Ref	Board KPI	Data Owner	Indicator	Year End 2019/2020	Target 2020/2021	Mar	Qtr 4	April	May	June	Qtr 1	July	Aug	Sept	Qtr 2	Oct	Nov	Dec	Qtr 3	Jan	Feb	Mar	Qtr4	Monthly Movement	Month end Target?
1		EB	Total Number of Complaints Received	90	**N/A**	6	18	4																↘	
2		EB	Complaints Responded to within Target	97.78%	**100.00%**	83.33%	94.40%	75.00%																↘	
3		MD	No of calls received by Front line teams	56,517	**N/A**	4562	13539	2944																↘	
4		MD	Percentage of Calls answered by Front line teams within timescale	97.82%	**95.00%**	98.14%	98.34%	99.00%																↗	
5		MD	% of calls abandoned	N/A	**<5%**	N/A	N/A	0.37%																N/A	
6		NT	Current Rent Arrears	£365,119.13	**N/A**	£365,199.13	£365,119.13	£390,600.24																↗	
7	Yes	NT	Rent Collected as Proportion of Rent Due	105.58%	**98.50%**	105.58%	105.58%	104.5%																↘	
8		NT	Former Tenant Arrears Collected	£77,506.34	**£3,500.00**	£1,986.14.	£16,205.93	£4,507.03																↗	
9	Yes	MH	Emergency Repairs Completed in Target	99.96%	**100.00%**	100.00%	100.00%	98.72%																↘	
10	Yes	MH	Appointable Repair Jobs Completed in Target	87.56%	**90.00%**	83.08%	85.62%	86.53%																↗	
11		MH	Repairs completed at first visit	92.00%	**80.00%**	92.81%	94.08%	94.73%																↗	
12		MH	Average Number of Calendar Days taken to complete all Repairs	12.85	**12 Days**	10 days	10.67	1.00																↗	
13		MH	Total Number of Jobs Raised	26,401	**N/A**	2160	8014	1219																↘	
14		MH	GCH Cancellations - Repairs Appointments	N/A	**N/A**	500	696	32																↘	
15	Yes	MH	% of Tenants satisfied with repair service (transactional)	89.84%	**85.00%**	87.70%	88.97%	N/A																N/A	
16	Yes	MH	Gas Services Completed within Target (by anniversary date)	100.00%	**100.00%**	100.00%	100.00%	97.66%																↘	
17	Yes	MH	Properties with a valid Gas Safety certified at period end	100.00%	**100.00%**	100.00%	100.00%	98.96%																↘	
18		JH	No of Voids	251	**N/A**	15	50	10																N/A	
19	Yes	JH	Avg. Time to Re-let Void Properties	20.74	**21**	23.2	22.65	0																N/A	
20		JH	ASB New Cases Opened (Minor and Major)	332.00	**N/A**	25	77.00	38																↗	
21		JH	ASB Cases Closed	310	**N/A**	36	68	30																↘	