

## Quarterly Performance Report Period Ending 31-Mar-2015

Performance Indicator		
Total rent and service charge received as a % of total rent and service charge due	98.36%	Good rent collection is vital and we will continue to work with our residents to ensure they can pay on time and that Stonewater achieves top quartile performance
Gross arrears as a % of total rent and service charge due	3.27%	Rent arrears have decreased and we remain in the top quartile of our benchmarking peer group
Core arrears as a % of total rent and service charge due	2.05%	Core arrears are decreasing. (Core arrears exclude expected payments direct from Local Authorities' Housing Benefit departments)
Average re-let time (days)	30.49	We have significant variances in re-let performance across Stonewater, which can be affected by differences in local housing markets, the different lettings procedures in place with our local authority partners and where we have let a property that has been vacant for some time. We have a project focusing on making the process simpler and quicker to make real improvement in our performance next year
Average SAP rating	71.28	SAP rating provides a simple means of reliably estimating the energy efficiency performance of homes. Performance is good and we are improving homes that don't meet our targets through a combination of fuel switching, insulation and disposal works.
% of properties that meet the Decent Homes Standard (DHS)	99.70%	We are improving the insulation of some homes to ensure that the small number that do not currently meet the Decent Homes standard do so.
Total number of homes built	385	We have delivered another 177 new homes in the last quarter and we have started 811 homes on site this year