



Housing for Women

Performance Report

June 2019

Customer contact

Name	April 2019	May 2019	June 2019	Trend	Year to Date	Target	Year to date vs Target
Complaints logged and replied to within HfW timescales	25%	25%	25%	-	38%	100%	

Looking after your home

Name	April 2019	May 2019	June 2019	Trend	Year to Date	Target	Year to date vs Target
% of residents satisfied with last repair	94	98	95		97	94.9	
% Repairs completed within target time	75	78	88		74	>90	



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Rents and lettings

Name	April 2019	May 2019	June 2019	Trend	Year to Date	Target	Year to date vs Target
Average re-let time in days excluding major works (General Needs)	9	19	22	↓	21	<24 days	+
Average re-let time in days excluding major works (Supported Housing)	29	16	18	↓	23	<10 days	-
Rent collection (General Needs)	94%	105%	106%	↑	101.3%	>100%	+
Rent collection (Supported Housing)	87%	143%	98%	↓	101%	>100%	+
Current Tenant rent arrears (General needs)	4.5%	4.4%	4.6%	↓	4.6%	<4%	-
Former Tenant rent arrears (General needs)	1.75%	1.76%	1.75%	↑	1.8%	<0.93%	-
Current Tenant rent arrears (Supported Housing)	7.2%	5.5%	4.5%	↑	4.5%	<0.5%	-
Former Tenant rent arrears (Supported Housing)	5.8%	6.2%	6.3%	↓	6.3%	<2%	-
Number of evictions (General Needs)	0	0	0	-	1	<10	+
Number of evictions (Supported Housing)	2	1	1	-	4	<10	+



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Social impact

Name	April 2019	May 2019	June 2019	Trend	Year to Date	Target	Year to date vs Target
Positive exits from Supported Housing accommodation based services	83%	80%	80%	-	84%	>90%	
Positive exits from Floating Support services	100%	100%	100%	-	85%	>90%	
Total no of volunteers	2	-	7		22	>45	
% Women engaged in ETE	63	54	38		53	>50%	

Key

Target met	
Tolerance	
Target not met	