	Adur and Wo	orthing Hou	ısing and H	omelessi	ness Perfor	mance li	ndicato	rs			
				Homes							
Number	Performance Indicator	Quarter 1 Total	Year End Total 2022/23	2023/24 Target	July 23 Result	Aug 23 Result	Sept 23 Result	Quarter 2 Total	Result Against Target - RAG rating	Direction of Travel	Reporting period
Tenancy Mai	nagement	,							,		
1	Total rent collected										Monthly
2	Arrears as % of total rent due					3.75%					Monthly
3	Number of rent accounts in arrears										Monthly
4	Number of residents with a suspended possession order										Monthly
5	Total number of evictions	2	1		0	0					Monthly
Tenant Enga	agement										
6	Numbers of tenant/leaseholders attending meetings/ events										
7	Types of tenant engagement activity : surveys / 'have your say' meetings				3 - 'have your say' meetings / 41 - surveys completed by residents						
8	Tenant Satisfaction Measurement										
Right to Buy	y and Leaseholds										
9	Number of RTB Active applications	Not available			8	9					Quarterly
10	Total Leasehold Arrears as a % of anual rent roll *July result to be amended as % of rent roll	Not available			£235,535	1.80%					Quarterly
Feedback &	Complaints										
11	Number of new complaints	47	138		16	16					Quarterly
12	Number of complaints not met in time	33	N/A		8						Quarterly
13	Number of new FOIs				7	4					Quarterly
Asset manag	gement - Repairs										
14	Number of responsive repairs completed	2337	9841		717	814					Quarterly
15	% of repair appointments met	84.5%	85.3%		63.71%	61.97%					Quarterly
16	% of repairs post-inspected	77.7%	85.22%		76.36%	65.22%					Quarterly
Voids		'									
17	Number of void properties (general needs & sheltered)	142			139	136					Monthlty
18	Voids as a % of total stock	5.60%			5.5%	5.4%					Monthlty
19	Average number of void days	307			303	317					Monthlty
20	Void loss as % of total rental income	3.8%			3.8%	3.8%					Monthlty
Asset manag	gement - Compliance										
21	% of dwellings Decent Homes Standard compliant	N/A			N/A	N/A					Monthly
22	Number of dwellings awaiting damp and mould survey				70						Monthly
23	Number of dwellings with works raised for damp and mould										Monthly
24	% of dwellings with an in-date gas safety certificate	99.30%			99.30%	99.30%					Monthly
25	% of dwellings with an in-date EICR	37.20%			41.90%	45.20%					Monthly
26	% of properties with an in-date ACM survey (asbestos)	20.50%			31.30%	31.60%					Monthly
27	% of properties with an in-date Water Risk Assessment	100%			100%	100%					Monthly
28	Number of new* disrepair claims										Monthly

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			Adur	Homes							
Number	Performance Indicator	Quarter 1 Total	Year End Total 2022/23	2023/24 Target	July 23 Result	Aug 23 Result	Sept 23 Result	Quarter 2 Total	Result Against Target - RAG rating	Direction of Travel	Reporting period
29	Value of disrepair claims paid out										Monthly
30	% stock condition audit targets met	N/A			N/A	N/A					Monthly
			Adur and	d Worth	ing						
Housing Re	egister										
1	Total number live housing register applications - Adur	936	902		941	940					Monthly
2	Number of properties allocated - Adur	12	38		13	9					Monthly
3	Total number live housing register applications - Worthing	1796	1729		1812	1823					Monthly
4	Number of properties allocated - Worthing	35	106		22	5					Monthly
lomelessn	ess										
5	Number of households in Temporary Accommodation (at end of quarter/month) - <i>Adur</i>	91			107	ТВС					Monthly
6	Cases assessed as homeless or threatened with homelessness & a statutory duty owed - Adur	48	169		13	16					Monthly
7	Gross expenditure on Temporary Accommodation - Adur										Monthly
8	Number of people sleeping rough across the month/quarter - Adur	13			6	6					Monthly
9	Number of households in Temporary Accommodation (at end of quarter/month) - Worthing	349			351	твс					Monthly
10	Assessed as homeless or threatened with homelessness & a statutory duty owed - Worthing	108	534		38	43					Monthly
11	Gross expenditure on Temporary Accommodation - Worthing										Monthly
12	Number of people sleeping rough across the month/quarter - Worthing	58			33	34					Monthly
Housing De	evelopment										
7	Number of new property commencements	0	74		0	0					Monthly
8	Number of new property completions	0	6		0	0					Monthly
rivate Sec	tor Housing										
9	New service requests received	79	359		20	27					Monthly
10	New enforcement notices issued	15	101		2	7					Monthly