

# North Area Housing

- Report to Forum

# Performance: March 2024 key indicators to date

	Target	Achieved	Numbers received
Members Enquiries (respond within 10 days)	90%	89.9%	307
Stage 1 Complaints (respond within 10 days)	90%	88%	220
Stage 2 Complaints	Less than 5% of Stage 1s total	1.7%	29

# Continues

	Target	Achieve
Estate Inspections carried out	100%	99%
-with residents	85%	81%
-graded over 7 (1-10 scale)	99%	99.5%
Tenancy visits	66%	63.3%

# Continues

	Target	Completed
ASB complaints received	-	555
-responded on time	98%	92%
- Closed on time	98%	94%

# Continues

	Target	Achieved
Recovered properties	70 for the whole Borough	49
Hoarding cases	-	40 open cases

# VOIDS

	Target	Achieved
Minor voids re-let average	28 days	75.93 days
Major voids re-let average	100 days	107 days
Number of voids for re-letting	N/A	186

# Questions