**MANAGEMENT COMMITTEE MEETING: 27 JUNE 2023**

**ITEM 9**

**ANNUAL RETURN ON THE CHARTER - 2022 – 23 COMPARISON REPORT DRUMCOG**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **INDICATOR No.** | **ARC INDICATOR** | **PHA** | **CHA** | **DHC** | **KCHA** | **DRUMCOG AVERAGE** |
| C1.3.3 | % days lost through staff sickness absence in year | 5.44% | 2.76% | 12.83% | 3.20% | 6.06% |
| C3.1 | Number of general needs lets during reporting year | 31 | 53 | 26 | 12 | 31 |
|  | Total Average Weekly Rent  | 81.76 | 80.83 | 88.51 | 80.59 |  £82.92  |
| 1 | % of tenants satisfied with the overall service provided by their landlord | 91.50% | 89.41% | 87.91% | 98.16% | 91.31% |
| 2 | % of tenants who feel their landlord is good at keeping them informed about their services and decisions | 97.36% | 95.32% | 99.53% | 99.39% | 97.69% |
| 5 | % of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes | 99.41% | 85.47% | 100% | 100% | 96.22% |
| 7 | % of tenants satisfied with the quality of their home | 86.22% | 85.65% | 84.65% | 96.32% | 87.49% |
| 12 | % of tenants who had repairs or maintenance carried out in last 12 months satisfied with service | 91.71% | 90.10% | 90.10% | 98.11% | 91.44% |
| 10.2 | Total number of reactive repairs completed during year | 2366 | 1756 | 1093 | 823 | 1208 |
| 8.2 | Average length of time taken to complete emergency repairs | 2.84 | 1.36 | 2.72 | 3.17 | 2.39 |
| 9.2 | Average length of time taken to complete non-emergency repairs | 2.76 | 2.79 | 2.25 | 2.16 | 2.6 |
|  |
| 11.1 | The number of times you did not meet your statutory duty to complete a gas safety check. | 0 | 4 | 0 | 0 | 1 |
| 30 | Average time to relet properties in the last year | 16.43 | 36.75 | 14.21 | 11.83 | 22.67 |
| 27 | Gross rent arrears (all tenants) as at 31/03 as a % of rent due | 7.78% | 2.61% | 2.62% | 3.15% | 4.43% |
| 18 | % of rent due lost through properties being empty during year | 0.46% | 0.46% | 0.33% | 0.18% | 0.40% |

***Comment -*** Management Committee will note from the above table that KCHA’s performance was better than the DRUMCOG averages in all aspects

 with one exception being response to emergency repairs, the figure was skewed due to one call out not attended to until the following day.