
















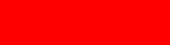







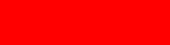








No	Link to Strategic Objective	KPI	Key	Year End 19/20	20/21	April 20 Result	May 20 Result	June 20 Result	End Q1 Totals	Movement since Q4	Result against Target (Qtr 1 end)
1	 Protect income levels, scrutinise our costs to maintain our financial strength, providing value for money services that support our social objectives	Rent Collected	S*	105.58%	99%	104.05%	102.57%	102.99%	102.99%		
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	*	2.05%	2.20%	1.87%	2.02%	2.11%	2.05%		
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	*	1.91%	3.40%	2.01%	1.91%	1.91%	1.91%		
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	*	0.49%	3.00%	0.00%	0.00%	0.00%	0.00%		
5	 Build new homes, invest in our properties & regenerate our communities	Appointable repair jobs completed in target of 28 days	*	85.62%	90.00%	86.53%	97.17%	81.40%	85.81%		
6	 Build new homes, invest in our properties & regenerate our communities	% of Emergency Repairs Responded to on Time	*	100.00%	100.00%	98.72%	100.00%	99.50%	99.46%		
7	 Build new homes, invest in our properties & regenerate our communities	Repairs appointments kept as a % of appointments made	*	93.00%	95.00%	100.00%	100.00%	86.00%	93.83%		
8	 Build new homes, invest in our properties & regenerate our communities	% Satisfied with Repairs Service (Transactional)	*	88.97%	85.00%	N/A	N/A	N/A	N/A		
9	 Build new homes, invest in our properties & regenerate our communities	Average number of void days	*	22.95	21 Days	0.00	0.00	52.90	52.90		
10	 Provide strong governance & collaborative leadership	% of properties that had a gas safety check & record completed by anniversary date	*	100.00%	100%	97.66%	98.19%	95.68%	97.26%		
11		% of properties that had an electrical safety check & record completed by anniversary date	*	100.00%	100%	98.96%	98.19%	100.00%	100.00%		
12	 Provide strong governance & collaborative leadership	Full compliance with Landlords Health and Safety Requirements	Please refer to compliance tab - This will be reported from Q2								

<b>Key</b>
* Benchmarked
S Sector Scorecard
V VFM Metrics
SV VFM Metrics & Sector Scorecard
C Loan Covenants

