

## 2021-22 MAINTENANCE ARC PERFORMANCE REPORT TO MANAGEMENT COMMITTEE : QUARTER 3

Indicator	Maintenance Service Indicators	Q1 Target	Q1 June 2021	Q2 Target	Q2 Sept 2021	Q3 Target	Q3 Dec 2021	Q4 Target	Q4 Mar 2022	2021-22 Target	Cumulative Annual Performance	Performance Q2 2020-21	Peer Group Performance 2019-20	Comments
<b>ARC INDICATORS</b>														
I 16	Percentage of Stock meeting SHQ Standard	81.5%	80.4%	81.5%	80.4%	81.5%	80.7%	81.6%	-	81.6%	81.5%	81.5%	94%	Reporting requirements have been amended to include EESSH fails. 36 abeyance properties with signed mandates, 411 exemptions applied for. At the end of Q3: a further 7 properties meet Standard, 29 abeyance (5 SHQS, 24 EESSH). 12 mid market rent excluded.
I 18	Average length of time to complete Emergency repairs (in hours)	6 hrs	2.1 Hrs	6 hrs	2 Hrs	6 hrs	2.4 Hrs	6 hrs	-	6 hrs	2.2 Hrs	2.2 Hrs	2.9 Hrs	Q3 : 816 hours, 343 jobs
I 19	Average length of time to complete Non-Emergency repairs (in days)	3 days	6.5 Days	3 days	2.7 Days	3 days	2.6 Days	3 days	-	3 days	3.9 Days	2.5 Days	4.5 Days	Q3: 3196 days, 1213 jobs. Includes those reports received during Covid lockdown, attended to when we were permitted to carry out repairs once again. Timescale recorded from date
I 110	Percentage of reactive repairs completed Right First Time	95%	94%	95%	95%	95%	93%	95%	-	95%	94%	94.5%	91%	Q3:-1129 RFT of 1213 jobs.
I 111	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	0	0	0	0	0	0	-	0	0	74	N / A	Q3 - 686 Service visits due, all completed within their anniversary.
I 119	The number of households currently waiting for adaptations in their home	0	18	0	8	0	2	0	-	0	2	14	N / A	Q3- 29 completed of the 31 live referrals.
I 120	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) £11,925 b) £0 c) £0	No target set	a) £7,919 b) £3,550 c) £0	No target set	a) £44,734 b) £10,450 c) £0	No target set	-	No target set	a) £44,734 b) £10,450 c) £0	a) £2,649 b) £10,040 c) £0	N / A	
I 121	Average time to complete adaptations - cumulative	<60 days	137	<60 days	165	<60 days	159	<60 days	-	<60 days	159	56	89 Days	4606 days / 29 completed referrals
C8	Stock Condition Survey Information: Fully assessed in 2021-22 Cumulative	1%	2%	5%	3.5%	15%	5%	20%	-	20%	5%	0	N / A	Target of 20% or 456 properties due to have independent stock condition surveys / updates in the year. Appointment of the consultant is included in Committee papers. 123 surveys carried out year to date, in voids.
C10	Percentage of properties that meet EESSH	98.5%	98.5%	98.6%	98.9%	98.9%	98.9%	99%	-	99%	98.9%	98.5%	N / A	2260 of 2284 properties now comply with Standard. One property achieved EESSH in Q3. Twenty four properties still to achieve EESSH.

	On target
	Outwith target / managed
	Attention required
	No target set