

# Service Delivery

## HIGHLIGHTS

Rental housing units

19,611

Rental housing growth

of the almost 400 new units

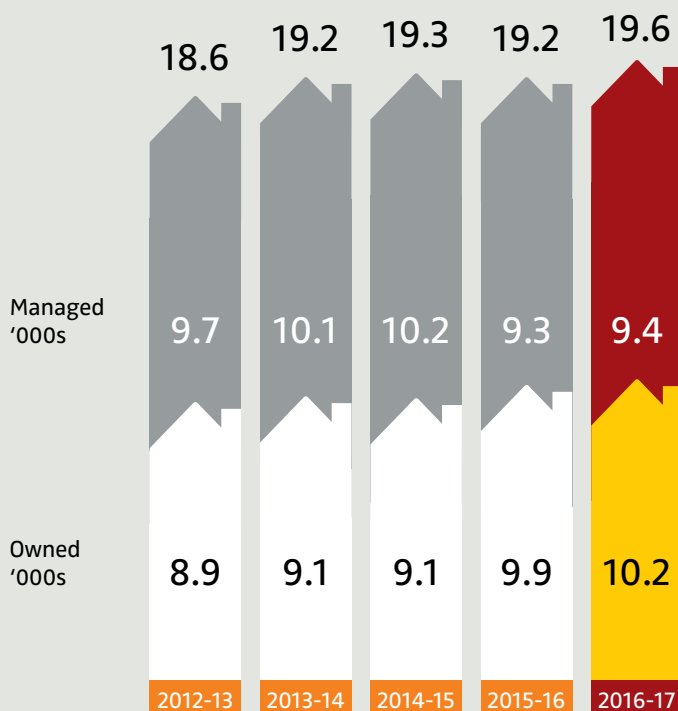
47%  
newly built or  
purchased by agencies



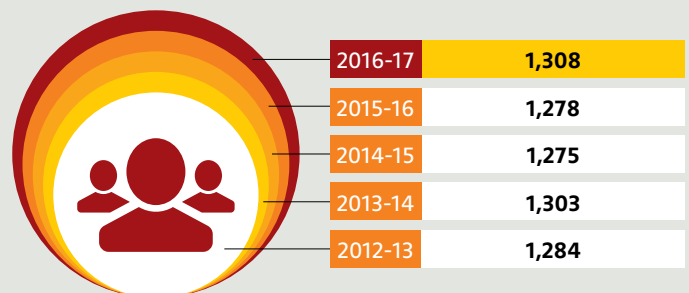
53%  
newly managed by  
agencies on behalf  
of a third party

## SECTOR PROFILE

Housing stock



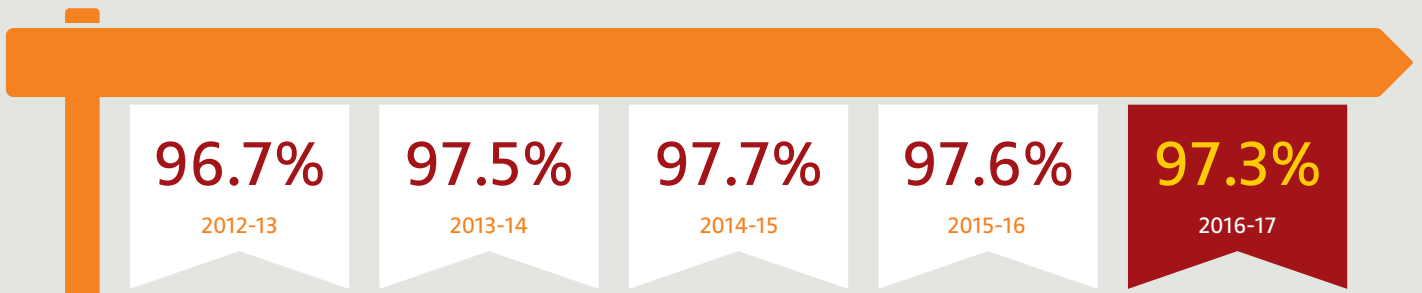
Staff



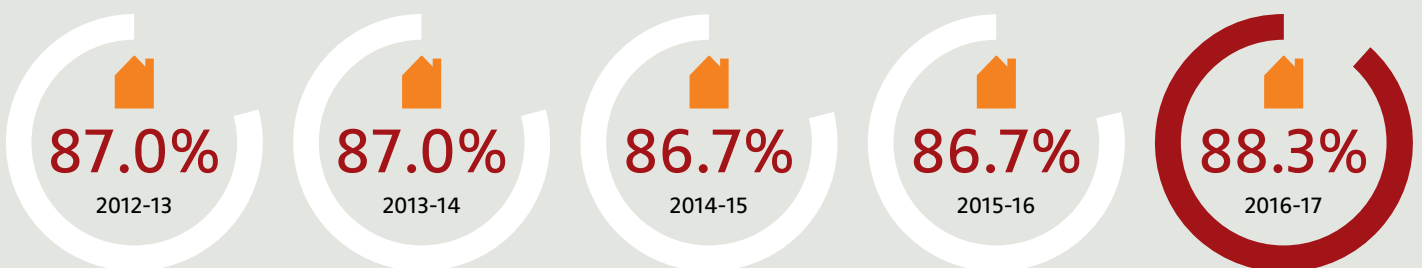
New households

	2013	2014	2015	2016	2017
Long term	3 407	2 623	2 387	2 342	2 381
Transitional	3 155	3 417	2 887	3 007	3 080
<b>Total</b>	<b>6 562</b>	<b>6 040</b>	<b>5 274</b>	<b>5 349</b>	<b>5 461</b>

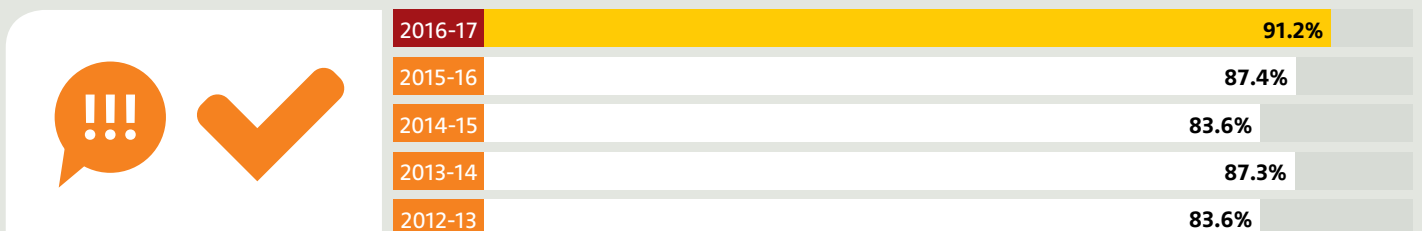
## Occupancy rate



## Tenancies maintained



## Complaints resolved



## Key performance indicators

	Sector					Housing associations				
	2012-13	2013-14	2014-15	2015-16	2016-17	2012-13	2013-14	2014-15	2015-16	2016-17
Staff turnover (%)	22.7	20.5	18.8	21.2	23.0	20.7	15.6	17.7	18.2	23.8
Turnaround time (days)										
Vacant tenantable	16.8	17.1	15.3	14.2	15.0	23.6	24.1	17.4	16.9	19.1
Vacant untenantable (long term housing)	20.9	25.8	26.9	25.9	32.9	21	27.8	27.1	26.8	34.2
Rent outstanding from current tenants (%)	1.6	1.6	1.5	1.4	1.7	1.3	1.3	1.4	1.3	1.8
Tenancies maintained (long term housing) (%)	87.0	87.0	86.7	86.7	88.3	87.5	87.6	87.1	88.7	89.5
Tenant/prospective tenant complaints resolved within 30 days (%)	86.3	87.3	83.6	87.4	91.2	88.0	89.6	90.3	89.3	89.7
Occupancy rate (long term housing) (%)	96.7	97.5	97.7	97.6	97.3	96.6	97.5	97.9	97.7	97.5
Evictions (%)	6.2	7.1	6.9	7.4	7.4	6.8	8.3	8.8	8.8	8.5
Urgent requested repairs completed in 24 hours (%)	89.2	86.5	90.3	91.2	90.8	88.7	90.1	93.0	94.2	90.7
Non-urgent requested repairs completed within 14 days (%)	88.5	91.3	89.3	89.1	89.3	87.6	90.9	90.2	90.7	88.8
Tenant satisfaction - housing services (%)	89.2	84.6	88.0	86.9	87.8	92.1	81.2	87.6	84.5	84.4
Tenant satisfaction - consideration of views (%)	85.7	74.8	77.2	75.1	82.3	85.4	67.6	75.6	70.6	79.8
Tenant satisfaction - maintenance (%)	83.1	77.2	80.2	78.6	81.6	81.0	72.7	79.4	76.6	81.1