

Quarterly Performance Report Period Ending 31.03.2016

Performance Indicator	Target	Performance Against Target	31 st March 2016	31 st March 2015	Comments
Total rent and service charge received as a % of total rent and service charge due	98.50%	●	99.05%	98.36%	Our income teams have worked really hard to reduce arrears and therefore collect a higher percentage of rent than in the previous year.
Gross arrears as a % of total rent and service charge due	3.40%	●	3.25%	3.27%	At the end of March 2016 we were owed over £4.5m in unpaid rent and service charges.
Core arrears as a % of total rent and service charge due	2.19%	●	2.04%	2.05%	Arrears have remained largely unchanged over the past year, despite welfare reforms. We are ahead of our target of 2.19%.
Average re-let time (days)	27.00	●	33.22	30.49	We are continuing to work on reducing the time it takes to get new tenants into 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	71.00	●	71.86	71.28	SAP is a way of measuring the energy efficiency performance of homes – a higher score means greater efficiency. The average score for UK houses is 60.
% of properties that meet the DHS	100.00%	●	99.41%	99.70%	We are improving the insulation of some homes to ensure that all of our homes meet the government's Decent Homes Standard.
Total number of homes completed	600	●	651	526	Our target number of new homes between April 2015 and March 2016 was 600. Therefore we have exceeded expectations this year.