

Quarterly Performance Report Period Ending 31.12.15

Performance Indicator		
Total rent and service charge received as a % of total rent and service charge due	98.62%	We will continue to work with our residents to ensure they can pay on time so that we can keep providing great services.
Gross arrears as a % of total rent and service charge due	3.23%	Rent arrears continue to fall, down from 3.35% at the end of September.
Core arrears as a % of total rent and service charge due	2.07%	We are ahead of our target of 2.19%.
Average re-let time (days)	31.74	We are continuing to work on reducing the time it takes to get new tenants into our properties when others leave. Our target is to complete the process within 27 days on average, so there is still some way to go in improving on this measure.
Average SAP rating	71.88	SAP is a way of measuring the energy efficiency performance of homes - a higher score means better efficiency. The average score for houses in the UK is 60.
% of properties that meet the Decent Homes Standard (DHS)	99.70%	We are improving the insulation of some homes to ensure that all of our properties meet the government's Decent Homes Standard. This figure is up from 99.07% a year ago.
Total number of homes built	526	161 more new homes have been completed since the end of September, and there are hundreds more homes under construction.