



Housing for Women

## Performance Report

December 2018

### Customer contact

Name	Oct 2018	Nov 2018	Dec 2018	Trend	Year to Date	Target	Year to date vs Target
Overall customer satisfaction	-	-	-	-	-	70%	-
Complaints logged and replied to within HfW timescales	50%	29.0%	25.0%	↓	35%	100%	⬮

### Looking after your home

Name	Oct 2018	Nov 2018	Dec 2018	Trend	Year to Date	Target	Year to date vs Target
% of residents satisfied with last repair	100%	100%	100%	-	100%	>94.9%	+
% Repairs completed within target time	59%	77%	76%	↓	70%	>90%	⬮



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## Rents and lettings

Name	Oct 2018	Nov 2018	Dec 2018	Trend	Year to Date	Target	Year to date vs Target
Average re-let time in days excluding major works (General Needs)	41	18	14	↑	30 days	<24 days	⬮
Average re-let time in days excluding major works (Supported Housing)	15	128	45	↑	52 days	<10 days	⬮
Rent collection (General Needs)	100.3%	120%	96%	↓	105.1%	>100%	+
Rent collection (Supported Housing)	103%	101%	87%	↓	96.8%	>100%	⬮
Current Tenant rent arrears (General needs)	4.1%	3.8%	3.6%	↑	3.6%	<4%	+
Former Tenant rent arrears (General needs)	1.44%	1.73%	1.65%	↑	1.65%	<0.93%	⬮
Current Tenant rent arrears (Supported Housing)	6.4%	6.7%	7.9%	↓	7.9	<5%	⬮
Former Tenant rent arrears (Supported Housing)	5.3%	5.1%	5.5%	↓	5.5%	<2%	⬮
Number of evictions (General Needs)	1	0	0	-	1	<10	+
Number of evictions (Supported Housing)	0	0	0	-	0	<10	+



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## Social impact

Name	Oct 2018	Nov 2018	Dec 2018	Trend	Year to Date	Target	Year to date vs Target
Positive exits from Supported Housing accommodation based services	-	57%	100%	↑	79%	>90%	⬮
Positive exits from Floating Support services	-	75%	75%	-	75%	>90%	⬮
Total no of volunteers	7	9	9	-	25	>45	+
% Women engaged in ETE	-	-	53.0%	-	-	>50%	⬮

## Key

Target met	+
Tolerance	▲
Target not met	⬮