



Ref	Board KPI	Data Owner	Indicator	Year End 2019/2020	Target 2020/2021	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	4	3															↘	
2		EB	Complaints Responded to within Target	97.78%	100.00%	75.00%	100.00%															↗	
3		MD	No of calls received by Front line teams	56,517	N/A	2944	2918															↘	
4		MD	Percentage of Calls answered by Front line teams within timescale	97.82%	95.00%	99.00%	98.29%															↘	
5		MD	% of calls abandoned	N/A	<5%	0.37%	1.88%															↗	
6		NT	Current Rent Arrears	£365,119.13	N/A	£390,600.24	£375,160.00															↘	
7	Yes	NT	Rent Collected as Proportion of Rent Due	108.50%	98.50%	104.50%	102.57%															↘	
8		NT	Former Tenant Arrears Collected	£77,506.34	£3,500.00	£4,507.03	£4,912.07															↗	
9	Yes	MH	Emergency Repairs Completed in Target	99.96%	100.00%	98.72%	100.00%															↗	
10	Yes	MH	Appointable Repair Jobs Completed in Target	87.56%	90.00%	86.53%	97.17%															↗	
11		MH	Repairs completed at first visit	92.00%	80.00%	94.73%	95.22%															↗	
12		MH	Average Number of Calendar Days taken to complete all Repairs	12.85	12 Days	1.00	1.00															→	
13		MH	Total Number of Jobs Raised	26,401	N/A	1219	1925															↘	
14		MH	GCH Cancellations - Repairs Appointments	N/A	N/A	32	26															↘	
15	Yes	MH	% of Tenants satisfied with repair service (transactional)	89.84%	85.00%	N/A	N/A															N/A	
16	Yes	MH	Gas Services Completed within Target (by anniversary date)	100.00%	100.00%	97.66%	98.19%															↗	
17	Yes	MH	Properties with a valid Gas Safety certified at period end	100.00%	100.00%	98.96%	98.19%															↘	
18		JH	No of Voids	251	N/A	10	15															↗	
19	Yes	JH	Avg. Time to Re-let Void Properties	20.74	21	0	0															→	
20		JH	ASB New Cases Opened (Minor and Major)	332.00	N/A	38	45															↗	
21		JH	ASB Cases Closed	310	N/A	30	20															↘	