

2020-21 MAINTENANCE ARC PERFORMANCE REPORT TO MANAGEMENT COMMITTEE : QUARTER 4

Indicator	Maintenance Service Indicators	Q1 Target	Q1 June 2020	Q2 Target	Q2 Sept 2020	Q3 Target	Q3 Dec 2020	Q4 Target	Q4 Mar 2021	2020-21 Target	Cumulative Annual Performance	Performance Q4 2019-20	Peer Group 2019-20	Comments
ARC INDICATORS														
I 6	Percentage of Stock meeting SHQ Standard	81.5%	81.5%	81.5%	81.5%	81.5%	81.5%	81.6%	81.5%	81.6%	81.5%	81.4%	94%	Q4 No change Q1-4 No work carried out in the year at the remaining 12 abeyance properties. Stock 2296, Meeting SHQS 1873, Abeyance 12, Exemption 411.
I 8	Average length of time to complete Emergency repairs (in hours)	6 hrs	2.2 hours	6 hrs	2.3 hours	6 hrs	2.2 hrs	6 hrs	2.4 hrs	6 hrs	2.3 hours	2.8 hrs	2.9 Hrs	Q4 : 921 hours, 381 jobs Q1-4 2934 hours, 1273 jobs
I 9	Average length of time to complete Non-Emergency repairs (in days)	3 days	1.8 days	3 days	2.2 days	3 days	2.5 days	3 days	2.1 days	3 days	2.2 days	2.5 days	4.5 Days	Q4: 2076 days, 978 jobs Q1-4 8662 hours, 3892 jobs
I 10	Percentage of reactive repairs completed Right First Time	95%	97%	95%	95%	95%	94.5%	95%	94.8%	95%	95%	97%	91.0%	Q4:-927 RFT of 978 jobs Q1-4 3702 RFT of 3892
I 11	How many times in the reporting year did you not meet your statutory obligation to complete a gas safety check within 12 months of a gas appliance being fitted or last checked.	0	62	0	12	0	0	0	0	0	74	0	N/A	Q4 256 / 256 completed within timescale Q1-4 - 2039 of 2113 gas service inspections completed within timescale.
I 19	The number of households currently waiting for adaptations in their home	0	15	0	13	0	14	0	13	0	13	6	N/A	Q1-4 20 completed of 33 referrals received.
I 20	The cost of adaptations completed in the year by source of funding: a) Landlord's own funds b) Grant funding c) Other source	No target set	a) £1,805 b) £ 0 c) £ 0	No target set	a) £748 b) £102.13 c) £ 0	No target set	a) £2,649.00 b) £10,040 c) £ 0	No target set	a) £6,242.75 b) £6,956.64** c) £ 0	No target set	a) £6,242.75 b) £6,956.64** c) £ 0	a) £18,419.0 b) £ 16,550.0 c) £ 0	N/A	** Await response from GCC re funding claim payment. THA unable to process grant /claim through DRS portal.
I 21	The average time to complete adaptations	<60 days	25 days	<60 days	20 days	<60 days	56 days	<60 days	53 days	<60 days	53 days	26 Days	89 Days	1064 days / 20 completed referrals
C8	Stock Condition Survey Information: Fully assessed in 202-21	1%	0%	5%	2%	15%	5%	20%	6.75%	20%	6.75%	3.8%	N/A	Targeted 20% of properties to have stock condition surveys. Yet to tender consultant appointment due to Covid 19. 155 surveys carried out at void stage.
C10	Percentage of properties that meet EESSH	98.5%	98.5%	99%	98.5%	99%	98.5%	100%	98.6%	100%	98.6%	96.9%	N/A	Q4 - 2264 of 2296 properties comply with Standard (98.6%). 32 properties do not comply.

	On target
	Outwith target / managed
	Attention required