



Housing for Women

## Performance Report

March 2019

### Customer contact

Name	Jan 2019	Feb 2019	March 2019	Trend	Year to Date	Target	Year to date vs Target
Complaints logged and replied to within HfW timescales	90.9%	50%	25%	↓	45%	100%	⬮

### Looking after your home

Name	Jan 2019	Feb 2019	March 2019	Trend	Year to Date	Target	Year to date vs Target
% of residents satisfied with last repair	88%	100%	97%	↓	98%	>94.9%	+
% Repairs completed within target time	87%	82%	41%	↓	70%	>90%	⬮



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## Rents and lettings

Name	Jan 2019	Feb 2019	March 2019	Trend	Year to Date	Target	Year to date vs Target
Average re-let time in days excluding major works (General Needs)	18	7	19	↓	22 days	<24 days	+
Average re-let time in days excluding major works (Supported Housing)	69	6	21	↓	25 days	<10 days	⬮
Rent collection (General Needs)	105%	94%	91%	↓	100.6%	>100%	+
Rent collection (Supported Housing)	110%	99%	94%	↓	97%	>100%	⬮
Current Tenant rent arrears (General needs)	3.8%	3.9%	4.3%	↓	4.3%	<4%	▲
Former Tenant rent arrears (General needs)	1.63%	1.79%	1.77%	↑	1.77%	<0.93%	⬮
Current Tenant rent arrears (Supported Housing)	6.7%	5.7%	6.5%	↓	6.5%	<5%	⬮
Former Tenant rent arrears (Supported Housing)	5.2%	5.8%	6.3%	↓	6.3%	<2%	⬮
Number of evictions (General Needs)	0	0	0	-	1	<10	+
Number of evictions (Supported Housing)	0	0	0	-	0	<10	+



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## Social impact

Name	Jan 2019	Feb 2019	March 2019	Trend	Year to Date	Target	Year to date vs Target
Positive exits from Supported Housing accommodation based services	86%	89%	86%	↓	84%	>90%	⬛
Positive exits from Floating Support services	80%	71%	79%	↑	76%	>90%	⬛
Total no of volunteers	8	13	14	↑	60	>45	+
% Women engaged in ETE	-	47%	65%	↑	50%	>50%	▲

## Key

Target met	+
Tolerance	▲
Target not met	⬛