

MDH Performance Dashboard 2023-2024



At Mid Devon Housing, we believe that being open and honest about how we're doing is the best way to build trust with our tenants. This report shares how we've performed over 2023-2024 in key areas like repairs, complaints, tenant engagement, and neighbourhood services.

Why we share this

- Transparency - You deserve to know how your landlord is performing
- Accountability - If something isn't working, we want to fix it
- Your voice matters - your feedback helps shape our services

What you'll find in this report

- How we are improving neighbourhoods
- How we are listening and acting on complaints
- How satisfied tenants are with our services
- How quickly we respond to repairs
- How we keep your home safe

Get involved, help us improve

We want to make sure our services reflect what matters most to you. That's why we are inviting tenants to get involved in shaping how we work. If you are interested in joining a focus group to share your views and help us review performance, contact the Tenant Involvement team on:

- 01884 255255
- tenantinvolvement@middevon.gov.uk
- Message us on Facebook @middevonhousing

Neighbourhood Teams

Performance Indicator	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Number of new anti-social behaviour cases	11	6	12	3	32
% of communal inspections completed	100%	100%	100%	99.71%	99.9%
Current dwelling rent arrears at end of quarter	2.48%	2.47%	2.71%	2.21%	2.21%
Fraud cases opened	2	0	0	2	4
Evictions on grounds of rent arrears	3	1	2	1	7

Tenant Engagement

Performance Indicator	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Number of Facebook followers	478	561	589	681	681
Number of events with stakeholders	30	21	37	24	112

Percentage of tenants satisfied with the landlords approach to handling complaints	42.7%	28.6%	33.3%	42.9%	37%
Percentage of new tenants satisfied with the process from beginning to end	94.1%	83.3%	100%	100%	95.4%
Percentage of tenants satisfied with the overall Planned Maintenance service received	95.1%	97%	96.1%	93.1%	95.9%

Complaints

Performance Indicator	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Complaints relative to the size of the landlord	23	20	17	17	77
Complaints responded to within the Complaint Handling Code timescales	96.88%	96.67%	98%	98.04%	97.33%

Voids

Performance Indicator	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Occupancy rate (whole stock)	97.6%	97.33%	97.32%	97.19%	97.19%
Standard voids including temporary accommodation (target 35 working days)	64.70	72.84	38	30.5	53.99
Major voids (target 55 working days)	168.75	142	80.47	69.83	111.57
Decent homes voids (target 90 working days)	102.67	101.91	110.73	145.88	114.50
Development voids (target 1 calendar year)	N/A	N/A	N/A	N/A	N/A

Repairs & Maintenance

Performance Indicator	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Homes that meet the Decent Home Standard	99.35%	99.24%	99.24%	99.24%	99.24%
Emergency repairs completed on time	97.84%	100%	98.73%	99.57%	99%
Urgent repairs completed on time	97.26%	98.79%	99.67%	97.69%	98.41%
Routine repairs completed on time	98.77%	99.58%	99.78%	99.61%	99.43%
Repairs completed first visit	99.44%	98.71%	99.74%	98.92%	99.21%
Gas safety checks completed	99.87%	99.91%	100%	100%	100%
Fire safety checks	100%	100%	100%	100%	100%
Water safety checks (Legionella)	100%	100%	100%	100%	100%
Asbestos safety checks	77.68%	77.78%	77.75%	77.64%	77.64%
Lift safety checks	100%	100%	100%	100%	100%