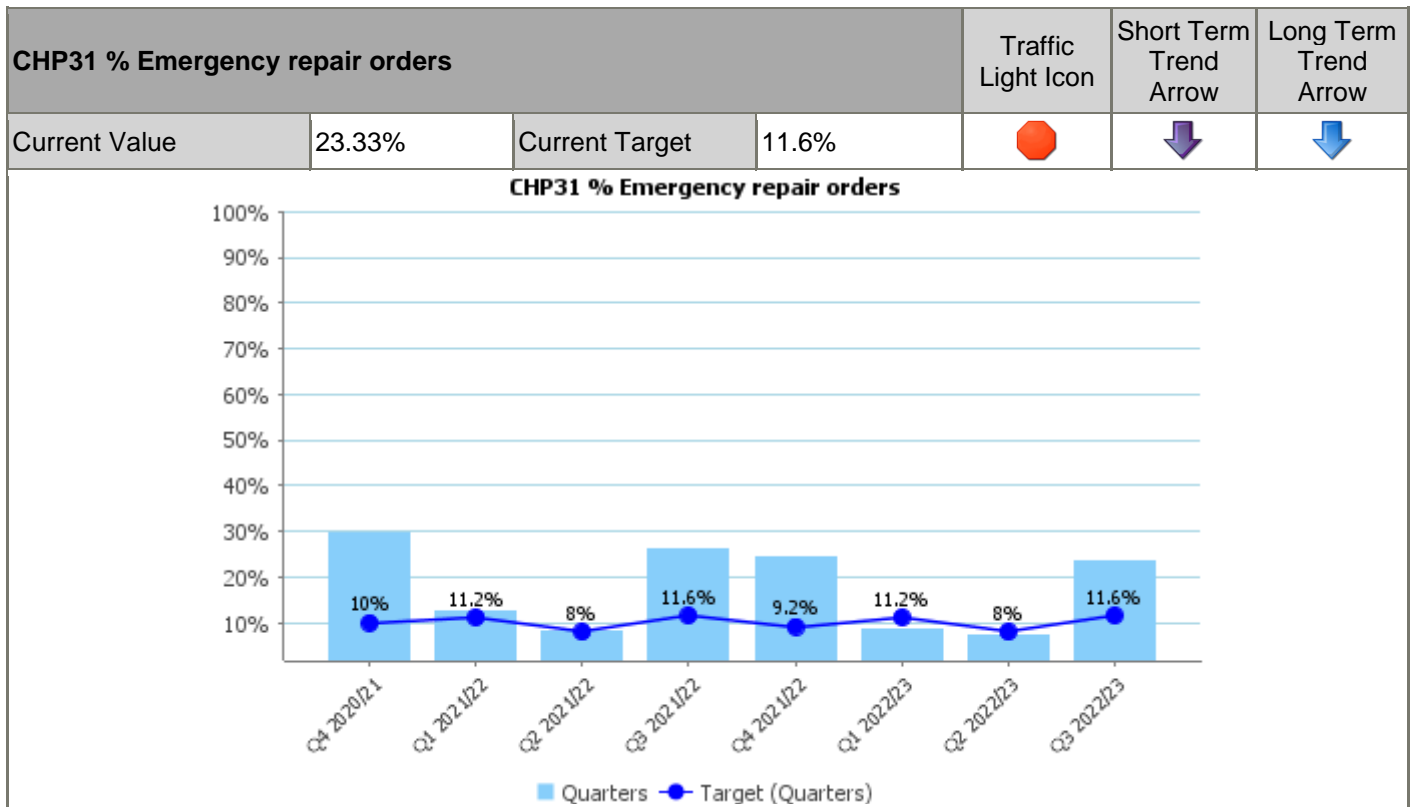


DCS Housing - Property Services Panel

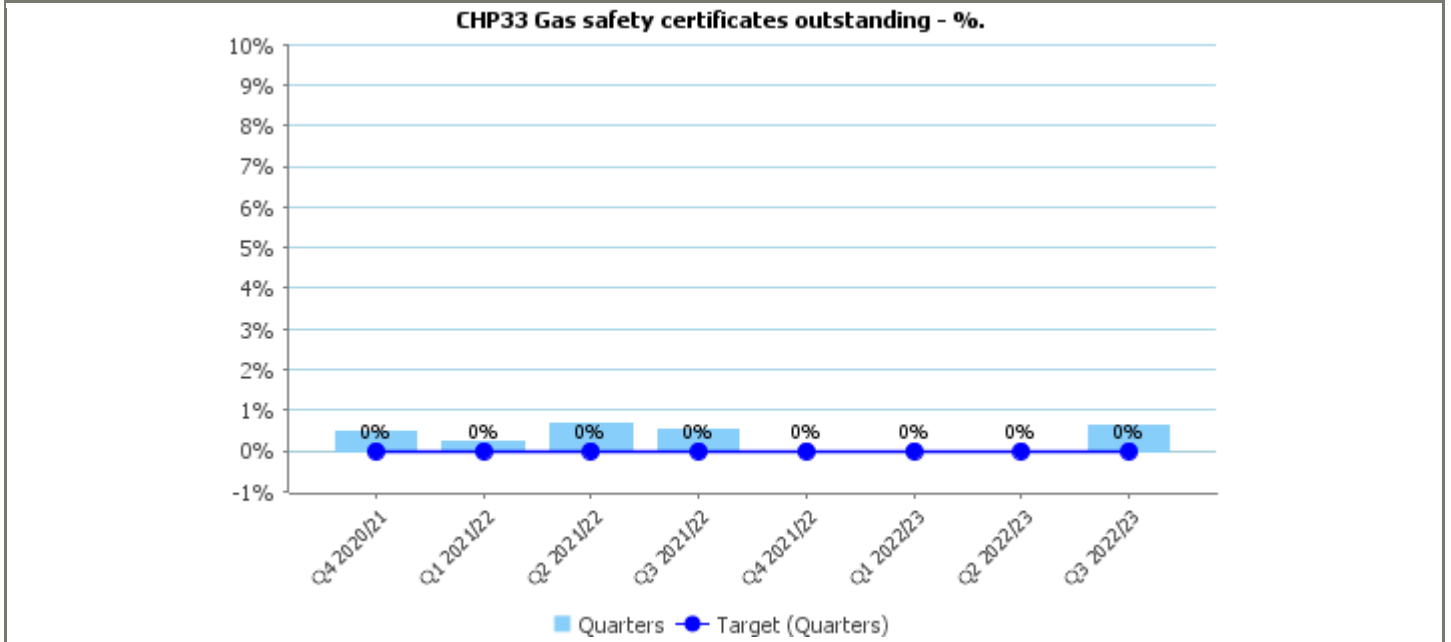
Generated on: 07 February 2023

PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

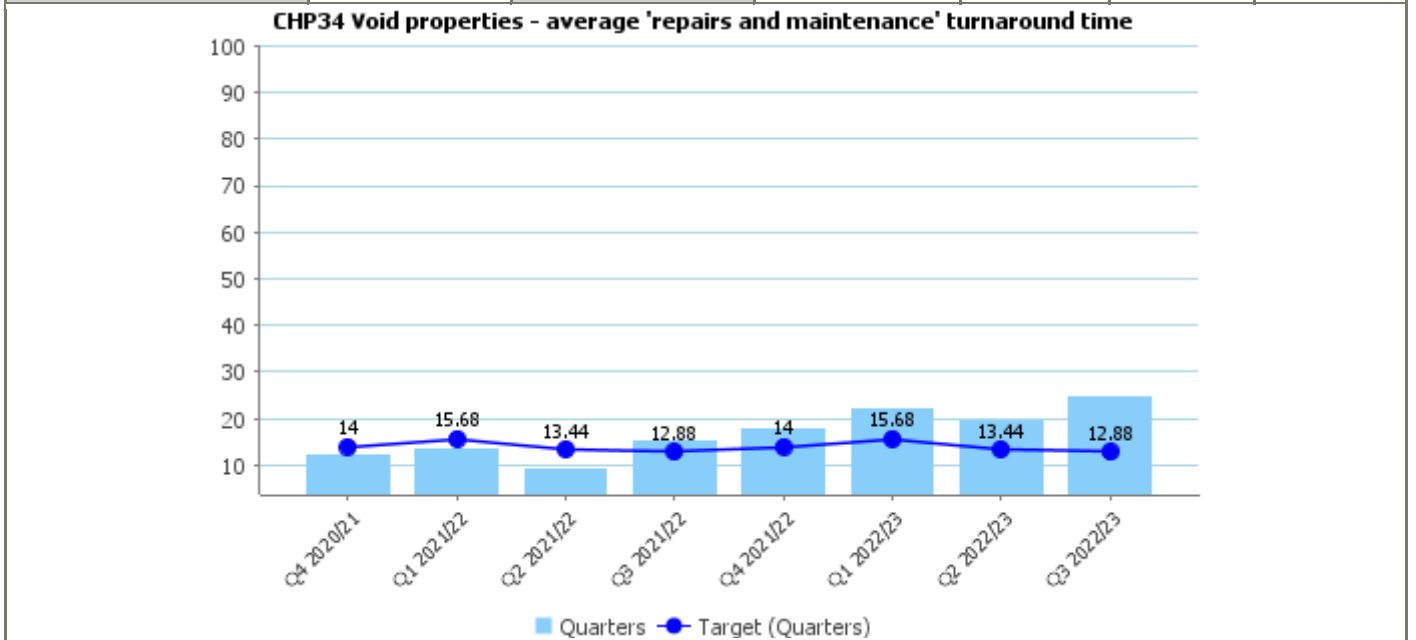
Rows are sorted by Traffic Light, Code & Short Name



CHP33 Gas safety certificates outstanding - %.				Traffic Light Icon	Short Term Trend Arrow	Long Term Trend Arrow
Current Value	0.61%	Current Target	0%			

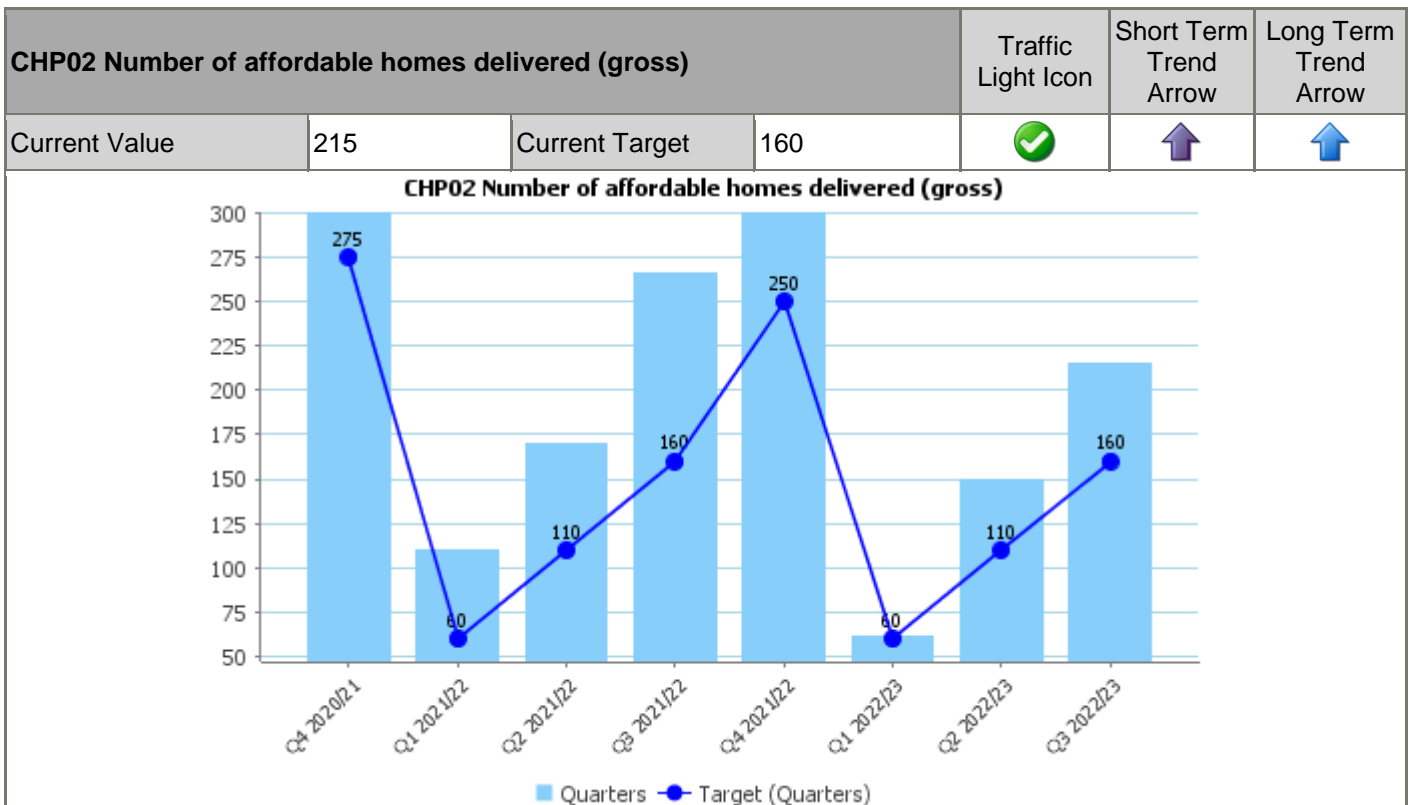
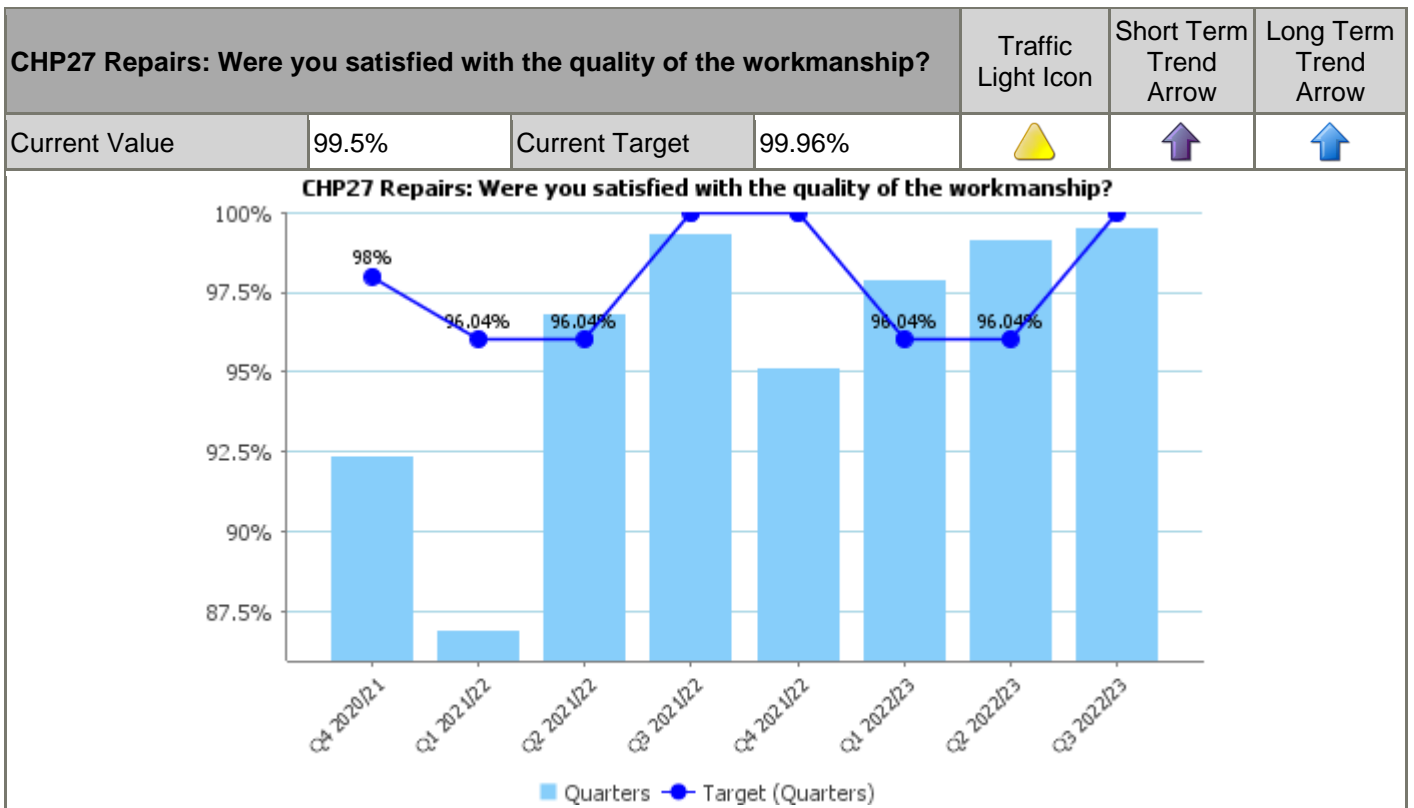


CHP34 Void properties - average 'repairs and maintenance' turnaround time				Traffic Light Icon	Short Term Trend Arrow	Long Term Trend Arrow
Current Value	24.5	Current Target	12.88			



16-Jan-2023

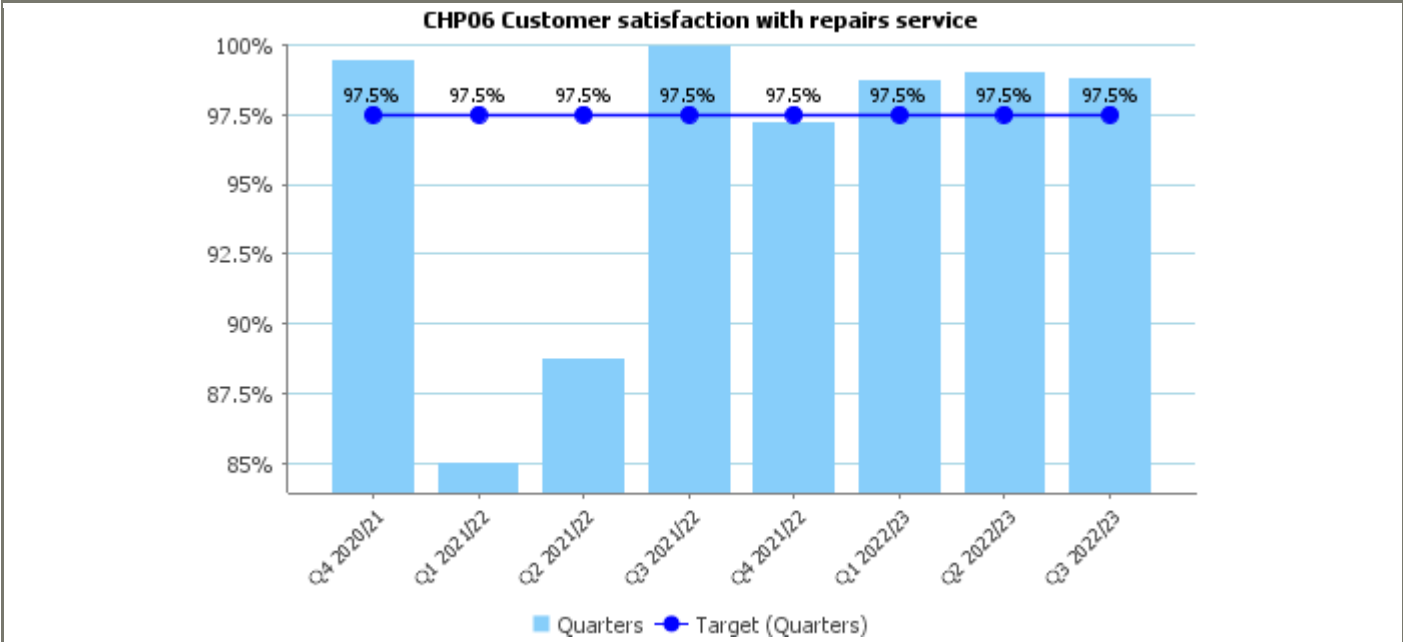
A combination of staff shortages (two members of the IHMT were promoted and one moved on) and the withdrawal of services by several support contractors resulted in poorer performance in Q3. Work has been ongoing to recruit to vacancies, however the recent recruitment freeze and the change in the agency recruitment process are hindering progress.



05-Jan-2023	Housebuilding continued at speed across the district. The 66 completions in Q3 comprised 38 properties for affordable rent and 28 for shared-ownership. Of these, 24 were completed in rural areas.
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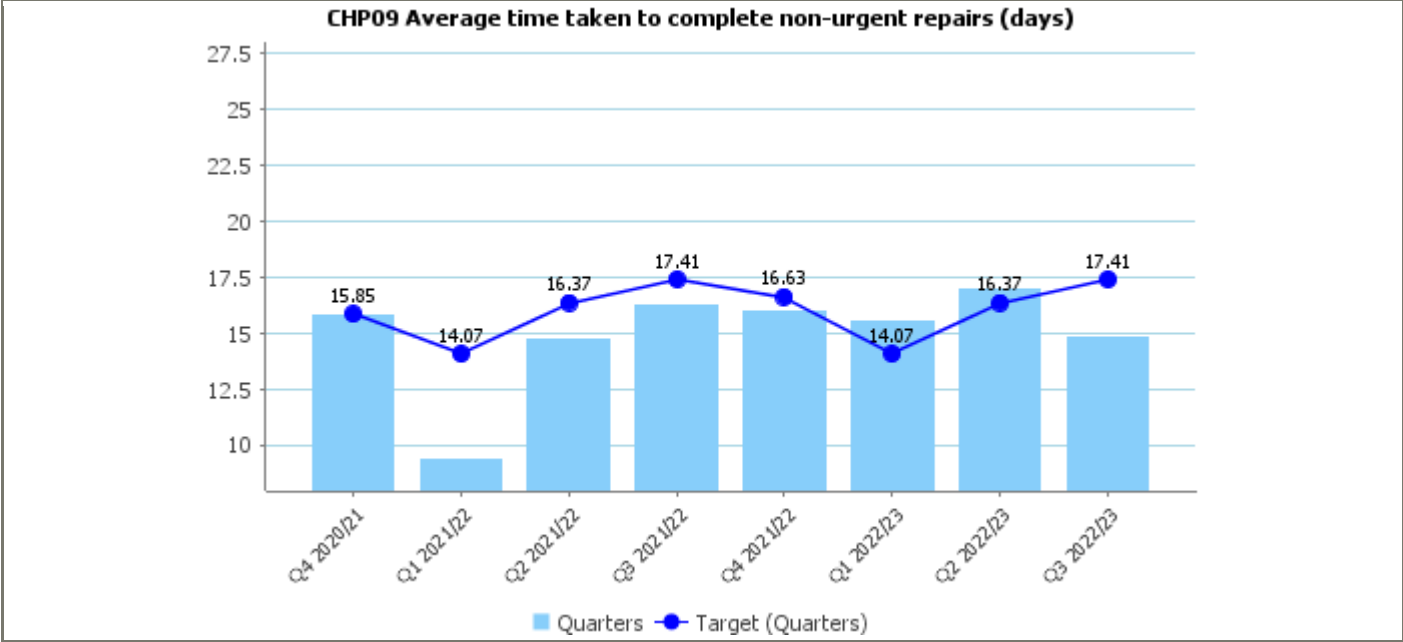
CHP06 Customer satisfaction with repairs service				Traffic Light Icon	Short Term Trend Arrow	Long Term Trend Arrow
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Current Value	98.8%	Current Target	97.5%			
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CHP09 Average time taken to complete non-urgent repairs (days)				Traffic Light Icon	Short Term Trend Arrow	Long Term Trend Arrow
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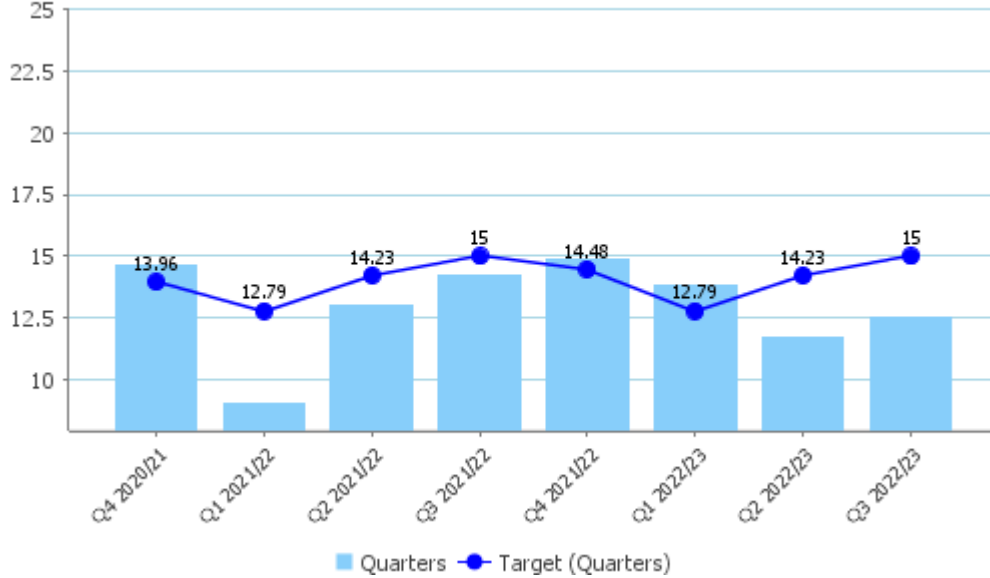
Current Value	14.81	Current Target	17.41			
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CHP10 Average time taken to complete non-urgent repairs with 30 days or fewer for Target Completion				Traffic Light Icon	Short Term Trend Arrow	Long Term Trend Arrow
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Current Value	12.55	Current Target	15			
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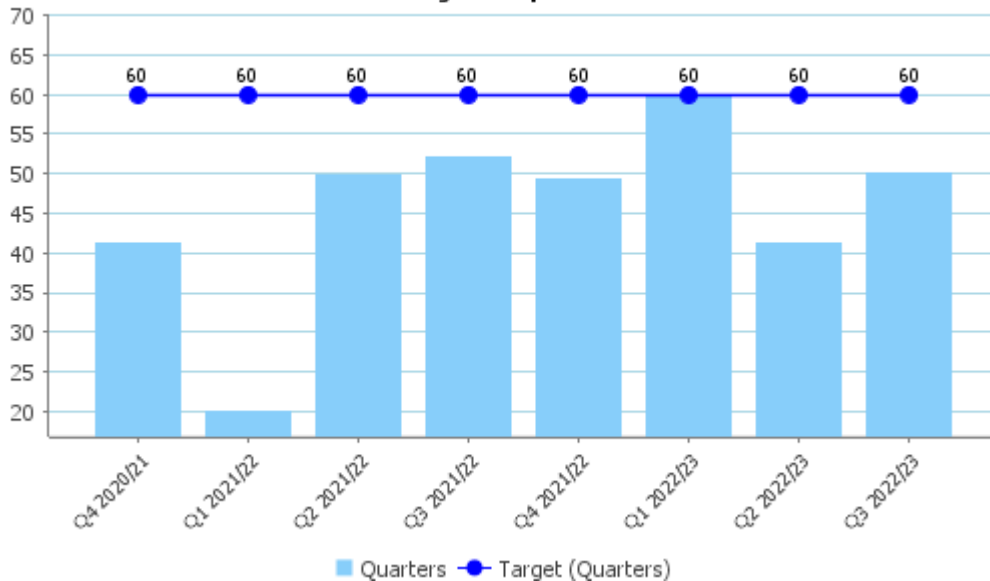
CHP10 Average time taken to complete non-urgent repairs with 30 days or fewer for Target Completion



CHP11 Average time taken to complete non-urgent repairs with more than 30 days for Target Completion				Traffic Light Icon	Short Term Trend Arrow	Long Term Trend Arrow
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Current Value	50.1	Current Target	60			
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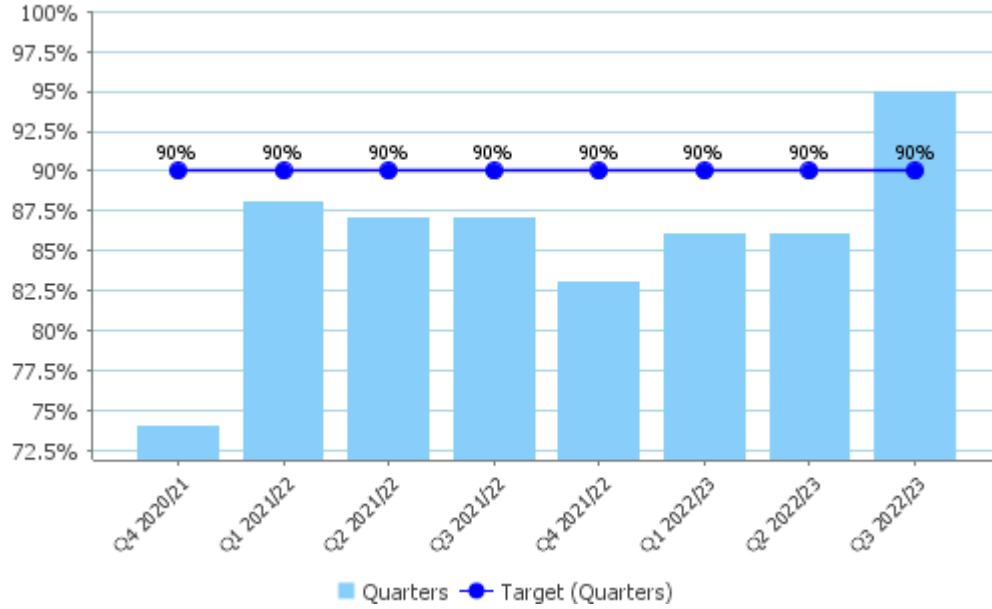
CHP11 Average time taken to complete non-urgent repairs with more than 30 days for Target Completion



CHP17 Percentage of all responsive Repairs completed within local timescales				Traffic Light Icon	Short Term Trend Arrow	Long Term Trend Arrow
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Current Value	95%	Current Target	90%			
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CHP17 Percentage of all responsive Repairs completed within local timescales

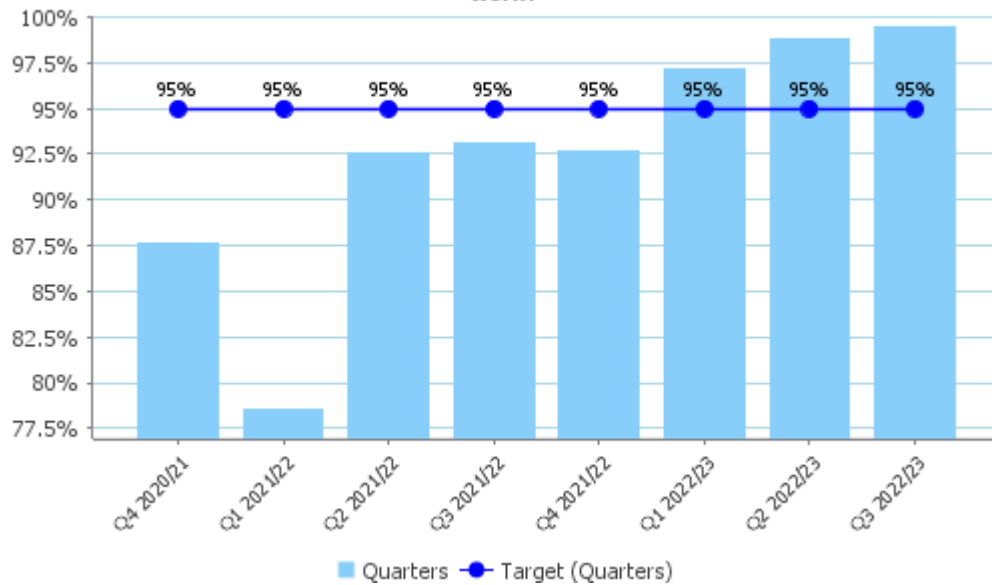


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CHP25 Repairs: Were convenient arrangements made with you to carry out the repair work?				Traffic Light Icon	Short Term Trend Arrow	Long Term Trend Arrow
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Current Value	99.49%	Current Target	95%			
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CHP25 Repairs: Were convenient arrangements made with you to carry out the repair work?



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CHP26 Repairs: Was the work completed within the timescale stated on the Repair Receipt?				Traffic Light Icon	Short Term Trend Arrow	Long Term Trend Arrow
Current Value	96.69%	Current Target	93.6%	🟢	⬆️	⬆️

