KEY PERFORMANCE INDICATORS Q3 2022-23

0.16%



Current Resident Arrears (as % of annual rent debit)

Current Performance December 2022 0.35% Year end Target March 2023 0.5% 0.5%



Former Resident Arrears (as % of annual rent debit)

Current Performance December 2022 0.07% Year end Target March 2023 0.16%



Rent Loss due to being vacant (as % of annual rent debit)

Current Performance December 2022 0.86% Year end Target March 2023 1.2% 1.2%



Average Relet Time Including Major Works (calendar days)

Current Performance December 2022 41.1% Year end Target March 2023 38



Average Relet time Excluding Major Works

Current Performance December 2022 18.3% Year end Target March 2023 26

100%

0%



Occupancy Level (properties occupied as % of all properties)

Current Performance December 2022 99.4% Year end Target March 2023 99%



Turnover (occupancies ended as % of all properties)

Current Performance December 2022 6.12% Year end Target March 2023 10.4%



Properties with valid **Gas Safety Certificate**

Current Performance December 2022 100% Year end Target March 2023 100%

99%



Properties with valid Electrical periodic inspection

Current Performance December 2022 100% Year end Target March 2023 100%



Percentage of Emergency Repairs Attended to in SLA Repairs Attended to in SLA

Current Performance December 2022 99.8% Year end Target March 2023 99%



99%

Percentage of all Responsive

Current Performance Decemeber 2022 99.9% Year end Target March 2023 99%



10.4%

Percentage of repairs completed at first visit

Current Performance December 2022 98.2% Year end Target March 2023 99%



100%

Number of RIDDOR reportable accidents

Current Performance December 2022 0% Year end Target March 2023 0%



Hours of Health and Wellbeing activities offered (inc resident led)

Current Performance December 2022 **2,206.5 Hours**

Year end Target March 2023 2,500 hours 2,500



Number of attendees to Health and Wellbeing activities (inc resident led)

Current Performance December 2022 13,870 Hours Year end Target March 2023 15,000 hours



% Complaints responded to on time

Current Performance December 2022 100% Year end Target March 2023 100% 0% 100%



% Calls Answered (excludes calls waiting <60 seconds)

Current Performance December 2022 88.94% Year end Target March 2023 90% 90%



% Calls answered that waited less than 2 minutes

Current Performance December 2022 **68.41%** Year end Target March 2023 **75%** 75%





15,000

99%

0%





99%

