




Lincs Rural's Performance

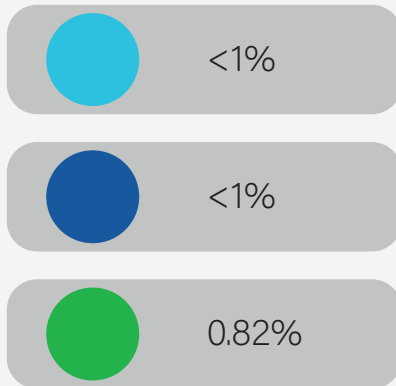
April 2021 - March 2022

We gather our KPI figures quarterly and publish our performance statistics on our website.
These KPI's enable us to see how we are performing and focus on improvements where required.



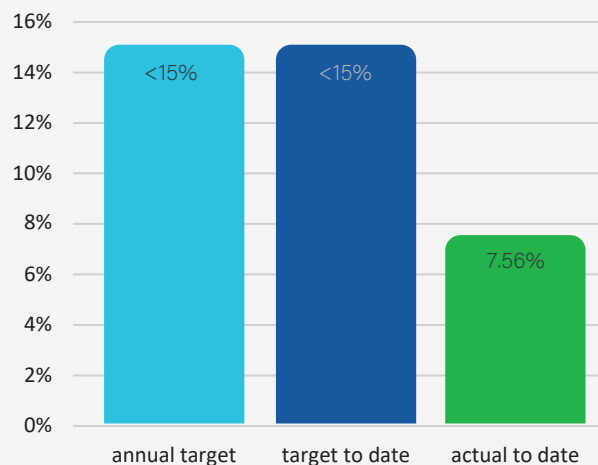
Finance

Rent Arrears

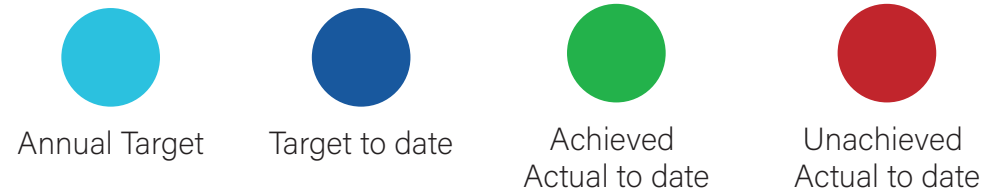
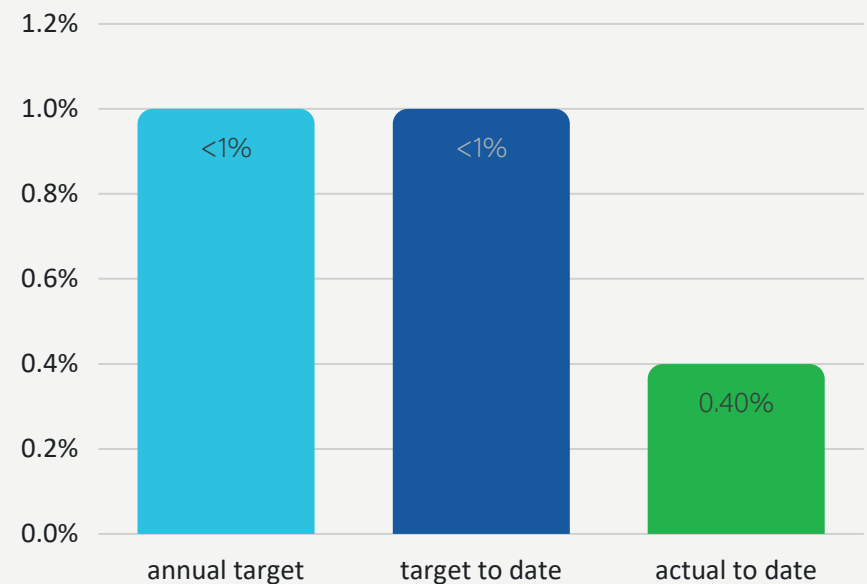


There are 63 repayment plans in place and 31 residents in arrears. 7 of these have arrears over £250 and 1 tenant with arrears over £1000

Percentage of Residents in receipt of UC in arrears



Universal Credit arrears are below 1%



Housing

Total Void Days



annual target



target to date

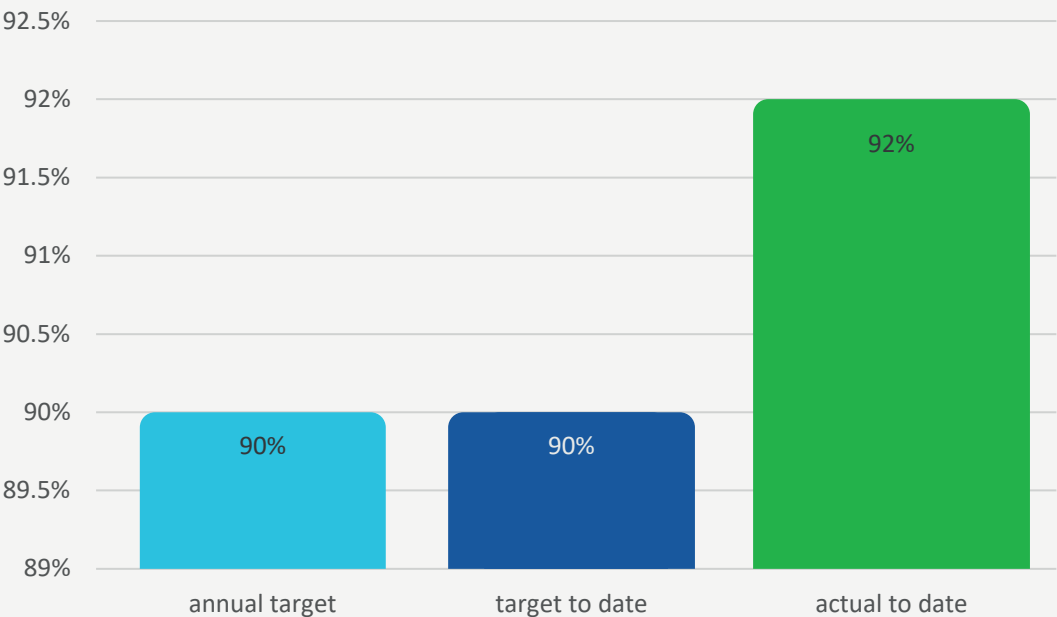


actual to date

Please see page 9

Resident Satisfaction

Resident satisfaction with the overall service provided taken from the STAR survey.



Complaints



Complaints breakdown

18	PMS
5	Contractor
2	Staff
1	ASB



Annual Target



Target to date



Achieved
Actual to date



Unachieved
Actual to date

Housing

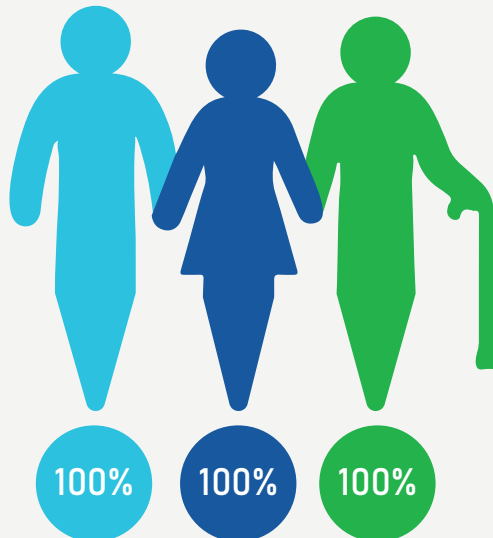
Achievement of Local Offer

The Local Offer is our promise to our residents. Made up of three main areas:

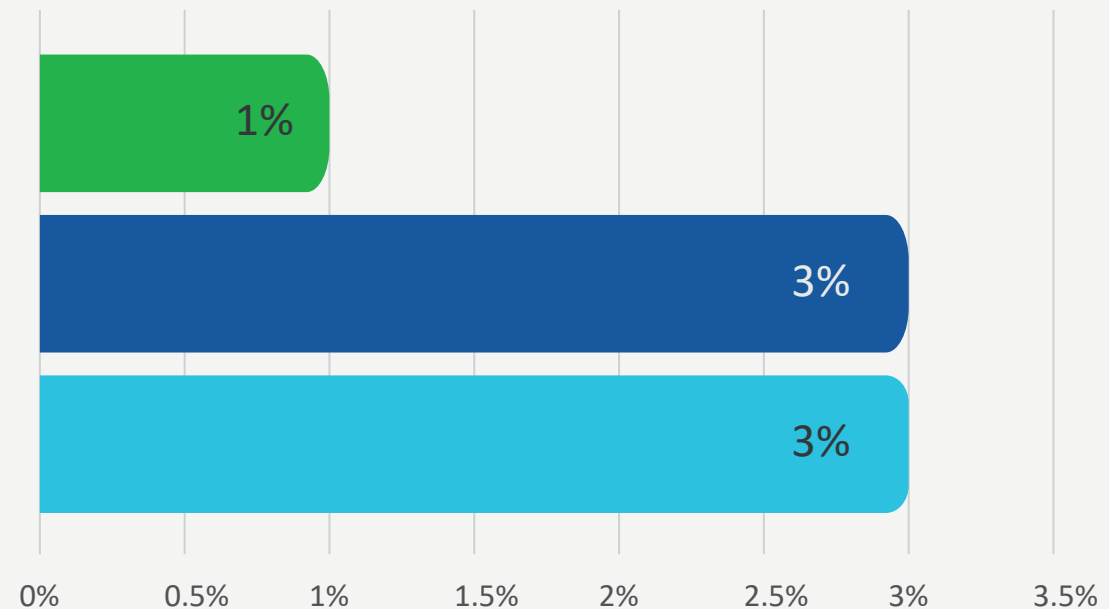
- Communication and engagement
- Property improvements, Quality or repairs and
- Value for money



Vulnerable residents are contacted at least four times per annum

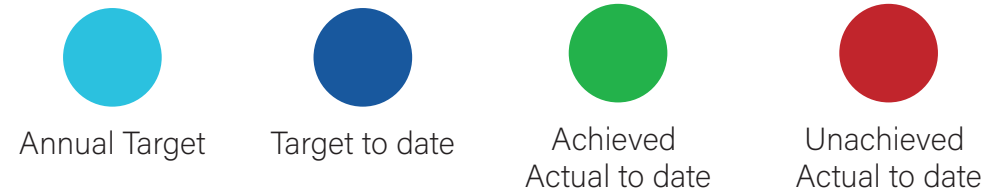


Percentage of properties on the traffic light system



Each property is rated into one of three categories:


- Green - Maintained to a good standard
- Amber - minor repair issues that have not been reported. Lack of care and attention to property
- Red - Untidy with numerous apparent incidents of damage.



Maintenance

Average Responsive Repair Costs Property Maintenance Repairs



 Please see page 9

Average Responsive Repair Costs Contractor



Annual Target



Target to date



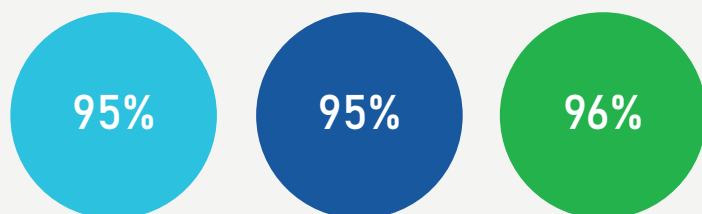
Achieved
Actual to date



Unachieved
Actual to date

Maintenance

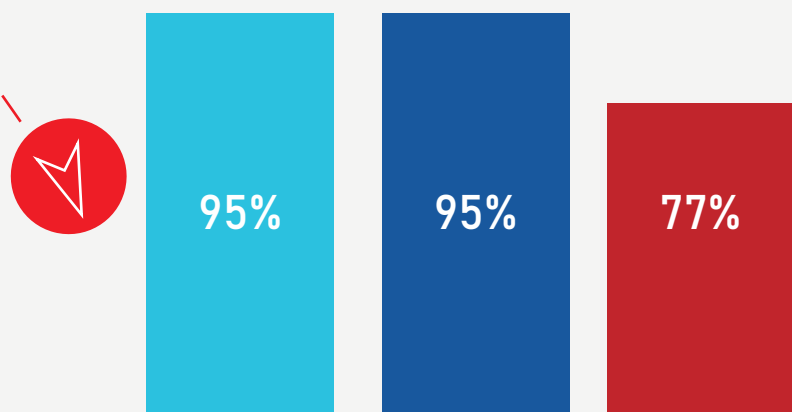
Repairs completed on first visit



Emergency repairs completed within target timescales



Annual planned maintenance programme completed on time



Repair appointments are kept



i Please see page 9



Annual Target



Target to date



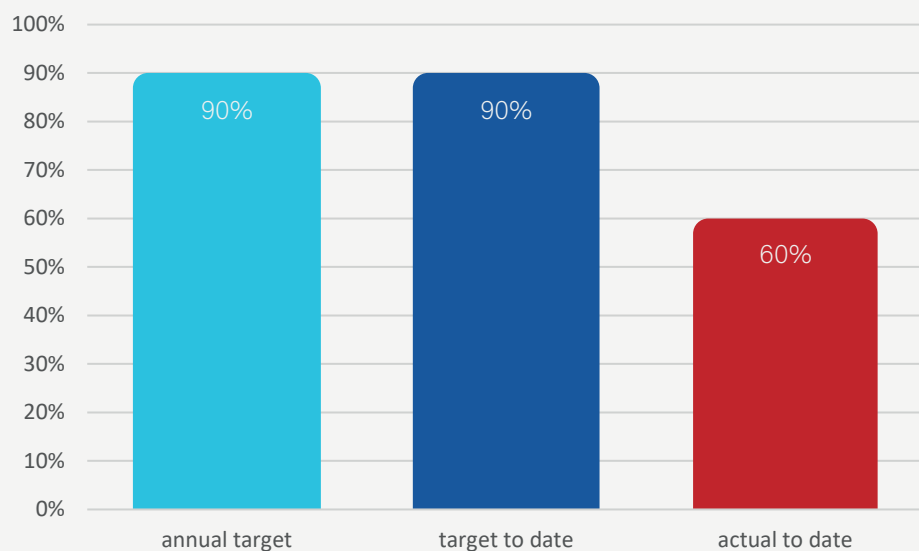
Achieved
Actual to date




Unachieved
Actual to date

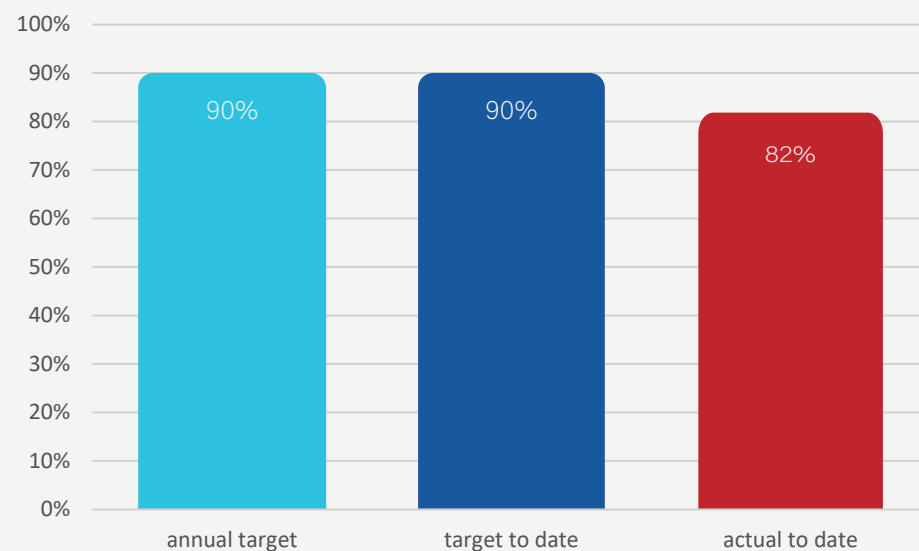
Maintenance


Properties must meet the Property Condition Lettable Standard at re-let



 Please see page 9

Resident satisfaction with the way LRHA deals with repairs and maintenance



 Please see page 9



Annual Target



Target to date



Achieved
Actual to date



Unachieved
Actual to date

Governance

A valid CP12 certificate held for each property

100%

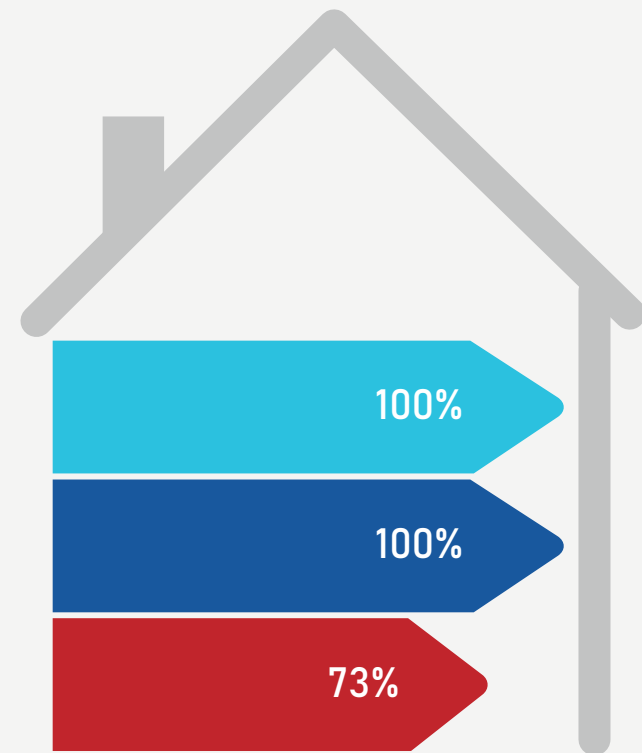
Properties have a current periodic electric test certificate

100%

100%

100%

Properties have a current EPC



i Please see page 9



Annual Target



Target to date



Achieved
Actual to date



Unachieved
Actual to date

Unachieved KPI's

Total void days is less than 35 days

Minor /Routine – 6 weeks
Major - 4 weeks
Sensitive - 7 weeks
Shared Ownership - 51 weeks

Properties must meet the Property Condition Lettable Standard at re-let

The relets in 2021 have had a number of residents in very poor health who have passed away, spent time in respite care or the hospital which has restricted access at times. Major components such as kitchens or bathrooms have been planned in for completion shortly after relet, so while technically not being at lettable standard they have met it shortly afterwards.

Average responsive repair cost - PMS

This KPI has been impacted by increasing material costs plus a number of higher cost responsive repairs, and a lower number of completed jobs. The average job cost remains high but has reduced from £269 (30%) as reported for the quarter ended 30 September 2021.

Annual Planned Maintenance Programme Completed

The PVCu window and door installations that were delayed by supply chain issues in Spring 2021, finally commenced in January and were completed by 31 March 2022. The delay has meant it has not been possible to complete the entire programme and these have been replanned over the next two years.

Tenant satisfaction with the way LRHA deals with repairs and maintenance

This KPI is part of the STAR survey. Although this KPI has not achieved target, satisfaction has improved from the 80% achieved for 2020/21.

The main issues were a lack of communication and updates on the repairs and the delay in repairs being completed.

The Asset team remain positive and focused on providing an excellent service. The repairs planning is reviewed by the Head of Operations on a weekly basis and several new approved contractors have been added to provide additional capacity.

100% of properties have a current EPC

All outstanding EPCs have been instructed for completion. Advantage Energy Assessors have been leading on this project, and now a second firm, Trade-mark Property Services have been retained to complete the inspections in the North Lincolnshire and coastal areas.

Repairs appointments are kept

There were 13 missed appointments during the year:

- Eight due to engineer sickness;
- Three residents were not home;
- The materials for one job were not delivered on time;
- One was due to a planning error.