Rugby Borough Council Housing Services Team

We want to share information with our tenants on a regular basis so you can see how we are doing…and what we are doing.

😊 = Good, or going in the right direction

☹ = We want to make improvements here

😊/☹ = We’re where we expect to be

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Our Homes | April/May/June 2023 | July/August/September 2023 | October/November/December 2023 |  |
| % of repairs fixed at first appointment | 99% | 99% | 99% | 😊 |
| Average number of days taken to complete a repair | 43 | 52 | 71 Days | ☹ |
| % of RBC homes with all required gas safety checks | 99% | 99% | 99% | 😊 |
| Your Neighborhood and Community | April/May/June 2023 | July/August/September 2023 | October/November/December 2023 |  |
| Number of Estate Inspections Completed | 12 | 17 | 19 | 😊 |
| Number of Anti-Social Behaviour Cases reported | 28 | 23 | 16 | 😊/☹ |
| Our Tenancies | April/May/June 2023 | July/August/September 2023 | October/November/December 2023 |  |
| Number of homes sold through right to buy | 3 | 5 | 3 | 😊/☹ |
| Number of new homes bought by RBC to meet housing need | 23 | 5 | 3 | 😊 |
| Number of people evicted for nonpayment of rent | 2 | 4 | 0 | 😊/☹ |
| Tenant Involvement and Empowerment | April/May/June 2023 | July/August/September 2023 | October/November/December 2023 |  |
| Number of people involved in influencing service delivery | 19 | 21 | 18 | 😊 /☹ |
| Number of people involved in scrutiny of services, policy and processes | 2 | 3 | 6 | 😊 |
| Number of people involved in activities in their scheme or neighborhood | 187 | 76 | 214 | 😊 |
| Number of people consulted about regeneration and improvements to their home | 112 | 21 | 169 | 😊 |
| Number of tenants provided with information about accessing services, landlord performance etc | 1220+ | 1235+ | 1041+ | ☹ |
| Number of complaints received | 28 | 26 | 30 | 😊/☹ |