Lincs Rural's Performance

April 2023 - March 2024

We gather our KPI figures quarterly and publish our performance statistics on our website.
These KPI's enable us to see how we are performing and focus on improvements where required.

Finance

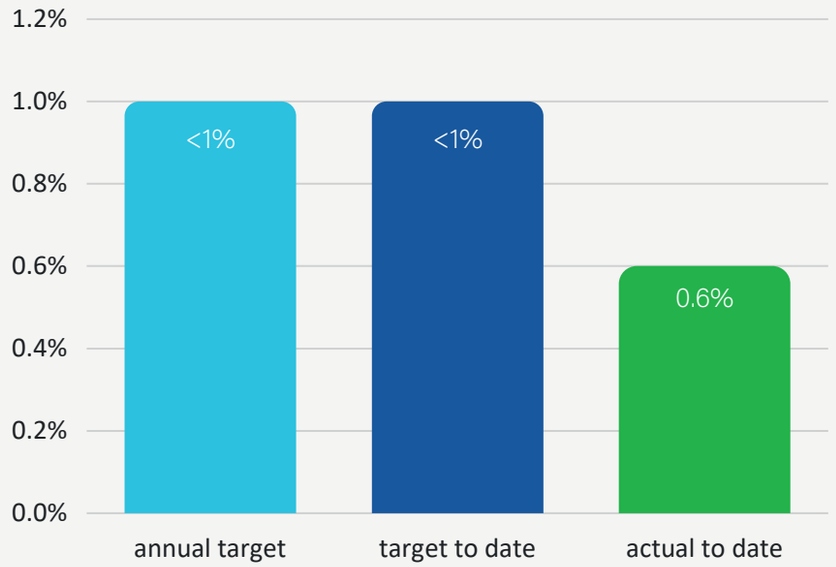
Rent Arrears

<1%

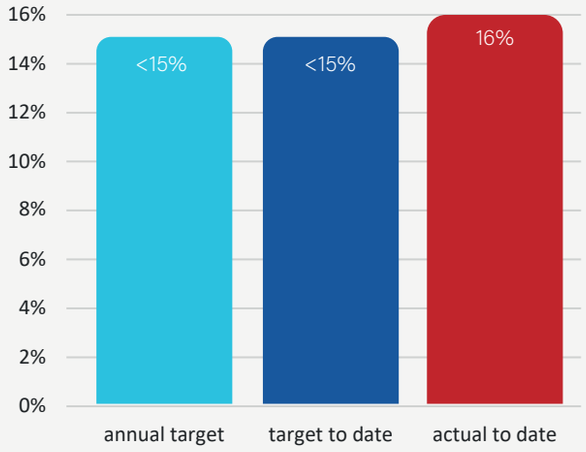
<1%

0.72%

Universal Credit arrears are below 1%



Percentage of Residents in receipt of UC in arrears



Annual Target

Target to date

Achieved Actual to date

Unachieved Actual to date

Housing

Total Void Days

Excluding major voids



Complaints

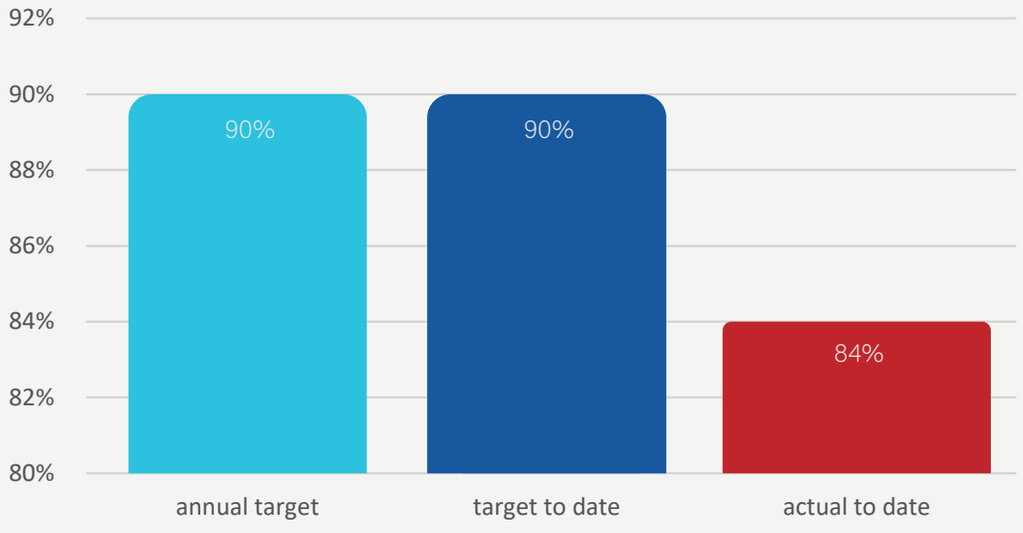
10

Complaints breakdown

1	PMS
1	Planned Maintenance
6	Responsive Repairs
2	Responsive Communications

Resident Satisfaction

Resident satisfaction with the overall service provided taken from the TSM Survey.



100% of properties available were let at the year end for the fourth consecutive year

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Annual Target

Target to date

Achieved Actual to date

Unachieved Actual to date

Housing

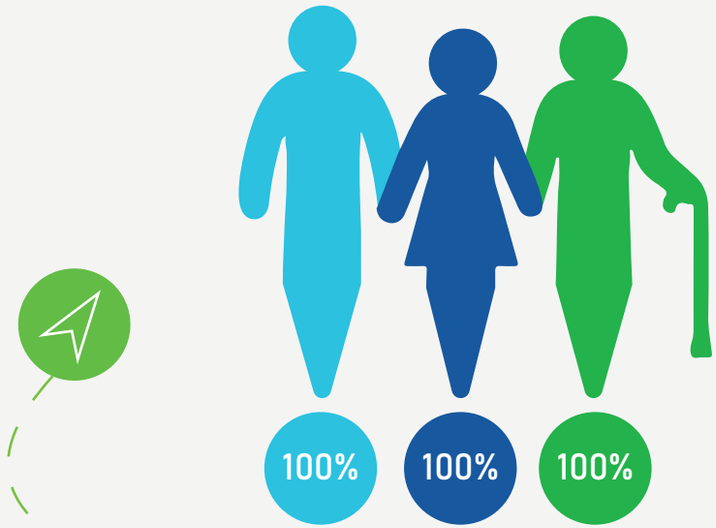
Achievement of Local Offer

The Local Offer is our promise to our residents. Made up of three main areas:

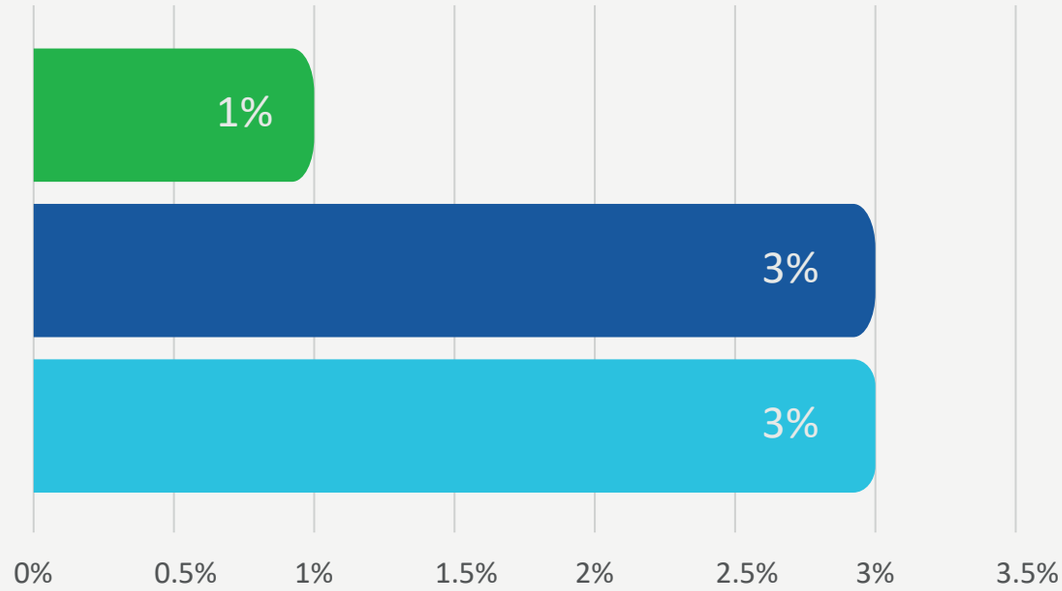
- Communication and engagement
- Voice and influence
- Quality



Vulnerable residents are contacted at least four times per annum



Percentage of properties on the traffic light system

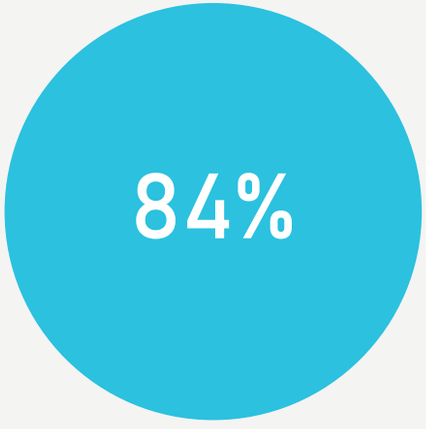


Each property is rated into one of three catergories:

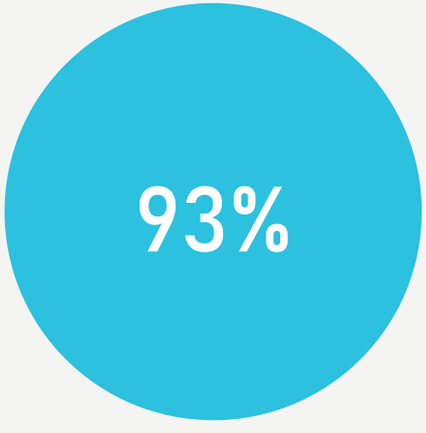
- Green - Maintained to a good standard
- Amber - minor repair issues that have not been reported
  Lack of care and attention to property
- Red - Untidy with numerous apparent incidents of damage



Satisfaction



overall resident satisfaction



of staff say LRHA is a great place to work

Social Value

£4.5 Million

social value generated

Activity	Value of Activity
Provided quality homes and services for residents	**£4,222,934**
Provided benefit and UC support to 24 residents	**£198,369**
Resident Representative meetings are held regularly with 35 active members	**£27,720**
All members of staff undertook training to improve skills for their role	**£16,286**

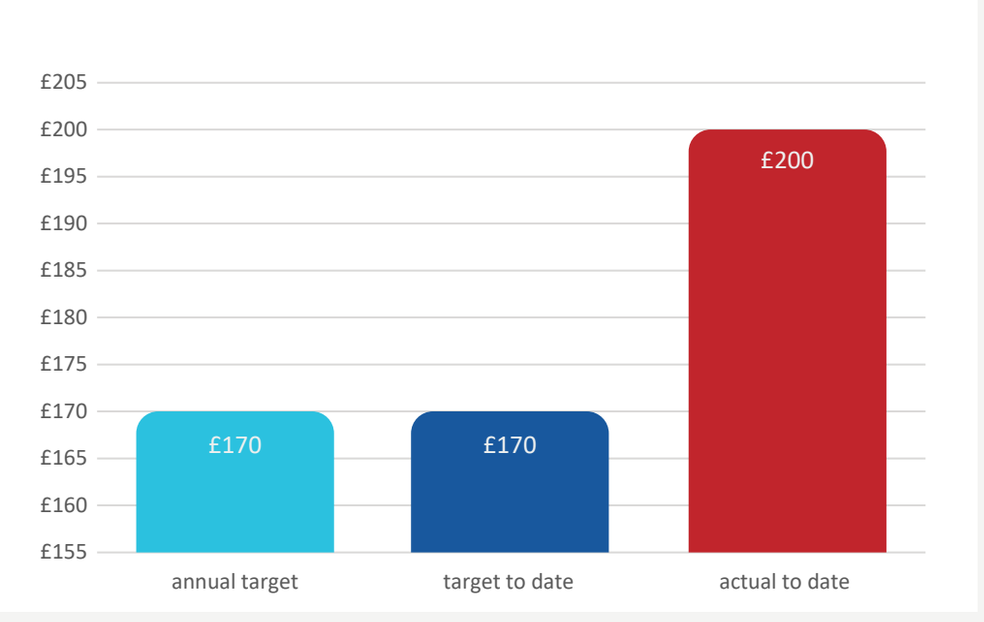
Maintenance

Average Responsive Repair Costs Property Maintenance Repairs



i Please see page 11

Average Responsive Repair Costs Contractor



Annual Target

Target to date

Achieved Actual to date

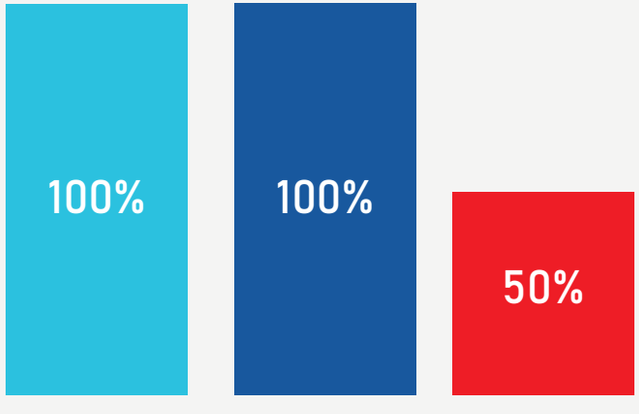
Unachieved Actual to date

Maintenance

Repairs completed on first visit



Annual planned maintenance programme completed on time



i Please see page 11

Emergency repairs completed within target timescales



Repair appointments are kept

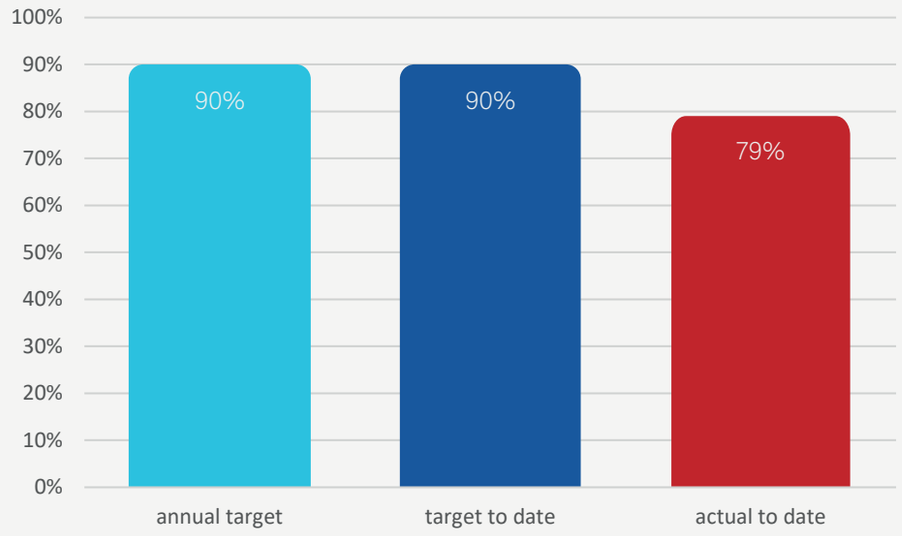


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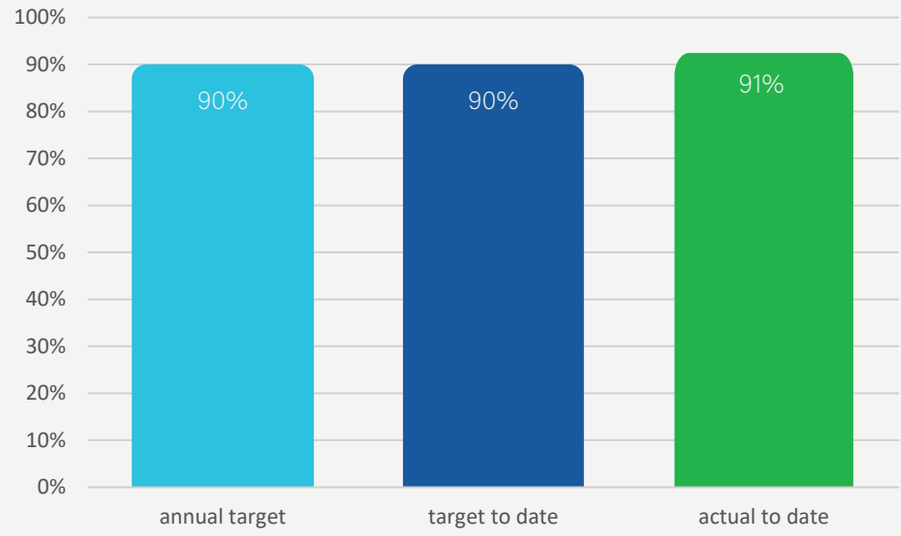
Maintenance

Properties must meet the Property Condition Lettable Standard at re-let



i Please see page 11

Resident satisfaction with the way LRHA deals with repairs and maintenance. Taken from Internal Survey



Annual Target

Target to date

Achieved
Actual to date

Unachieved
Actual to date

Reinvestment in Stock

10 homes have new UPVC windows

3 exterior doors

16 boilers

18 heating replacements

7 bathrooms

3 kitchens

10 hot water cylinder

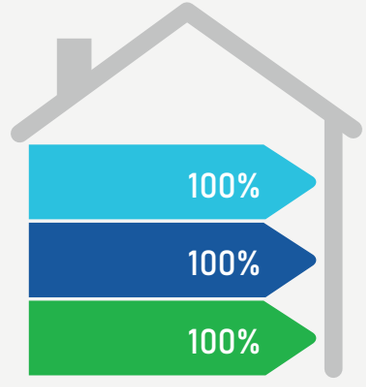
4 roof replacements

Governance

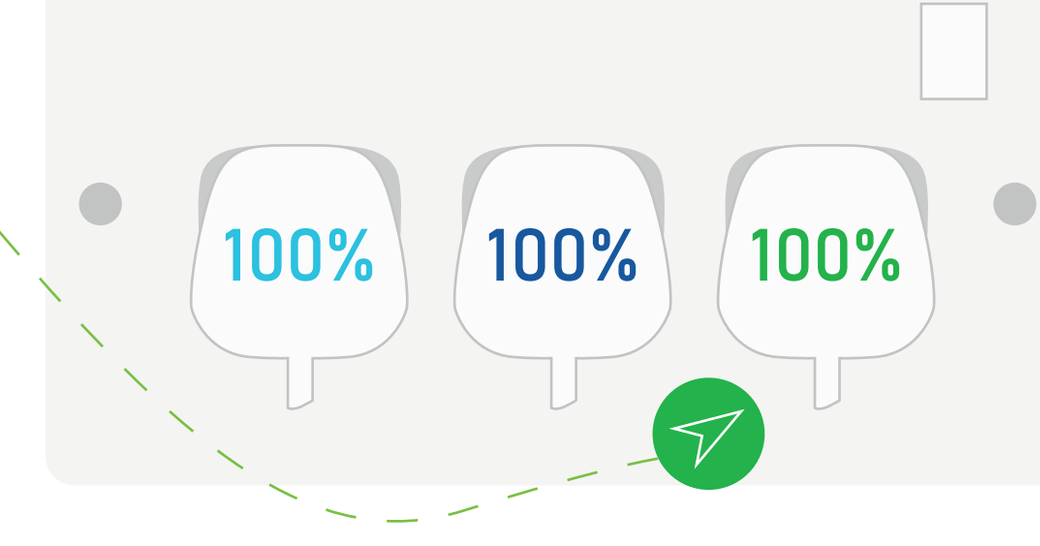
A valid CP12 certificate held for each property

100%

Properties have a current EPC



Properties have a current periodic electric test certificate



Properties meet Decent Home Standard

100%

Annual Target

Target to date

Achieved
Actual to date

Unachieved
Actual to date

Unachieved KPI's

Residents in receipt of UC in arrears

Out of the residents receiving Universal Credit, 24 are in arrears - which is 15.8% against a target of less than 15%. UC arrears are being monitored closely to ensure alternative payment arrangements are in place where necessary to minimise the impact. There are 28 alternative payment plans in place.

Average responsive repair cost - PMS

This KPI has been impacted by increasing material costs plus a number of higher cost responsive repairs, and a lower number of completed jobs.

Average contractor repair cost

Average contractor repair cost is £199.88 against a target of £170. This was impacted due to staff shortages and an increased use of contractors.

Repairs appointments are kept

95% of repair appointments were kept – there were 28 missed appointments due to various reasons such as sickness, vehicle breakdown and residents cancelling.

Annual planned maintenance programme completed on time

50% of the annual planned maintenance programme had been completed. 102 jobs were completed and 100 had to be deferred.

Resident Satisfaction

84% against a target of 90%. Over eight out of ten residents are satisfied with the overall service provided by LRHA.

- 46% Very Satisfied
- 37% Fairly Satisfied
- 10% Neither
- 4% Fairly Dissatisfied
- 2% Very Dissatisfied

Properties meeting lettable standards

Properties meeting the lettable standards at re-let was at 79%. 3 were due to a crossover on Management Exchange.

Lincs RURAL HOUSING ASSOCIATION