



Lincs Rural's Performance

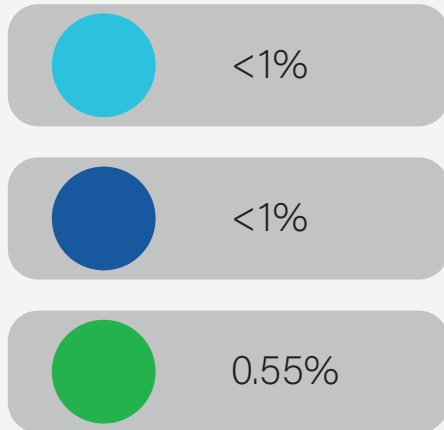
April 2022 - March 2023

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.

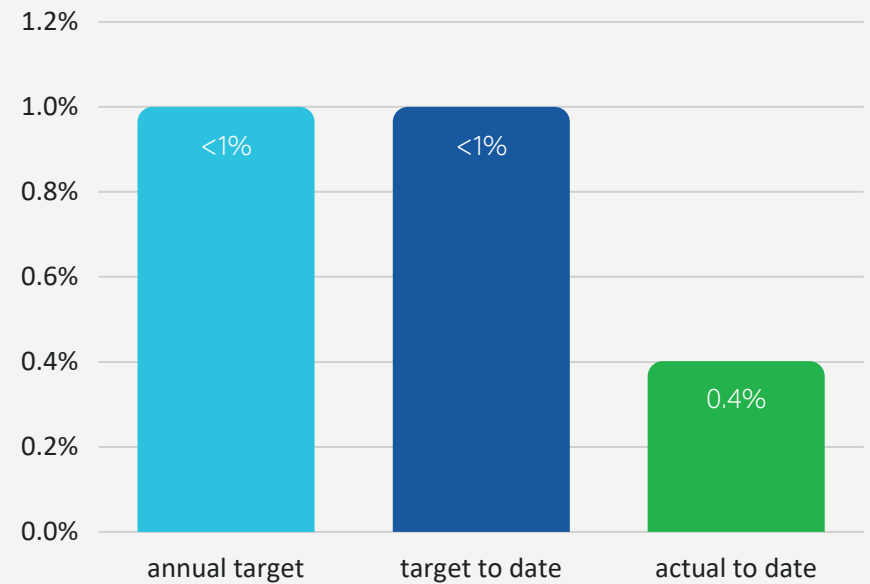


Finance

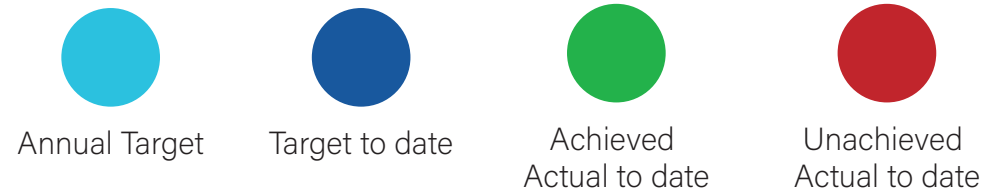
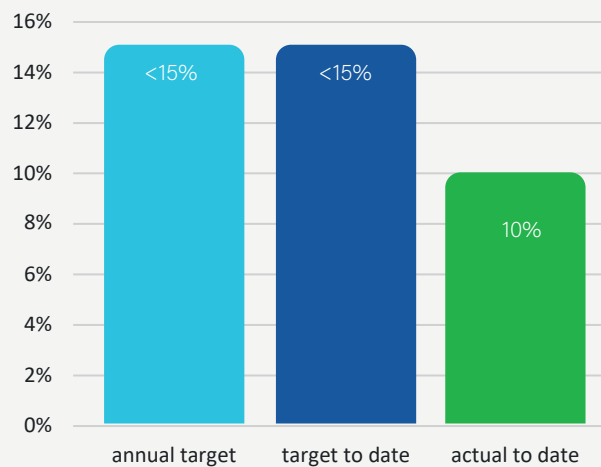
Rent Arrears



Universal Credit arrears are below 1%



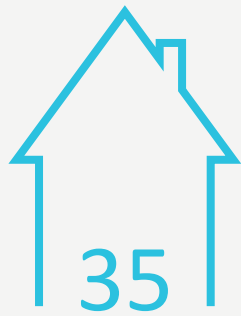
Percentage of Residents in receipt of UC in arrears



Housing

Total Void Days

Excluding major voids



annual target



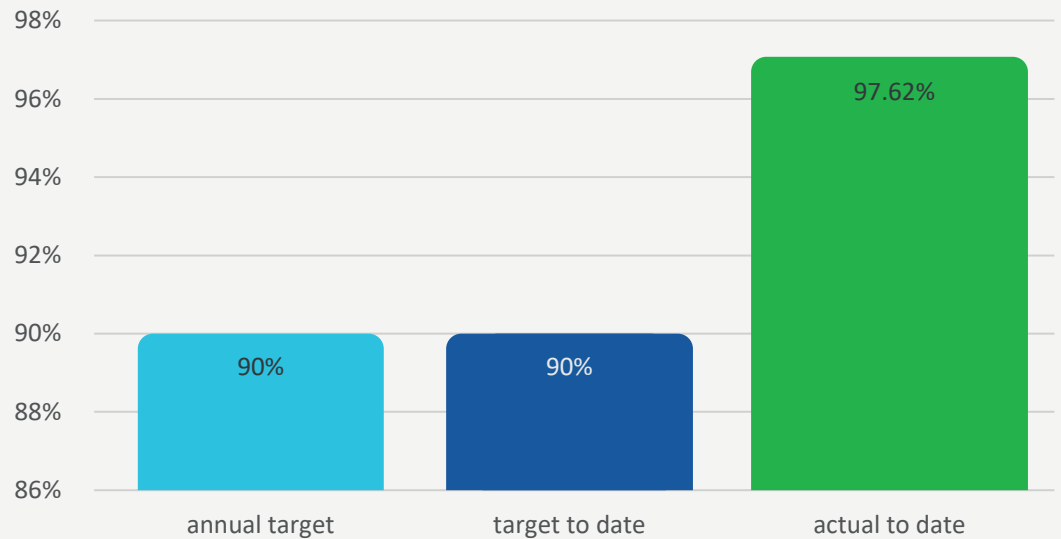
target to date



actual to date

Resident Satisfaction

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



100% of properties available were let at the year end for the fourth consecutive year

Complaints



Complaints breakdown

3	PMS
3	Contractor
10	Responsive Repairs
3	Responsive Communications



Annual Target



Target to date



Achieved Actual to date



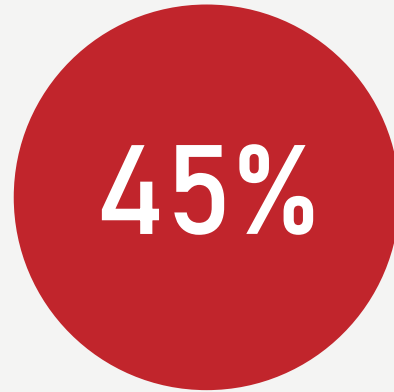
Unachieved Actual to date

Housing

Achievement of Local Offer

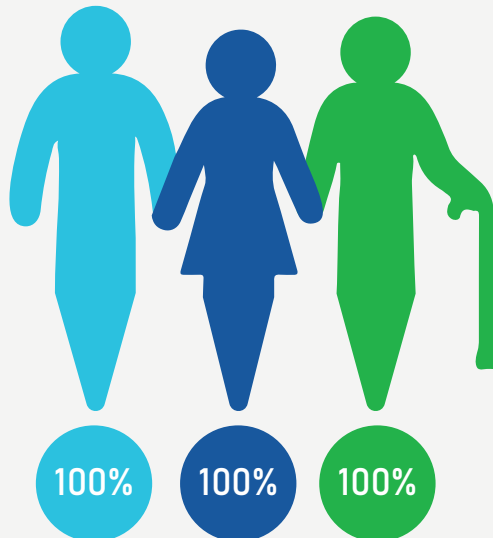
The Local Offer is our promise to our residents. Made up of three main areas:

- Communication and engagement
- Voice and influence
- Quality

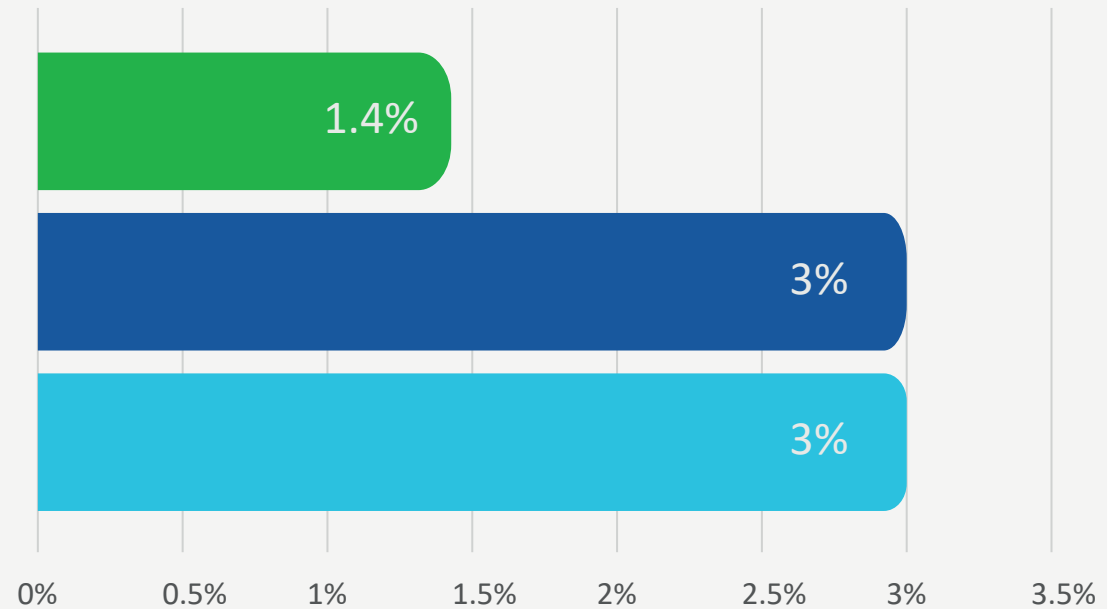


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Vulnerable residents are contacted at least four times per annum



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



Annual Target



Target to date



Achieved
Actual to date



Unachieved
Actual to date

Satisfaction

92%

overall resident satisfaction

91%

of staff say LRHA is a great place to work

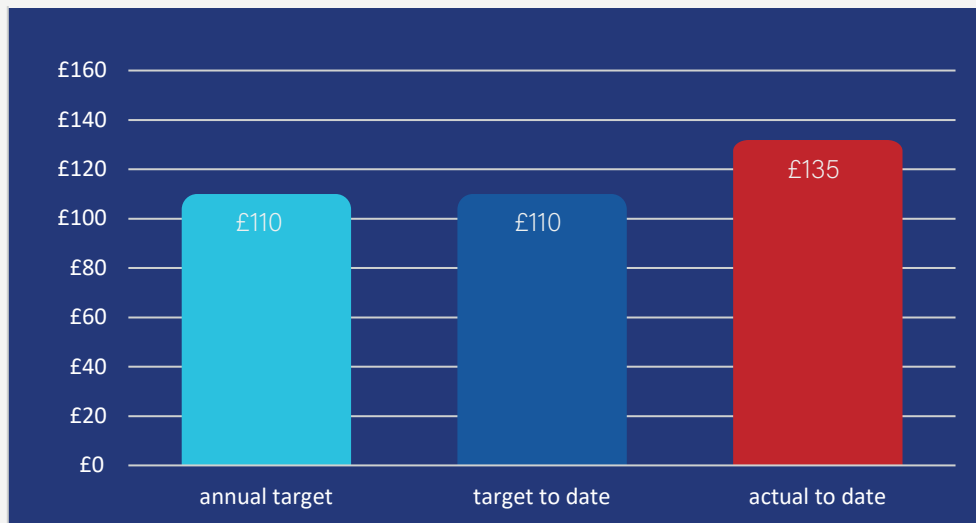
Social Value

£4.2
Million
social value generated

Activity	Value of Activity
Provided quality homes and services for residents	£3,811,689
Provided benefit and UC support to 24 residents	£161,634
Resident Representative meetings are held regularly with 35 active members	£284,060
All members of staff undertook training to improve skills for their role	£15,328

Maintenance

Average Responsive Repair Costs Property Maintenance Repairs



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Average Responsive Repair Costs Contractor



Annual Target



Target to date



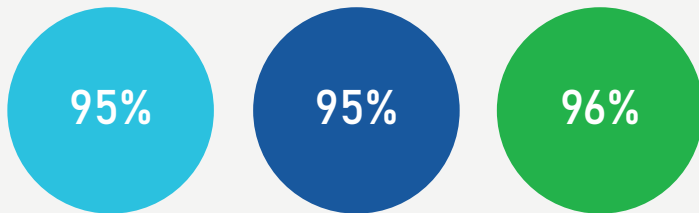
Achieved
Actual to date



Unachieved
Actual to date

Maintenance

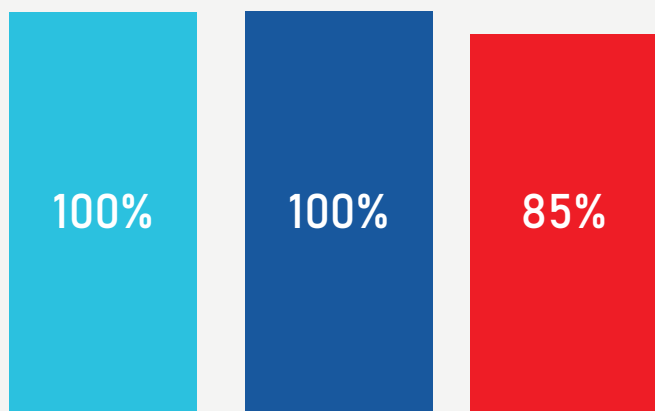
Repairs completed on first visit



Emergency repairs completed within target timescales



Annual planned maintenance programme completed on time



Repair appointments are kept



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Annual Target



Target to date



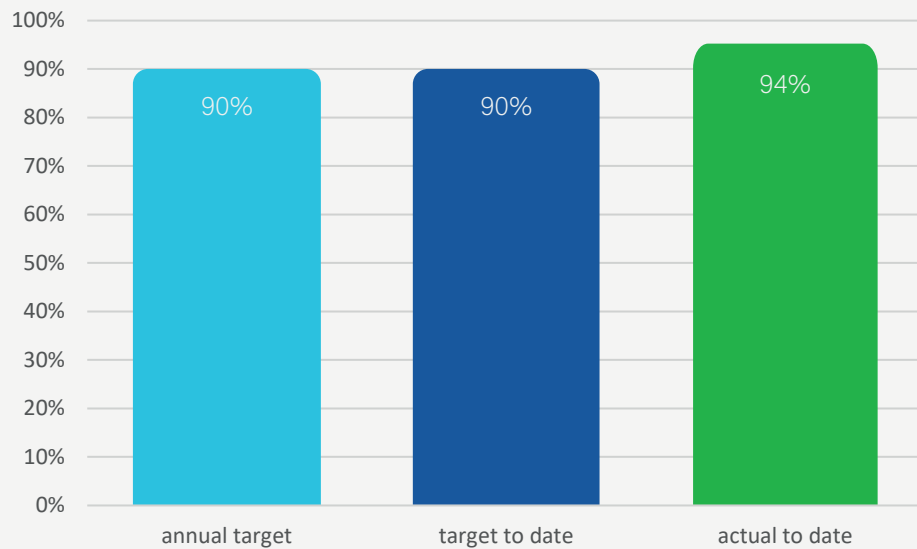
Achieved Actual to date



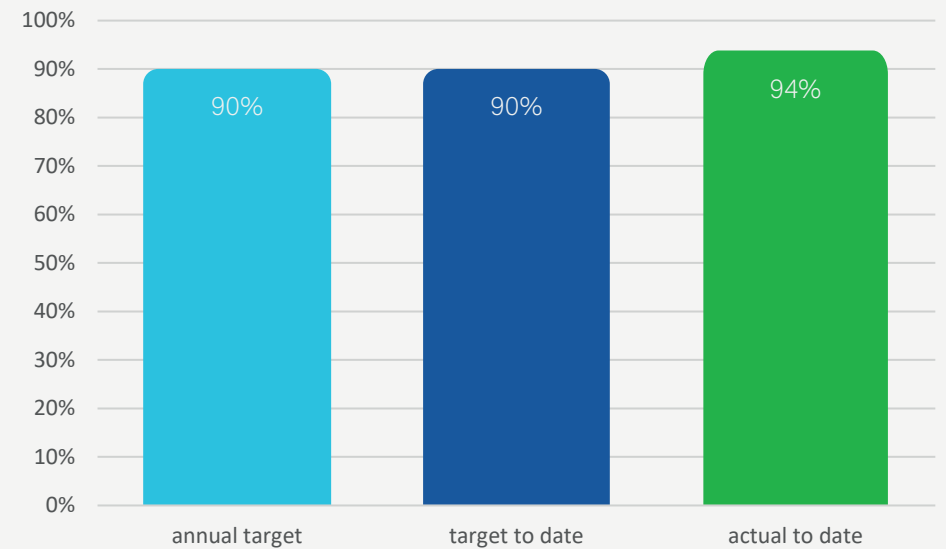
Unachieved Actual to date

Maintenance

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



Resident satisfaction with the way LRHA deals with repairs and maintenance



Annual Target

Target to date

Achieved
Actual to date

Unachieved
Actual to date

Reinvestment in Stock

There was an increase in reinvestment to improve existing stock in 2022/23

47

homes have new
UPVC windows

94

exterior doors

18

boilers

13

heating
replacements

9

bathrooms

4

kitchens

Governance

A valid CP12 certificate held for each property

100%

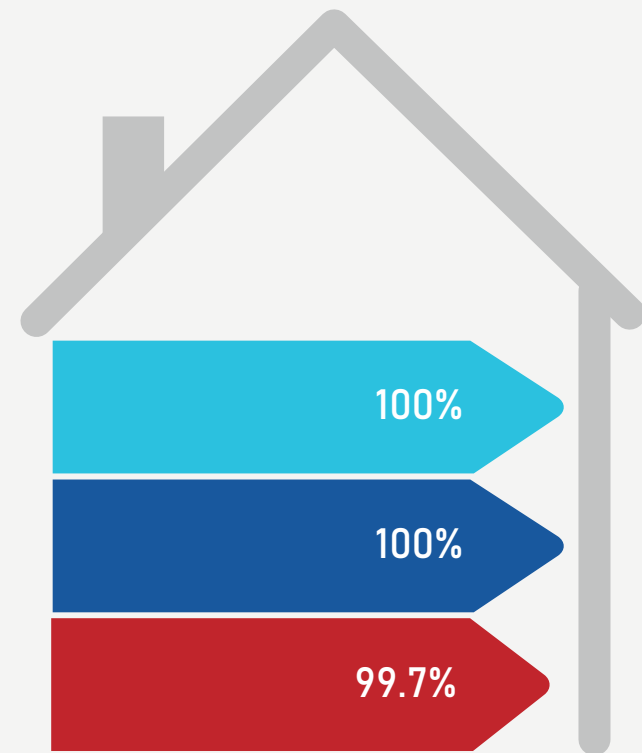
Properties have a current periodic electric test certificate

100%

100%

99.5%

Properties have a current EPC



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Annual Target



Target to date



Achieved Actual to date



Unachieved Actual to date

Unachieved KPI's

Achievement of local offer

All residents who received a repair service from us was then asked to complete a repairs satisfaction survey. This offer was not met as in the third quarter. This offer was also updated to state we will ask for feedback after a repair was carried out and it now excludes 'where possible within 24 hours' as at that time, job sheets were only being sent back weekly. Overall there is a 94% satisfaction rate with the repairs service.

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.

Repairs appointments are kept

98% of repair appointments were kept – there were 28 missed appointments due to various reasons such as sickness, vehicle breakdown and residents cancelling.

100% of properties have a current EPC

99.7% of properties have a valid EPC – 1 property is remaining and is booked in for this to be completed.

Annual planned maintenance programme completed on time

85.17% of the annual planned maintenance programme has been completed but 100% of the budget has been spent.

Properties have a current periodic electric test certificate

99.5% of properties have a valid electrical certificate. There is 1 shared ownership property which does not currently have a valid electrical certificate however this has been booked in.