

QUARTERLY PERFORMANCE FIGURES

ALL-ISLAND SUMMARY - QUARTER 4 2023-24

** N/A= NO DATA AVAILABLE																
	Braddan Parish Commissioners	Castletown Commissioners	Coolil 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>	100.0% ✔	88.8% ✘	94.4% !	100.9% ✔	119.8% ✔	92.0% ✘	102.1% ✔	79.6% ✘	108.5% ✔	94.2% !	99.7% ✔	100.0% ✔	84.2% ✘			
Overdue rental payments "arrears" <i>(Target <2%)</i>	0.2% ✔	21.3% ✘	0.2% ✔	4.3% !	4.0% !	9.1% ✘	13.0% ✘	11.9% ✘	2.0% !	21.0% ✘	20.0% ✘	7.4% ✘	0.5% ✔			
Rental loss from empty properties <i>(Target <2%)</i>	1.8% ✔	4.6% ✘	4.4% ✘	1.4% ✔	1.6% ✔	2.8% !	1.4% ✔	3.7% ✘	0.1% ✔	6.7% ✘	1.1% ✔	0.6% ✔	1.2% ✔			
Proportion of vacant stock <i>(Target <2%)</i>	1.1% ✔	7.5% ✘	2.9% !	1.3% ✔	1.6% ✔	2.8% !	0.0% ✔	0.8% ✔	0.0% ✔	5.6% ✘	0.8% ✔	0.5% ✔	0.7% ✔			
Proportion of emergency repairs completed within target time of 24 hours	76.5% ✘	100.0% ✔	100.0% ✔	90.0% ✘	89.5% ✘	100.0% ✔	100.0% ✔	100.0% ✔	100.0% ✔	100.0% ✔	100.0% ✔	100.0% ✔	100.0% ✔			
Proportion of urgent repairs completed within target time of 7 working days <i>(Target > 95%)</i>	86.4% ✘	25.0% ✘	100.0% ✔	63.4% ✘	52.4% ✘	92.3% !	100.0% ✔	98.5% ✔	100.0% ✔	100.0% ✔	100.0% ✔	92.7% !	100.0% ✔			
Proportion of routine repairs completed within target time within 28 days	81.0% ✘	50.0% ✘	100.0% ✔	61.7% ✘	47.9% ✘	97.8% ✔	97.7% ✔	72.3% ✘	100.0% ✔	100.0% ✔	100.0% ✔	80.3% ✘	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	N/A	N/A	N/A	N/A			
Proportion of standard voids completed within 5 weeks <i>(Target >90%)</i>	25.0% ✘	N/A	N/A	83.3% ✘	0.0% ✘	60.0% ✘	100.0% ✔	100.0% ✔	100.0% ✔	0.0% ✘	50.0% ✘	66.7% ✘	100.0% ✔			
Proportion of major voids completed within 12 weeks <i>(Target >90%)</i>	0.0% ✘	N/A	50.0% ✘	33.3% ✘	0.0% ✘	0.0% ✘	100.0% ✔	50.0% ✘	N/A	95.7% ✔	87.5% !	40.0% ✘	100.0% ✔			
Proportion of anticipated maintenance spend in quarter <i>(Trend data only)</i>	149.28%	32.43%	116.59%	112.01%	94.37%	92.77%	58.76%	54.10%	56.41%	156.34%	61.51%	95.81%	61.62%			
Total number of new housing allocations transferees and off waiting list <i>(Trend data only)</i>	3	3	2	14	13	3	1	2	7	5	4	4	2			
Average time for relet from maintenance sign-off <i>(Trend data only)</i>	10	18	1	31	5	5	0		7	5	5	7	14			
Total on housing waiting list <i>(Trend data only) - General Needs</i>	15	14	0	215	111		69	82		25	22	78				
Total on housing waiting list <i>(Trend data only) -Sheltered</i>			14	9		32	18		71				44			