



Housing for Women

## Performance Report

September 2019

### Customer contact

Name	July 2019	August 2019	Sept 2019	Performance trend	Year to Date	Target	Year to date vs Target
Complaints logged and replied to within HfW timescales	25%	25%	66%	↑	38%	100%	⬮

### Looking after your home

Name	July 2019	August 2019	Sept 2019	Performance trend	Year to Date	Target	Year to date vs Target
% of residents satisfied with last repair	64%	67%	62%	↓	89%	94.9	⬮
% Repairs completed within target time	79%	76%	67%	↓	66%	>90	⬮



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## Rents and lettings

Name	July 2019	August 2019	Sept 2019	Performance trend	Year to Date	Target	Year to date vs Target
Average re-let time in days excluding major works (General Needs)	21	0	24	↓	21 days	<24 days	+
Average re-let time in days excluding major works (Supported Housing)	26	7	12	↓	22 days	<10 days	-
Rent collection (General Needs)	100%	102.1%	95.5%	↓	100.7%	>100%	+
Rent collection (Supported Housing)	85%	136%	103%	↓	100.6%	>100%	+
Current Tenant rent arrears (General needs)	4.6%	4.7%	5.0%	↓	5.0%	<4%	-
Former Tenant rent arrears (General needs)	1.78%	1.94%	0.59%	↑	0.6%	<0.93%	+
Current Tenant rent arrears (Supported Housing)	6.2%	11.2%	6.0%	↑	6.0%	<0.5%	-
Former Tenant rent arrears (Supported Housing)	6.5%	11.2%	4.5%	↑	4.5%	<2%	-
Number of evictions (General Needs)	0	0	0	-	1	<10	+
Number of evictions (Supported Housing)	1	0	0	-	5	<10	+



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## Social impact

Name	July 2019	August 2019	Sept 2019	Performance trend	Year to Date	Target	Year to date vs Target
Positive exits from Supported Housing accommodation based services	57%	100%	-	↑	83%	>90%	⬢
Positive exits from Floating Support services	82%	100%	-	↑	86%	>90%	⬢
Total no of volunteers	2	0	0	↓	24	>45	⬢
% Women engaged in ETE	58%	74%	-	↑	56%	>50%	⬢

## Key

Target met	+
Tolerance	▲
Target not met	⬢