



Q3 2024/25 Performance and Complaints

Cabinet Housing Panel
19 February 2025



Q3 performance- KPIs out of target (RED):

- BPI 37 – Normal voids relet times
 - 185.22 days (target 18 days) – 24 voids
 - Legacy (older) voids impacting the figures
 - Working on the end to end process
- BP 88 – Major voids relet times
 - 185.92 days (target 35 days)
 - Legacy (older) voids impacting the figures
 - Major works required eg structural
 - Working on the end to end process to make it smoother and more efficient



Q3 performance- KPIs out of target (RED):

- BPI 133 Disrepair cases per 1,000 properties
 - currently 113 cases so above target
 - Going through the legal process
- BPI 129 Satisfaction with planned works
 - Decreased satisfaction from Q2, but low level of surveys



Q3 performance- KPIs slightly out of target (AMBER):

- **BPI 33 Overall satisfaction with repairs service**
- This has decreased slightly below target in Q3 (83.56% against 85% target) and is being monitored
- **BPI 130 Percentage of emergency repairs completed in time**
- 98.77% against a target of 99%
- 32 of the 2232 emergency repairs were not completed on time
- **BPI 151 Percentage of non emergency repairs completed in time**
- 81.30% against a target of 95%
- 313 of the 4173 non-emergency repairs were not completed on time
- This is an improvement on Q1 and Q2



Q3 performance- KPIs slightly out of target (AMBER):

- **BPI 131 percentage of repair appointments kept**
- At 93.88%, this has fallen slightly below target (95%) in Q3 and is being investigated

- **BPI 34 – Percentage of properties with a valid gas certificate**
- These are 17 homes as of 31/12/24, which are subject to the legal process

- **BPI 34 – Percentage of properties with an electrical certificate**
- The performance was 98.45% against a target of 100%
- These small number of homes are subject to the legal process



Q3 Complaints

- The performance for complaints has improved in Q3 by over 20% compared to Q2
- Stage 1
 - 620 stage 1 complaints received between 1 April and 31 December 2024
 - The percentage of stage 1 complaints responded to within target has increased in Q3 compared to Q2
- Stage 2
 - 102 stage 2 complaints have been received between 1 April and 31 December 2024
 - The percentage of stage 2 complaints responded to within target is similar in Q3 as in Q2



Housing Ombudsman Complaints

- There were no determinations (decisions) received from the Housing Ombudsman in Q3
- Two cases went to full investigation with the Housing Ombudsman
- There are 9 open cases that we are waiting on outcomes from the HO



Complaints – Improvement Plan Update

- Annual complaints report was considered by Cabinet in January 2025
- Housing Ombudsman now confirmed compliance with reporting for this year
- Looking to improve lessons learned reporting
- Undertaking monthly quality checks



Questions

