

SOI Ref	Title	QTR 1	QTR 2	QTR 3	QTR 4	Year to Date	Detail of indicator
<b>Voids</b>							
SOI 1	Average re-let time in days (INTERSERVE)	57	81	94	114	Q1 - Q3 Interserve	Average re-let time of properties that became void, were repaired and then let in the quarter. <b>Properties handed over by Interserve which they either failed to complete or the work did not meet the required</b>
SOI 1	Average re-let time in days (OSBORNE)				44	Q4 Osborne	First Quarter performance - more indepth analysis will be available for future reporting
<b>Repairs &amp; Maintenance</b>							
SOI 2	RMI Performance priority 1 repairs	Osborne Contract not commenced			91%	Q4 Only	The Percentage of Priority 1 (Emergency) repairs attend within 2 hours and complete within 24 hours (or the next working day) during the quarter
SOI 3	RMI Performance priority 2 repairs	Osborne Contract not commenced			95%	Q4 Only	The percentage of Priority 2 (Urgent responsive repairs) attend within 3 Business Days of reporting, during the quarter.
SOI 4	RMI Performance priority 3 repairs	Osborne Contract not commenced			98%	Q4 Only	The percentage of Priority 3 (Routine responsive repairs) attend within 20 Business Days of reporting, during the quarter.
<b>Repairs and capital investment</b>							
SOI 5	The percentage of dwellings with a valid gas safety certificate (RAMIS reporting via Property Services)	99.95%	100%	100%	99.95%	99.95%	This is a calculation of the percentage of properties with a valid landlord gas safety certificate against the number of rented dwellings in council ownership that have a connected gas supply (not necessarily the total stock in ownership) as at the end of the period.

Housing Regulation								
SOI 7	Number of Category 1 hazards removed		15	16	21	23	75	The number of category 1 hazards confirmed by an Environmental Officer as being removed during the quarter. A Category 1 hazard means a hazard of a prescribed description that after the numerical calculation using national statistical information is
SOI 8	Number of enquiries from private sector tenants regarding landlords failure to repair		71	52	61	56	240	The number of cases recorded on Flare under the category type of House condition/General disrepair during the quarter.
SOI 9	Number of licenced Mandatory HMO		72	72	76	74	74	The total number of Houses in Multiple Occupation that have a mandatory licence at the end of the quarter.
Anti social behaviour (HRA & Private Sector)								
SOI 10	Number of closure orders		0	1	0	0	1	The number of Closure orders issued under the Anti-Social Behaviour, Crime and Policing Act 2014 during a quarter.
SOI 11	Number of Community Protection Notices (CPN's)		5	24	8	1	38	The number of Community Protection Notices (CPNs) issued under the Anti-Social Behaviour, Crime and Policing Act 2014 during a quarter.
SOI Ref	Title	Type	Qtr1	Qtr2	Qtr3	Qtr4	Full year	Detail of indicator
		Fly Tipping (Public Land)	304	408	248	176	1136	
		Vehicles	230	267	119	153	769	
		Noise - Other	99	55			154	
		Planning Application	48	51	33	28	160	
		Untaxed Vehicle	43	41	27		111	

SOI 12	Number of ASB related cases received (HRA & Private Sector), showing top ten case types	Noise-Single family house	33	51	28	34	146	The total number and the top ten category types of ASB related service requests received and recorded both on Flare and Capita for the Neighbourhood Enforcement Team over a quarter.  In quarter four Gas Safety appeared in the top ten this was due to the number of gas warrents being obtained.
		Fly Tipping (Private Land)	31	35	36	52	154	
		Messy Garden /Overgrown Land	29		19	18	66	
		Other	27	130			157	
		Rats	26	35	52	31	144	
		Neighbour dispute			38	27	65	
		Nuisance neighbour		44	20	34	98	
		Gas Safety				21	21	
		<b>Total top ten</b>	<b>870</b>	<b>1117</b>	<b>620</b>	<b>574</b>	<b>3181</b>	
		<b>Total number of cases reported</b>	<b>1230</b>	<b>1589</b>	<b>911</b>	<b>904</b>	<b>4634</b>	
		<b>% against all cases</b>	<b>71%</b>	<b>70%</b>	<b>68%</b>	<b>63%</b>	<b>69%</b>	
<b>Complaints, compliments and enquiries</b>								
SOI 13	Number of stage 1 complaints received	15	34	18	60	127	The number of complaints received and recorded under stage 1 of the complaints procedure.	
SOI 14	Number of stage 2 complaints received	1	2	0	6	9	The number of complaints received and recorded under stage 2 of the complaints procedure. These are either complaints that the complainant was unhappy with the outcome of their stage 1 complaint or the complaint was first logged at stage 2 of the complaints process.	
SOI 15	Number of stage 3 complaints received	0	0	0	0	0	The number of complaints received and recorded under stage 3 of the complaints procedure. These are either complaints that the complainant was unhappy with the outcome of their stage 2 complaint or the complaint was first logged at stage 3 of the complaints process.	