

our performance

Are we on target?

The Residents Forum decided which areas of the Solon service they would like to see information on for the latest quarter. The results are below and on page 11.



SERVICE	LATEST RESULT	TARGET	LATEST DATA	ARE WE IMPROVING?	COMPARE US TO OTHER HAS	COMMENTS
RESPONSE REPAIRS						
Average job cost	£76.45	£145	Average response repairs work cost £76.45			The average job cost in May was slightly less, but overall our job costs are low
Appointments kept by contractor	98.5%	97%	Contractors have kept 98.5% of appointments since April			This is a new measure but performance has improved from April to June
RELETS						
Average number of weeks to relet a property	35	17.5	It is now taking 35 days to relet a property			We have reviewed our relets standards and we are now looking to improve the turnaround time
Average cost to prepare a property for relet	£1,674	£2,785	It is now costing on average £1,674 to relet a property		N/A	
RENT						
Rent arrears	2.78%	2.8%	We collected a lot of rent this quarter, with only 2.78% of the total amount outstanding			The Housing Officers are working hard to continue to collect rent and performance is good
ANTISOCIAL BEHAVIOUR (ASB)						
How many new cases of anti-social behaviour?	20	25	20 households reported ASB – this is low compared to other organisations	This is a new performance measure this quarter		We are planning to get a new computer system to help us to monitor anti-social behaviour more effectively
How many positive outcomes?	50%	85%	We only closed two cases this quarter – one was successful	This is a new performance measure this quarter		
NEW HOMES / HOUSE SALES						
How many new properties built?	11	These were at our new site in Frenchay and provided 8 houses (2-, 3- and 4-bed) and 3 1-bed flats – 5 were for letting through Choice Based Letting in South Glos and 6 were for sale through shared ownership (see page 5)				
How many houses sold for shared ownership?	7	3 flats in St Judes and 3 flats and 1 house in Stoke Gifford				
How many old houses sold?	2	We sold two houses because they were undesirable accommodation with an unsuitable layout and required a great deal of maintenance work				
DECENT HOMES IMPROVEMENT WORKS 2009-10						
How many new bathrooms fitted?	21	Boilers fitted	16	Electrical upgrades	14	You can find out if your property is due for any improvements by looking under planned repairs on our website
How many new kitchens fitted?	54	Insulation upgraded	32	Window replacements	41	
Total cost of works	£600,000					