






















No	Link to Strategic Objective	KPI	Key	Year End 18/19	Target 19/20	July 19 Result	Aug 19 Result	Sept 19 Result	End Q2 Totals	Oct 19 Results	Nov 19 Results	Dec 19 Results	End Q3 Totals	Trend since Q2	Result against Target (Qtr 3 end)
1	 Protect income levels, scrutinise our costs to maintain our financial strength, providing value for money services that support our social objectives	Rent Collected	S*	99.74%	99%	101.86%	103.48%	103.16%	103.16%	104.59%	105.09%	102.40%	102.40%		
2	 Protect income levels, scrutinise our costs to maintain our financial strength, providing value for money services that support our social objectives	Rent Loss on Voids	*	1.26%	2.42%	2.13%	2.14%	2.04%	2.04%	1.90%	1.85%	1.90%	1.90%		★
3	 Protect income levels, scrutinise our costs to maintain our financial strength, providing value for money services that support our social objectives	Rent arrears as a proportion of total rent due	*	2.43%	2.99%	1.94%	1.93%	1.94%	1.94%	1.86%	1.85%	2.16%	2.16%		★
4	 Protect income levels, scrutinise our costs to maintain our financial strength, providing value for money services that support our social objectives	Current Level of Bad Debt Write Off	*	0.54%	4.00%	0.83%	0.87%	0.73%	0.73%	0.61%	0.63%	0.58%	0.58%		★
5	 Build new homes, invest in our properties & regenerate our communities	% of Emergency Repairs Responded to on Time	*	99%	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		
6	 Build new homes, invest in our properties & regenerate our communities	Repairs appointments kept as a % of appointments made	*	98.84%	95%	98.31%	96.94%	91.95%	95.73%	99.90%	99.71%	100.00%	99.87%		★
7	 Build new homes, invest in our properties & regenerate our communities	% Satisfied with Repairs Service (Transactional)	*	85.81%	85%	90.00%	87.50%	93.50%	90.33%	90.00%	89.40%	83.50%	87.63%		
8	 Build new homes, invest in our properties & regenerate our communities	Average number of void days	*	17.47	17 Days	19.16	20.29	21.77	20.41	22.80	13.00	22.35	19.38		
9	 Provide strong governance & collaborative leadership	% of properties that had a gas safety check & record completed by anniversary date	*	99.77%	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		
9a		% of properties that had an electrical safety check & record completed by anniversary date	*	100.00%	100%	100.00%	100.00%	99.71%	99.71%	99.80%	99.87%	100.00%	100.00%		
10	 Provide strong governance & collaborative leadership	Full Compliance with Landlords Health and Safety Requirements	*	100.00%	100.00%	100.00%	100.00%	99.98%	99.98%	99.50%	99.93%	100.00%	100.00%		

Key	
*	Benchmarked
S	Sector Scorecard
V	VFM Metrics
SV	VFM Metrics & Sector Scorecard
C	Loan Covenants