

Quarterly Performance Report Period Ending 30.06.2016

Performance Indicator	Target	Performance Against Target	30 th June 2016	30 th June 2015	Comments
Total rent and service charge received as a % of total rent and service charge due	99.21%	●	97.12%	96.45%	Our income teams have collected a higher percentage of the rent due than they had at the same point last year.
Gross arrears as a % of total rent and service charge due	3.31%	●	3.54%	3.49%	At the end of June 2016 we were owed over £4.9m in unpaid rent and service charges.
Core arrears as a % of total rent and service charge due	2.04%	●	2.12%	2.03%	Arrears have remained largely unchanged over the past year, but we have set a more challenging target for this year, which we will seek to hit in coming months.
Average re-let time (days)	30.88	●	34.18	30.44	We are continuing to work on reducing the time it takes to get new tenants into properties when others leave. Often delays are caused by repairs or by finding the right person for the property.
Average SAP rating	71.95	●	71.63	71.56	SAP is a way of measuring the energy efficiency performance of homes – a higher score means greater efficiency. Over the last year we have continued to increase our score in this area, as we move closer to our target.
Number of Fire Risk Assessments outstanding	0	●	0	N/A	We have carried out Fire Risk Assessments on all eligible properties, ensuring the continued safety of our customers.
Gas safety compliance	100%	●	99.91%	99.97%	A small number of properties had not had their annual gas safety check carried out by the end of June. We have not been able to gain access to all our properties to fulfil this duty.
Overall customer satisfaction	81.27%	●	62.2%	N/A	Overall customer satisfaction has dropped over the last three months, mainly due to issues around new estates services contractors. There has been a change from offering services such as grass cutting at regular intervals to offering services as and when they are needed. This had led to some disappointment with customers. We are working with our contractors to resolve issues where service failures have occurred.
Customer satisfaction with responsive repairs	N/A	N/A	88.61%	N/A	Customer satisfaction with responsive repairs is very high and has remained consistently high in the last 12 months.
Total number of homes completed	163	●	174	142	Since 31 st March, we have completed 174 new homes. That means we're on track to meet our target for the year, and ahead of our target of 163 homes by the end of June.