

QUARTERLY PERFORMANCE FIGURES

ALL-ISLAND SUMMARY - QUARTER 1 2023-24

** N/A= NO DATA AVAILABLE	Braddan Parish Commissioners	Castletown Commissioners	Cooil Roi	Douglas Borough Council	The Department of Infrastructure	Southern Sheltered Housing	Onchan District Commissioners	Peel Town Commissioners	Peel and Western	Port Erin Commissioners	Port St Mary Commissioners	Ramsey Town Commissioners	Ramsey and Northen
INDICATOR													
Anticipated rental income collected <i>(Target >95%)</i>	104.9%	97.4%	99.0%	103.8%	105.8%	95.8%	100.2%	102.9%	91.5%	95.2%	100.0%	101.6%	100.8%
Overdue rental payments "arrears" <i>(Target <2%)</i>	0.1%	5.4%	0.1%	1.4%	3.8%	2.4%	3.2%	5.1%	0.4%	5.2%	4.8%	2.0%	0.2%
Rental loss from empty properties <i>(Target <2%)</i>	0.8%	21.0%	1.5%	1.2%	1.7%	0.6%	0.5%	4.6%	0.1%	3.4%	0.4%	1.0%	0.2%
Proportion of vacant stock <i>(Target <2%)</i>	1.1%	19.1%	8.6%	1.5%	1.9%	1.1%	0.4%	2.0%	8.1%	4.7%	0.8%	0.6%	22.2%
Proportion of emergency repairs completed within target time of 24 hours	79.2%	0.0%	100.0%	97.8%	93.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.1%	N/A
Proportion of urgent repairs completed within target time of 7 working days	89.7%	68.0%	100.0%	72.3%	66.6%	100.0%	100.0%	95.0%	100.0%	100.0%	100.0%	91.3%	N/A
Proportion of routine repairs completed within target time within 28 days	68.6%	72.7%	100.0%	75.8%	70.6%	100.0%	97.1%	92.6%	94.7%	97.0%	66.7%	78.9%	100.0%
Proportion of immediate voids completed within 7 days <i>(Target >95%)</i>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100.0%	N/A	N/A	N/A
Proportion of standard voids completed within 5 weeks <i>(Target >90%)</i>	0.0%	N/A	100.0%	7.7%	0.0%	25.0%	100.0%	100.0%	N/A	100.0%	0.0%	80.0%	100.0%
Proportion of major voids completed within 12 weeks <i>(Target >90%)</i>	0.0%	N/A	100.0%	0.0%	25.0%	N/A	100.0%	14.3%	N/A	0.0%	N/A	40.0%	N/A
Proportion of anticipated maintenance spend in quarter <i>(Trend data only)</i>	45.66%	36.11%	89.97%	87.30%	83.41%	79.23%	61.84%	24.21%	15.01%	42.86%	23.86%	77.39%	65.38%
Total number of new housing allocations transferees and off waiting list <i>(Trend data only)</i>	3	N/A	3	11	18	4	2	2	27	5	2	7	1
Average time for relet from maintenance sign-off <i>(Trend data only)</i>	10	0	1	3	4	7	0	N/A	0	3	5	7	14
Total on housing waiting list <i>(Trend data only) - General Needs</i>	16	38		222	129		73	86		31	21	77	
Total on housing waiting list <i>(Trend data only) -Sheltered</i>			17	16		33	22		46				46