

Annual Housing Performance Summary Report 2022/2023

This summary provides a snapshot of our performance and gives our tenants the opportunity to check how the quality of the services and homes we provide compares with the Scottish local authority average (LA Average).

Produced in partnership with North Lanarkshire Federation of Tenants and Residents, who play an integral role in helping and supporting the council to improve the services we deliver. Further information can also be found on our website www.northlanarkshire.gov.uk under 'Housing Annual Performance Report'.

North Lanarkshire Council is the largest Scottish Local Authority Landlord with **36,593 (11.32%)** properties of the **332,327** properties owned by local authorities.

Customer Satisfaction	2020/21	2021/22	2022/23	Target	LA Average	Comments
% of tenants satisfied with the overall service provided by their landlord	91%	81.2%	81.2%	85%	83.2%	Performance across the majority of indicators exceed the Scottish Local Authority Average
% of tenants who feel their landlord is good at keeping them informed about their services and decisions	92.50%	92.6%	92.6%	85%	81.1%	
% of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making processes	92.50%	96.8%	96.8%	80%	76.5%	
% of existing tenants satisfied with the quality of their home	92%	87.1%	87.1%	85%	81.8%	
% of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the service	98.8%	94.8%	94.8%	90%	89.4%	
% of tenants satisfied with the landlords contribution to the management of the neighbourhood they live in	92%	88.4%	88.4%	85%	82.5%	
Complaints Handling	2020/21	2021/22	2022/23	Target	LA Average	Comments
Percentage of complaints responded to in full (stage 1 and stage 2)	96.0%	94.5%	95.3%	-	92.4	Performance exceeds the Scottish Local Authority Average
Average time in working days for a full response at stage 1	4.46	4.12	4.42	5	8	
Average time in working days for a full response at stage 2	18.38	16.74	13.86	20	24.1	

Repairs and maintenance	2020/21	2021/22	2022/23	Target	LA Average	Comments
Average length of time taken to complete emergency repairs - Hours	3.05	3.18	3.31	3.75	4.7	Performance exceed or meet our targets and exceeds the Scottish Local Authority Average
Average length of time taken to complete non-emergency repairs - Days	4.27	6.19	6.84	7	9.7	
Percentage of reactive repairs carried out in the last year, completed right first time	98.9%	98.5%	97.3%	95%	88.2%	
Percentage of homes meeting the Scottish Housing Quality Standard (SHQS)	89.8%	70.0%	84.8%	85%	70.9%	
Rent Collection	2020/21	2021/22	2022/23	Target	LA Average	Comments
Average weekly rent	£70.90	£74.58	£76.58	-	£81.02	Weekly rent remains one of the lowest in Scotland.
Rent collected as percentage of total rent due in the reporting year	97.9%	97.8%	98.9%	97%	98.8%	
Gross rent arrears as at 31 March each year as a percentage of rent due for the reporting year	7.5%	7.7%	7.3%	9%	9.6%	
Percentage of rent due, lost through homes being empty during the last year	0.7%	1.0%	0.9%	1%	1.7%	Rent collection levels exceeds the Scottish LA Average.
Percentage of tenants who feel that the rent for their property represents good value for money	85.5%	78.0%	78.0%	85%	81.9%	
Estate Management and Antisocial behaviour	2020/21	2021/22	2022/23	Target	LA Average	Comments
Average time to complete adaptations in days	38.65	78.45	45.79	-	46.90	Performance is improving across this range of indicators
Percentage offers refused	41.3%	42.26%	39.5%	-	38.5%	
Percentage of antisocial behaviour cases reported in the year which were resolved	99.6%	99.1%	97.7%	95%	91.4%	
Allocations	2020/21	2021/22	2022/23	Target	LA Average	Comments
Total number of lets during the reporting year	2303	2808	2815	-	23,650	Percentage lets to homeless is above target of 37%. Average days to let exceeds the Scottish Local Authority Average
Lets to existing tenants (Transfer)	30.1%	36.5%	27.5%	25%	21.7%	
Lets to Housing List applicants (General)	30.6%	28.9%	34.5%	38%	26.8%	
Lets to homeless applicants	39.3%	34.4%	38%	37%	48.2%	
Lets to others	0%	0.18%	5.97%	-	2.85%	
Average length of time to re-let homes in the last year (Days)	29.06	31.81	32.34	30	66.90	
Tenancy Sustainment	2020/21	2021/22	2022/23	Targets	LA Average	Comments
Percentage of new tenancies sustained for more than a year	90.1%	90.9%	91%	90%	91.4%	On par with Scottish Local Authority Average