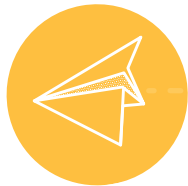


Colne's Performance April - June 2019



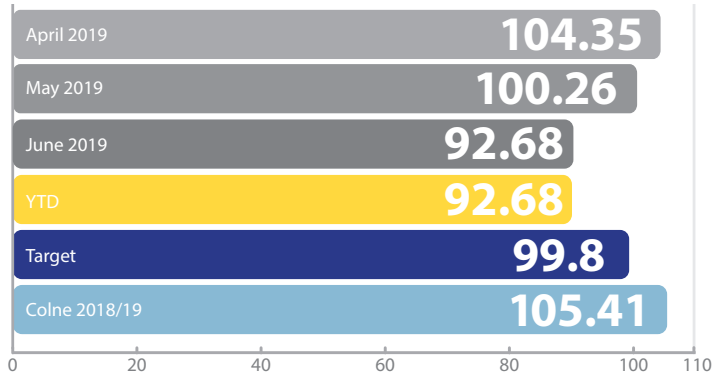
Every three months we publish our performance statistics on our website.

This enables us to show how we are doing in key service areas and focus on improvements where required.

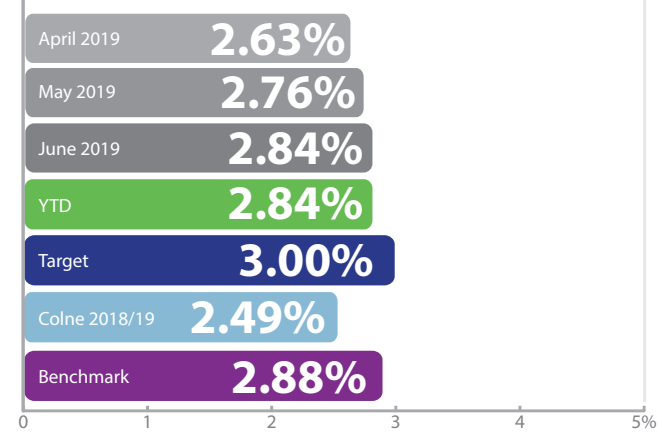


Rent Arrears

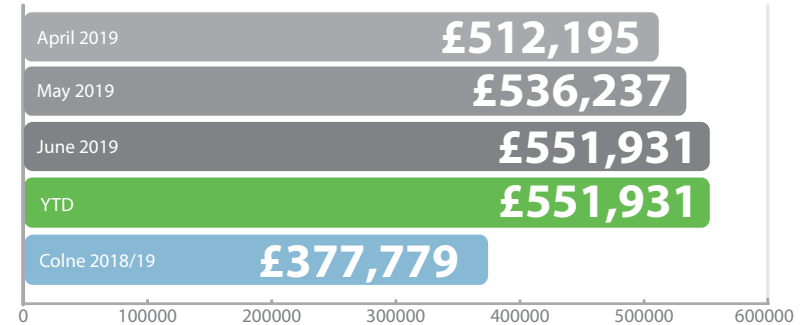
Current tenant rent collected as % of amount due



Arrears (all activities) % of actual figure



Arrears (all activities) £ actual figure



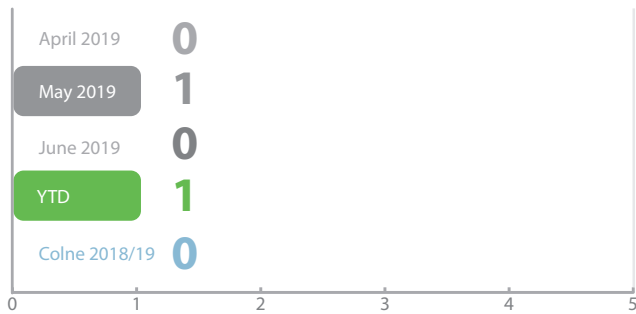
Business Assurance and Compliance

Safety

Keeping our homes and customers safe is vital. We comply with regulatory and legal requirements.

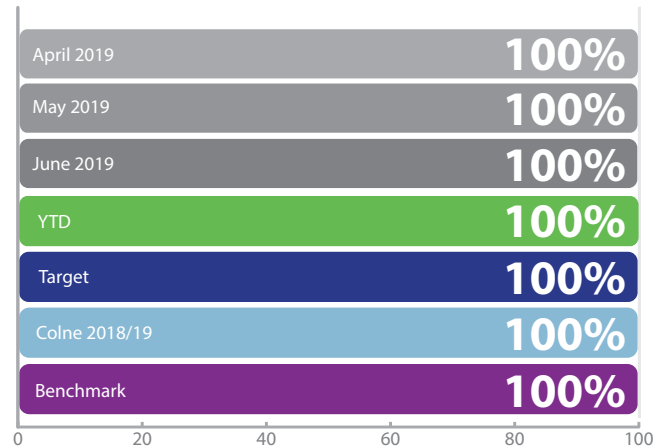
Health and Safety

Zero RIDDOR notifiable accidents



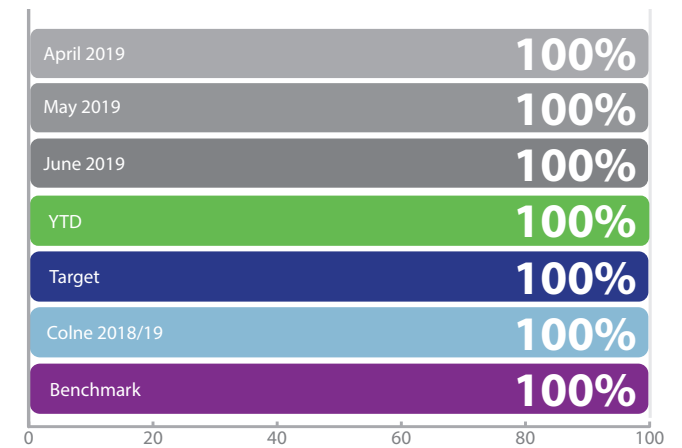
Gas Safety

Properties with a valid gas certificate



Fire Safety

Properties with a valid fire risk assessment



Taking off



Flying High



Needs a lift



Target



Last year



Benchmark

Business Assurance and Compliance

Customer Complaints

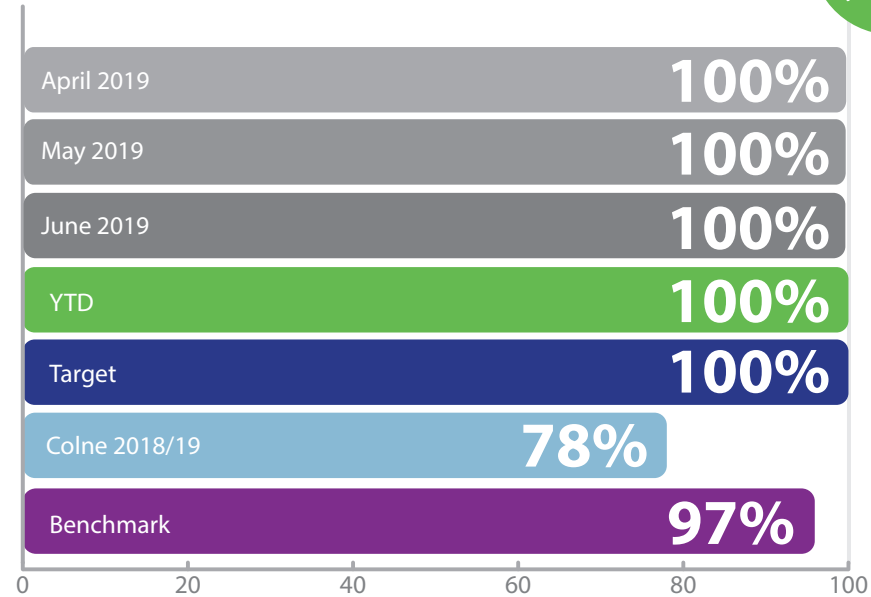
We aim to deal with customer complaints fairly, sensitively and on time.

10

Colne received 10 complaints in Q1. This is a reduction from the same time last year when there were 12.



% of cases responded to in target time



10

The ten complaints received were for the following service areas:

Service area	No.
Repairs	4
Planned works	2
Recharge	1
Private Sector Leasing (PSL) property	1
ASB	1
Mutual Exchange	1



Taking off



Flying High



Needs a lift



Target



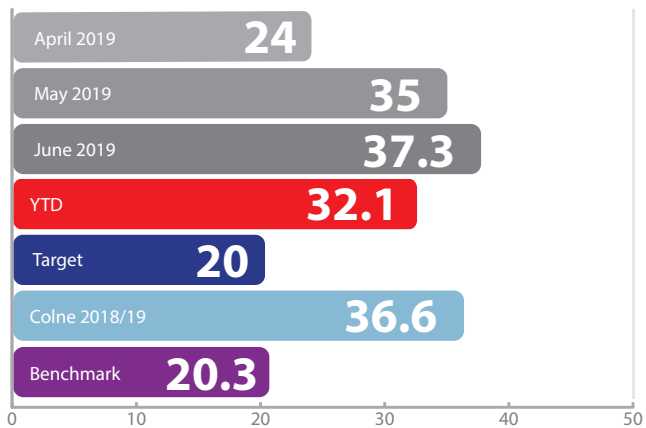
Last year



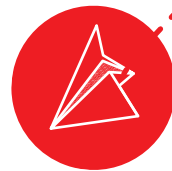
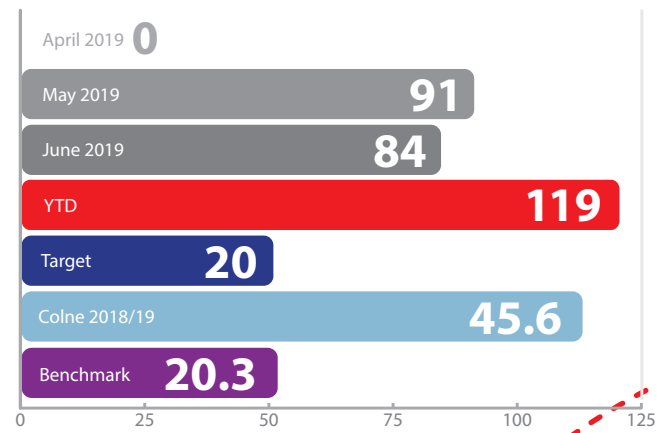
Benchmark

Re-letting our Homes

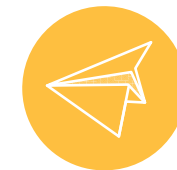
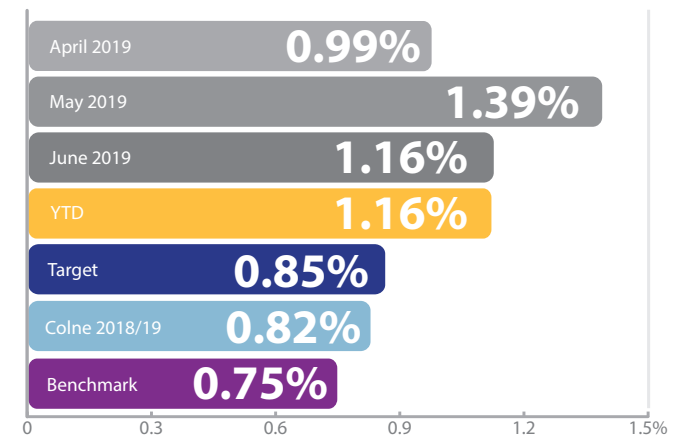
The average number of days it has taken to re-let general needs homes



The average number of days it has taken to re-let Homes for Older People

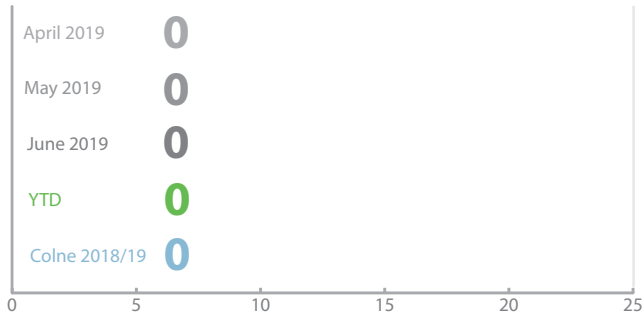


Void losses (all activities) %

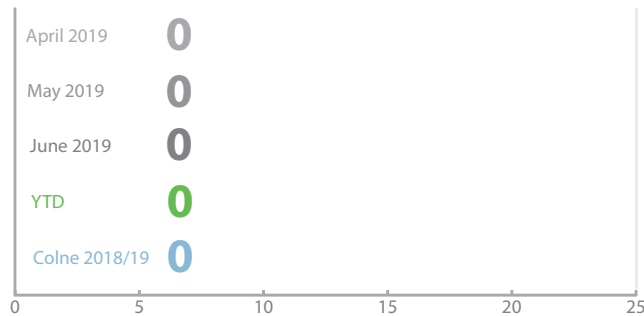


Evictions

Number of evictions (all activities)

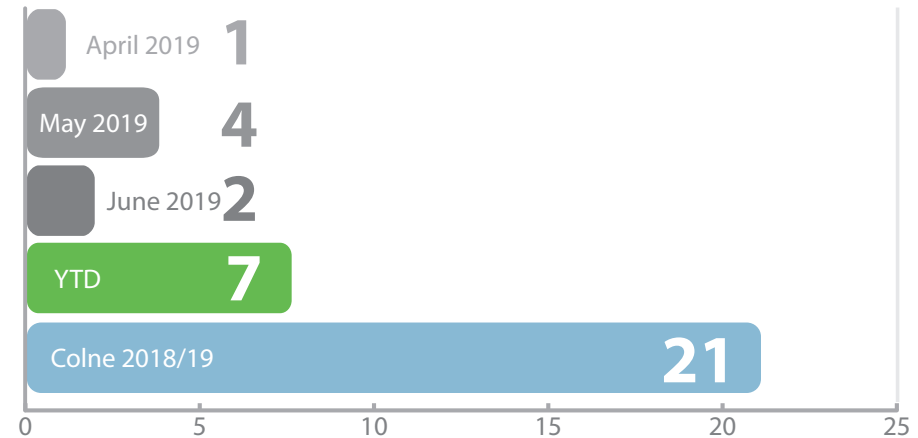


Number of evictions (Supported Housing)



Shared Ownership Sales

Number of property sales



Taking off



Flying High



Needs a lift



Target

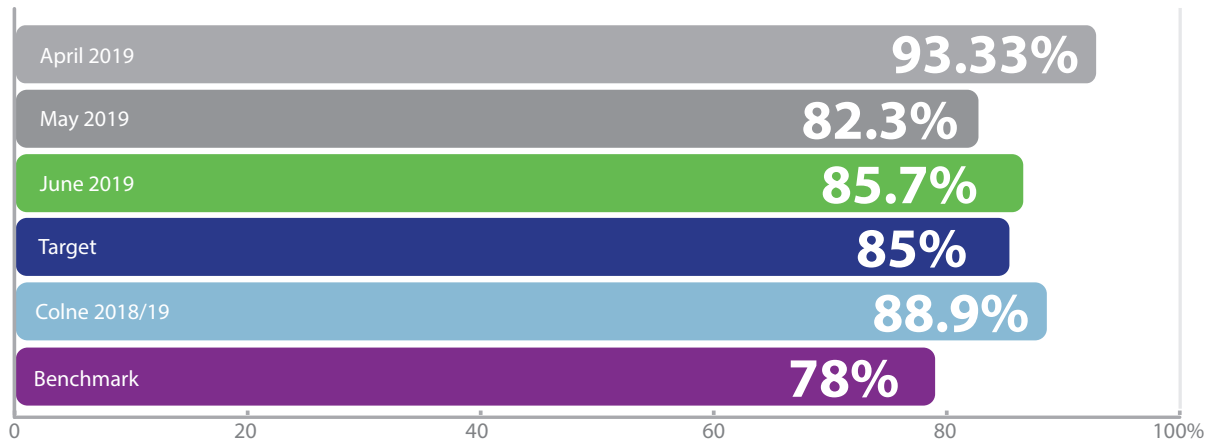


Last year



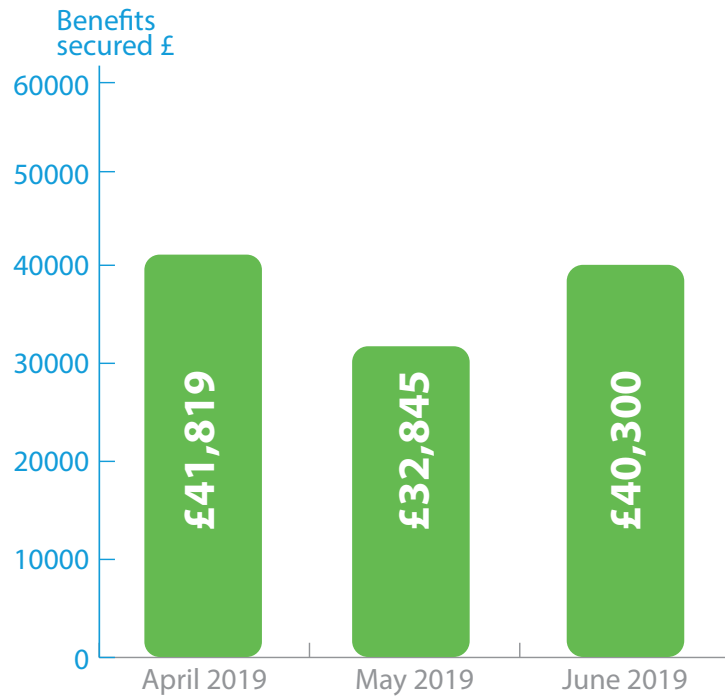
Benchmark

Customer Satisfaction with Responsive Repairs



Welfare Support

The amount of benefits secured for customers entitled to them following specialist help provided by Colne.



**Our Welfare Support Officer received 13 new referrals in June.
He currently has 35 open referrals.**



Taking off



Flying High



Needs a lift



Target



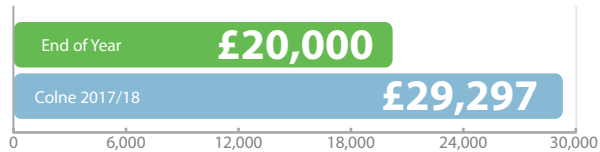
Last year



Benchmark

Social Investment

Colne Community Builders grants



£20,000 of grants distributed.

1,000 people supported to enable independent living.

3 groups funded

- The diverse needs of our communities have been enabled to give extra support to vulnerable people through our Colne Community Builders grants in the last year.
- We use £20,000 each year from the GiftAid returned to Colne from our development partner Icen Homes to fund the programme – and are exploring strategic projects where we can contribute up to £50,000 and make an even bigger difference.
- Applications submitted to our partner Essex Community Foundation are voted on by our staff – based on which they think will help people like our customers in the areas where we live.
- In total an estimated 1,000 people will be supported through all the touch points we funded in 2018-2019. To find out more click here <https://www.colnehousing.co.uk/our-communities/apply-for-a-grant>

These include:

£5,000 ARK Family Resource Centre, Harwich

To provide support for victims of Domestic Abuse and their children.

£5,000 Colchester CAP Debt Centre

To support people in crisis due to debt in Greenstead and New Town to rebuild their lives and families.

£10,000 Age Concern Colchester

To combat social isolation and loneliness by connecting the individual with a befriender who has similar interests in the local area.



Taking off



Flying High



Needs a lift



Target



Last year



Benchmark