

# KEY PERFORMANCE INDICATORS Q3 2022-23



Current Resident Arrears (as % of annual rent debit)



Former Resident Arrears (as % of annual rent debit)



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



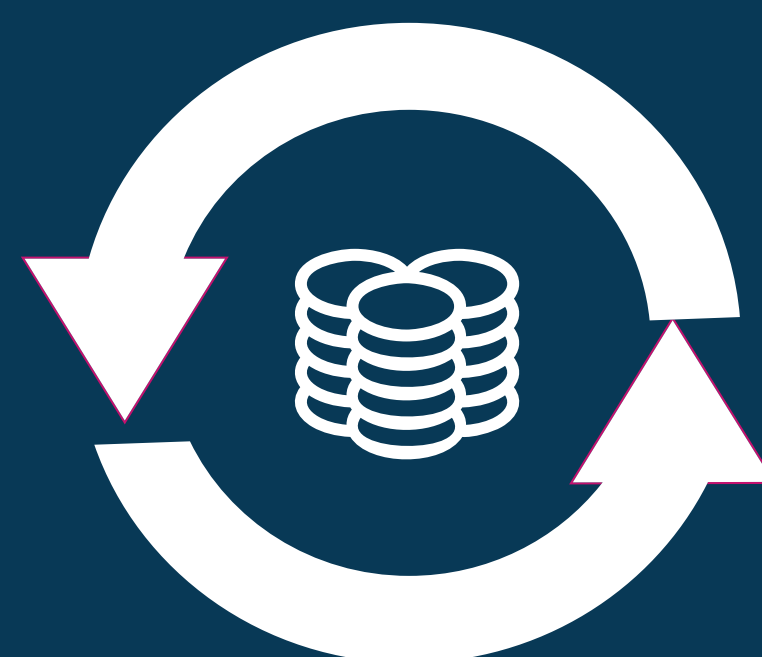
Average Relet Time Including Major Works (calendar days)



Average Relet time Excluding Major Works



Occupancy Level (properties occupied as % of all properties)



Turnover (occupancies ended as % of all properties)



Properties with valid Gas Safety Certificate



Properties with valid Electrical periodic inspection



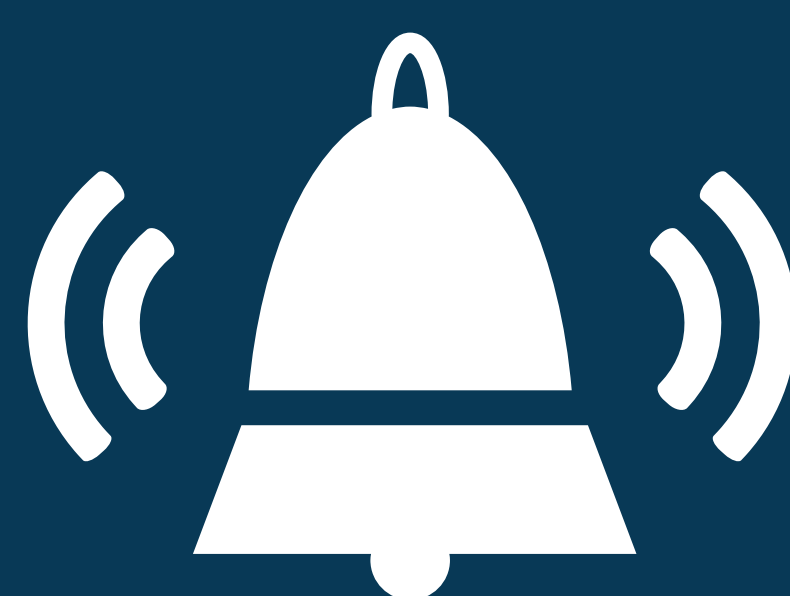
Percentage of Emergency Repairs Attended to in SLA



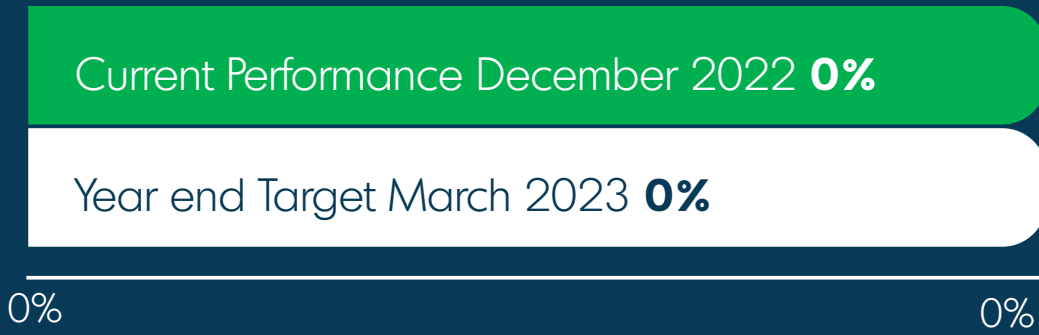
Percentage of all Responsive Repairs Attended to in SLA



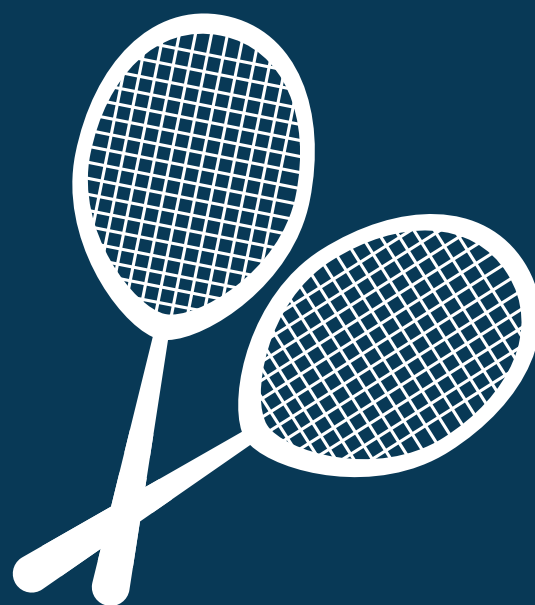
Percentage of repairs completed at first visit



Number of RIDDOR reportable accidents



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



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



% Complaints responded to on time



% Calls Answered (excludes calls waiting <60 seconds)



% Calls answered that waited less than 2 minutes

