47%	3.62%	2.97%	↓	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.
% of Cases Homelessness Successfully Prevented/ Relieved	65%	71%	70%	↔	Percentage of cases where homelessness is successfully prevented or relieved.
Housing Voids E2E Time (Standard Voids Only)	36	38	34	↔	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.