

RHL Performance and Management Information Report 2022/23

Indicator		2020/21 Performance	Year End 2022/23	Target
Repairs and Maintenance				
1.	Proportion of homes for which all required gas safety checks have been carried out.	100%	100%	100%
2.	% of properties with a satisfactory electrical installation certificate	98.96%	94.39%	100%
3.	% of compliant Fire Risk Assessments	100%	100%	100%
4.	% of blocks of flats with communal areas with monthly fire safety check	100%	100%	100%
5.	% of communal areas with a valid water risk assessment	100%	100%	100%
6.	% of communal areas with asbestos materials that have been periodically re-inspected in line with the inspection frequency	100%	100%	100%
7.	% of lifts with compliant annual service	100%	100%	100%
8.	% of all Emergency Repairs carried out within the agreed timeframe on time	97.96%	98.73%	98%
9.	% of responsive repairs completed to target	98.51%	97.94%	97%
10.	% of tenants satisfied with the quality of service during investment work programmes	98%	95.27%	95%
Income Collection				
11.	Rent collected as a % of rent due for period (BVPI66a - ex-brought forward)	98.38%	98.70%	-
12.	Number of tenants evicted due to rent arrears	0.066%	4	MI
Void Properties				
13.	Average re-let time in days (standard re-lets)	44 Days	38.6 days	40 days
14.	% of units re-let during the period	5.69%	5%	MI
15.	% of customers satisfied with the Lettable Standard	-	100%	95%
Stock Condition				
16.	% of properties non-decent	12.6%	9.63%	MI
17.	Average Energy Performance Certificate Rating	EPC rating D	NEDDC stock average EPC= D RHL RP stock average EPC= C	Band C by 2030
Anti-Social Behaviour				
18.	Number of Anti-Social Behaviour complaints, of which;	43	2	MI
19.	% of ASB complaints where actions were taken	100%	100%	100%
Customer Contact Centre				

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Indicator		2020/21 Performance	Year End 2022/23	Target
20.	% of calls answered	84.3%	97.2%	85%
21.	Average time taken to answer inbound telephone calls	3.43 mins	40 seconds	2 mins
22.	% Satisfaction with call-handling	99.6%	99.7%	90%
Complaints				
23.	TSM CH01 - Number of: Stage one complaints received per 1,000 homes	7.42	7.29	MI
24.	TSM CH01 - Number of: Stage Two complaints received per 1,000 homes	1.86	1.72	MI
25.	TSM CH02 - Proportion of: Stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	91.07%	91%	85%
26.	TSM CH02 - Proportion of Stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	78.57	85%	85%