

Wolverhampton Homes Performance Indicator Suite 2021-22

Appendix 2

Business Sector	Department	Performance Indicators
Asset Management	Contracts and Compliance	% of valid Landlord Gas Safety Records for tenanted properties
Corporate Services	Human Resources	Average number of working days lost through sickness
Housing	Home Sales and Leases	% of Service Charges inc Ground Rent collected from Leaseholders
	Income Management	% of rent collected (City Wide)
		% rent arrears of current tenants as a proportion of rent roll (GNPI 29) (WH only)
		% rent arrears of former tenants as a proportion of rent roll
		Tenants Evicted for Rent Arrears
	Homes Direct	Homes Direct: % of Customers calls answered within 80 seconds
		Homes Direct: % of Customers calls answered within 80 seconds
		Homes Direct: % of calls abandoned
		% of complaints/members enquiries responded to within timescales
	Neighbourhood Services	% of Fire Safety Checks completed
		% of Telecare calls answered within 60 Seconds (SLA)
		Out of hours calls answered
	ASB	% satisfied with the way their ASB complaint was dealt with
Housing Options	Homeless Services	% Homeless Cases Prevented (SLA)
		% Homeless Cases Relieved (SLA)
		Homeless Applicants housed in private sector (SLA)
	Housing Solutions	Average time taken to relet properties (ready to let to new Tenancy Start)
		% rent lost from empty properties
Building Services	Repairs	% Responsive repairs during period for which an appointment was made/kept
		% of Planned repairs completed within timescales
		% Total response repairs completed within target
		Satisfaction with response repairs - Under Review
	Voids	Average time taken to repair voids: In House - Standard (Minor) voids
		Average time taken to repair voids: In House - Major Voids

Sensitivity: NOT PROTECTIVELY MARKED