

Tenant Services Annual Report 2017/18



£22,720,000



Income collection rate
Target 98.8%

Number of tenants paying 'bedroom tax'

288



£ spend on...



Gas/central heating systems

£788,149



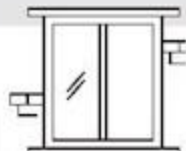
Kitchens

£416,126



Bathrooms

£612,500



Windows

£185,657



Doors

£222,984

Disabled adaptations

£122,639

Roofing & external works

£1,000,000



Total number of sheltered units



Number of new tenancies allocated



Number of evictions

Evictions due to:
ASB - 3
Non payment - 9



Total number of properties

Number of households on the property waiting list



Number of new properties built

39



90% of repairs completed on time
Target 98%

Target was missed due to procurement and transition period of a new contractor in the south of the district.

99% of gas services in date by year end
0.0% were briefly overdue due to access issues during heavy snowfall.

Number of homes sold RTB

26



Empty property turnaround (major)

Target 53 days



Empty property turnaround (minor)

Target 22 days

Target was missed due to procurement and transition period of a new contractor in the south of the district.