

# KEY FACTS AS AT 31 MARCH 2023

## Housing Department



**4,358** Number of properties the Council owns

**3,252** General Needs Properties

**1,106** Independent Living Properties



**29** Properties sold under the **Right to Buy**

**309** Leasehold Properties

**£78.07** Average weekly rent

**1,245** Housing Applications Received

**398** Properties Relet


**14,776** Repairs Completed


**112** Anti-Social Behaviour Cases Closed

**479** Housing Advice Interviews Undertaken

**352** Homeless Applications Processed

## Operational Performance

**70.7%** Overall satisfaction with the service provided.   
TARGET 89%

 **Rent collected as a percentage of the rent owed.**


**100.8%**  
TARGET 99%

**0.98%**  Current **tenant arrears** as a percentage of the annual rent debit. **£155,109 outstanding**  
TARGET 2.0%

**Void garages** as a percentage of let-able garages.

**11 garages ready to let out of 692 let-able garages**

**1.6%**   
TARGET 12%


**71.3%**  **Homelessness** cases successfully intervened or prevented rather than relieved / a main duty being accepted.  
TARGET 70%

Number of homeless households housed outside of the Borough in temporary accommodation, over seven days.

**118**   
TARGET 0

**99.4%**  **Gas safety** 4,187 out of 4,212 were serviced on time.  
TARGET 100%

**80%** **Electrical** compliancy   
TARGET 100%

**Legionella** (water checks)   
**100%** TARGET 100%

**Average relet time** General Needs.  
**243 properties were relet.**

**88 DAYS**   
TARGET 20 DAYS

 **Average relet time** Independent Living.  
**155 properties were relet.**

**170 DAYS**  
TARGET 40 DAYS

**Reactive Repairs** Appointments made and kept.  
**9,035 appointments kept out of 9,395 appointments made.**

**96.2%**   
TARGET 98%