

#	Division	Theme
1	Directorate-wide	Complaints
2	Directorate-wide	Complaints
3	Directorate-wide	Complaints
4	Directorate-wide	Complaints
5	Directorate-wide	Complaints
6	Directorate-wide	Satisfaction
7	Estates & Improvement	Asbestos
8	Estates & Improvement	Asbestos
9	Estates & Improvement	Asbestos
10	Estates & Improvement	Damp and Mould
11	Estates & Improvement	Damp and Mould
12	Estates & Improvement	Damp and Mould
13	Estates & Improvement	Damp and Mould
14	Estates & Improvement	DHS
15	Estates & Improvement	DHS
16	Estates & Improvement	Disrepair
17	Estates & Improvement	Disrepair
18	Estates & Improvement	Disrepair
19	Estates & Improvement	Disrepair
20	Estates & Improvement	EICR
21	Estates & Improvement	EICR
22	Estates & Improvement	Fire
23	Estates & Improvement	Fire
24	Estates & Improvement	Fire
25	Estates & Improvement	Fire
26	Estates & Improvement	Fire
27	Estates & Improvement	Fire
28	Estates & Improvement	Fire
29	Estates & Improvement	Gas
30	Estates & Improvement	Gas
31	Estates & Improvement	Gas
32	Estates & Improvement	Gas
33	Estates & Improvement	Lifts
34	Estates & Improvement	Lifts
35	Estates & Improvement	Lifts
36	Estates & Improvement	Playgrounds
37	Estates & Improvement	Playgrounds
38	Estates & Improvement	Repairs
39	Estates & Improvement	Repairs
40	Estates & Improvement	Repairs
41	Estates & Improvement	Repairs
42	Estates & Improvement	Repairs
43	Estates & Improvement	Repairs
44	Estates & Improvement	Repairs
45	Estates & Improvement	Repairs
46	Estates & Improvement	Repairs
47	Estates & Improvement	Repairs
48	Estates & Improvement	Repairs
49	Estates & Improvement	Repairs
50	Estates & Improvement	Repairs
51	Estates & Improvement	Repairs
52	Estates & Improvement	Repairs
53	Estates & Improvement	Repairs
54	Estates & Improvement	Repairs
55	Estates & Improvement	Repairs
56	Estates & Improvement	Repairs
57	Estates & Improvement	Repairs
58	Estates & Improvement	Satisfaction
59	Estates & Improvement	Satisfaction
60	Estates & Improvement	Satisfaction
61	Estates & Improvement	Satisfaction

62	Estates & Improvement	Satisfaction
63	Estates & Improvement	Voids / Relets
64	Estates & Improvement	Water
65	Estates & Improvement	Water
66	Housing Needs	DHP
67	Housing Needs	Homelessness
68	Housing Needs	Rent
69	Housing Needs	Rent
70	Housing Needs	Rent
71	Housing Needs	Temp Housing
72	Housing Needs	Temp Housing
73	Housing Needs	Temp Housing
74	Housing Needs	Temp Housing
75	Housing Needs	Temp Housing
76	Housing Needs	Temp Housing
77	Tenancy Services	ASB
78	Tenancy Services	Complaints
79	Tenancy Services	Complaints
80	Tenancy Services	Contact Centre
81	Tenancy Services	Customer Profile
82	Tenancy Services	Financials
83	Tenancy Services	Garages
84	Tenancy Services	Garages
85	Tenancy Services	Garages
86	Tenancy Services	Garages
87	Tenancy Services	Garages
88	Tenancy Services	Garages
89	Tenancy Services	Homelessness
90	Tenancy Services	Homelessness
91	Tenancy Services	People
92	Tenancy Services	People
93	Tenancy Services	People
94	Tenancy Services	People
95	Tenancy Services	Refuse
96	Tenancy Services	Refuse
97	Tenancy Services	Refuse
98	Tenancy Services	Refuse
99	Tenancy Services	Register
100	Tenancy Services	Rent
101	Tenancy Services	Rent
102	Tenancy Services	Rent
103	Tenancy Services	Rent
104	Tenancy Services	Rent
105	Tenancy Services	Rent
106	Tenancy Services	Rent
107	Tenancy Services	Rent
108	Tenancy Services	Rent
109	Tenancy Services	Repairs
110	Tenancy Services	Repairs
111	Tenancy Services	Repairs
112	Tenancy Services	Satisfaction
113	Tenancy Services	Satisfaction
114	Tenancy Services	Satisfaction
115	Tenancy Services	Voids / Relets
116	Tenancy Services	Voids / Relets
117	Tenancy Services	Voids / Relets
118	Tenancy Services	Voids / Relets
119	Tenancy Services	Voids / Relets
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130	Tenancy Services	Voids / Relets
131	Tenancy Services	Voids / Relets
132	Tenancy Services	Voids / Relets
133	Tenancy Services	Voids / Relets
134	Tenancy Services	Voids / Relets
135	Tenancy Services	Voids / Relets
136	Tenancy Services	Voids / Relets
137	Tenancy Services	Voids / Relets
138	Tenancy Services	Voids / Relets
139	Tenancy Services	Satisfaction
140	Tenancy Services	Satisfaction
141	Tenancy Services	Satisfaction
142	Tenancy Services	Satisfaction
143	Tenancy Services	Satisfaction
144	Tenancy Services	Satisfaction
145	Tenancy Services	Voids / Relets

Recommend

Key performance indicator

Total open cases for Housing
Stage One corporate complaints (by service team)
Councillor enquiries (by service team)
MP enquiries (by service team)
Mayoral enquiries with service

Overall satisfaction

Asbestos safety checks

Communal Asbestos Surveys
Asbestos Remediation actions in date
D&M numbers of HHSRS Cat 1, Cat 2, Cat 3
D&M new cases received in the last 7 days
D&M jobs completed within the last seven days
D&M jobs older than the last 30 days

% of stock that is categorised as a Decent home

Homes that do not meet the Decent Homes Standard

Disrepair Total WIP Legacy
Disrepair Actual Completed Case Legacy
Disrepair Total WIP BAU
Disrepair Actual Completed Case BAU
Emergency Light Testing (Flick Testing)
Emergency Light Testing (3 hour)
Fire Dry Risers
Fire Wet Risers
Automatic Opening Vent Inspections
LFB Notices Received in Month

Properties with Outstanding Remediation Actions

% FRA completed in target

Fire safety checks

Landlord Gas Safety Record - Domestic
Landlord Gas Safety Record - Communal
Gas/heating first time fix
Gas service completions
Lifts Passenger Lift regular safety Inspection
Lifts Breakdowns

Lift safety checks

Playgrounds Regular Inspections
Playgrounds Insurance Examination
% of Responsive Repairs completed within target times
Repairs & Gas: total on time completions
Repairs & Gas: appointments made and kept
Responsive Repairs Acuity Survey: overall satisfaction
Responsive Repairs Acuity Survey: are you satisfied with the standard of the repair work?
Responsive Repairs Acuity Survey: did you get through to the contact centre on the first attempt?
Responsive Repairs Acuity Survey: did the contractor show their ID badge?
Responsive Repairs Acuity Survey: were you happy with the appointment you were given?
Responsive Repairs Acuity Survey: was the repair completed on the day the contractor attended?
Total number of repairs per quarter
Number of people answering 'very satisfied' or 'satisfied' when asked how they would rate the whole repairs experience
Jobs passing post inspections as a % of total post inspections
Number of repairs completed on first time visit divided by total number of repairs completed
Number of repairs completed in target divided by total number of repairs completed
Appointments made and kept
Number of work orders shown as issued and overdue
Repairs survey: Number of responsive repairs surveys completed by repair type
Repairs survey: were you happy with the appointment you were given?
Were you happy with the service provided by the contractor?

Repairs completed within target timescale

% who are very or fairly satisfied with the way Croydon Council deals with repairs and maintenance
Satisfaction with repairs
Satisfaction with time taken to complete most recent repair
Satisfaction that the home is well maintained

Satisfaction that the home is safe

Average number of days to complete void works

Water Tank Inspections

Water safety checks

DHP – no. of residents supports

Number of homeless applications made

Total rent due (Exc. arrears brought forward)

Total rent collected (Exc. arrears brought forward)

Rent collected as a % rent due (Exc. arrears brought forward)

Temporary Accommodation rate per 10,000 households

Number of temporary accommodation households that are in nightly let

EA/TA – total debt collected

EA/TA – total debt collection rate

Total households in Temporary accommodation

Number of temporary accommodation households that are in shared accommodation >6 weeks

Anti-social behaviour cases relative to the size of the landlord

Complaints relative to the size of the landlord

Complaints responded to within the Complaint Handling Code timescales

% of Call Answered withing 20 Seconds

% of customer profiling complete

Capital spending vs planned/profiled spending

Number of council owned garages

Garages let

Garages not let

% garages not let

% (let garages) rented by non-Council tenants

Collection rate for garages

Number of homelessness cases prevented

Number of homelessness cases relieved

Vacant Full Time Equivalents

Leavers as a % of Full Time Equivalents

Full Time Equivalents filled by agency staff

Average no of sick days per employee

% bulk refuse orders collected

% bulk refuse orders missed

Total number of removal orders achieved and % collected

Bulk refuse miles covered and weight collected

Number of residents on the housing register

Rent collection: total arrears

Rent collection: % collection rate

% accounts in arrears/not in arrears

% of tenants in arrears by benefit status

% HRA current accounts in arrears of 7+ weeks

Court orders obtained by income services

Evictions carried out by income services

Current Tenant Arrears as a proportion of rent roll

Leasehold and service charge collection rate (%)

% Repairs Calls answered within target time

% repairs calls abandoned

*Priority 0- completion within 2 hours

Satisfaction that the landlord listens to tenant views and acts upon them

Satisfaction that the landlord keeps tenants informed about things that matter to them

Agreement that the landlord treats tenants fairly and with respect

Average turnaround days- general needs and sheltered combined

Average turnaround days- general needs only

Year to date average days- general needs and sheltered combined

Year to date average days- general needs only

Key to key- all voids, year to date

Total number of lets

Number of sheltered lets

Minor works lets: general needs and sheltered

Minor works lets: general needs only

Major works lets: general needs and sheltered

Major works lets: general needs only

Vacant properties: under repairs

Vacant properties: ready to let

New tenant visits completed

Occupancy checks completed

Estate walkabouts completed

Site visits completed

Surgeries held

Numbers attending surgeries

Void rent loss as a percentage of rent due

Average Key to Key Void re-let times

No of Voids completed within target

Average Re-let time for all properties (General Needs)

Average Re-let time for all properties (Sheltered)

% who are very or fairly satisfied with the way Croydon Council deals with repairs and maintenance

% who are very or fairly satisfied that Housing services are easy to deal with

Satisfaction with the landlord's approach to handling complaints

Satisfaction that the landlord keeps communal areas clean and well maintained

Satisfaction that the landlord makes a positive contribution to neighbourhoods

Satisfaction with the landlord's approach to handling anti-social behaviour

BV212 Average Void Re-let times taken (Days)

Primary source report**Secondary publication****Third publication**

Complaints report		
Complaints report		
Complaints report		
Complaints report		
Complaints report		
Tenant Satisfaction Measures		
Tenant Satisfaction Measures		
Compliance KPIs		
Compliance KPIs		
Damp & Mould KPIs		
Damp & Mould KPIs		
Damp & Mould KPIs		
Damp & Mould KPIs		
Mayor's Business Plan KPIs	Corporate Performance Framework	
Tenant Satisfaction Measures		
Disrepair KPIs		
Disrepair KPIs		
Disrepair KPIs		
Disrepair KPIs		
Compliance KPIs		
Compliance KPIs		
Compliance KPIs		
Compliance KPIs		
Compliance KPIs		
Compliance KPIs		
Compliance KPIs		
Corporate Performance Framework		
Tenant Satisfaction Measures		
Compliance KPIs		
Compliance KPIs		
PMG report		
PMG report		
Compliance KPIs		
Compliance KPIs		
Tenant Satisfaction Measures		
Compliance KPIs		
Compliance KPIs		
Corporate Performance Framework		
Repairs KPIs		
Repairs KPIs	Corporate Performance Framework	
Repairs KPIs	PMG report	
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PMG report		
PMG report	Housing Improvement Board	
PMG report		
PMG report		
PMG report		
Tenant Satisfaction Measures	Housing Improvement Board	
Mayor's Business Plan KPIs		
Tenant Satisfaction Measures		
Tenant Satisfaction Measures		
Tenant Satisfaction Measures		

PMG report
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Housing Improvement Board
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Housing Improvement Board
Corporate Performance Framework
Corporate Performance Framework
Tenant Satisfaction Measures
Tenant Satisfaction Measures
Tenant Satisfaction Measures
Tenant Satisfaction Measures
Mayor's Business Plan KPIs

Voids report

Housing Improvement Board

Corporate Performance Framework