

Quarterly Performance Report as at September 2016

Performance Indicator	Target	Performance Against Target	Sept 2016	June 2016	Comments
The amount of actual rent and service charges received vs what was owed.	99.21%	●	97.73%	97.12%	Although we're still not on target our income collection team have seen a positive improvement in the amount of rents we have collected over the last three months. We continue to put in place measures to improve our rental collection and we expect to see further improvements by the end of the year.
How long our homes are empty? (days)	30.88	●	35.77	34.18	When a customer leaves Stonewater, the property can sometimes be left empty. We then have to market these empty homes to those who need them. To reduce the amount of time the property is left empty, we're working with the local councils to review waiting lists.
Average Standard Assessment Procedure (SAP) rating	71.95	●	71.64	71.86	SAP is a way of measuring the energy efficiency performance of homes – a higher score means greater efficiency. We are focusing on the 854 homes where our current data indicates their SAP rating is below our minimum of 55. Surveys are underway on these homes to establish their current rating and identify any improvements we need to make.
Number of Fire Risk Assessments outstanding	0	●	0	0	We have carried out Fire Risk Assessments on all eligible properties, ensuring the continued safety of our customers.
Gas safety compliance	100%	●	99.90%	99.91%	As of October, we are fully compliant. Prior to this, we had some issues gaining entry to customers' homes to complete this crucial safety check.
Overall customer satisfaction	81.27%	●	63.52%	62.20%	We wanted to know how customers felt about Stonewater and we're pleased to see higher levels of satisfaction. We will continue to work through our improvement plans to keep this going in the right direction.
Customer satisfaction with responsive repairs	86.89%	●	89.00%	88.61%	As with general customer satisfaction, the way customers feel about our repairs service is very positive.
Total number of homes completed	326	●	423	174	Since 31 st March 2016 we have completed 423 new homes. That means we are well on the way to meeting our target for the year of 650.