

No	Link to Strategic Objective	KPI	Key	Year End		End Q2 Totals	Oct 20 Results	Nov 20 Results	Dec 20 Results	End Q3 Totals	Movement since Q2	Result against Target (Qtr 3 end)
				19/20	20/21							
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%	102.49%	104.12%	92.93%	107.37%	107.73%	↗	🟢
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%	2.10%	2.08%	2.06%	2.03%	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%	1.77%	1.66%	1.58%	1.45%	1.45%	↘	🟢★
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%	0.01%	0.01%	0.19%	0.16%	0.13%	↗	🟢★
5	Build new homes, invest in our properties & regenerate our communities	Appointable repair jobs completed in target of 28 days	*	85.62%	90.00%	84.31%	91.68%	94.97%	92.18%	92.93%	↗	🟢
6	Build new homes, invest in our properties & regenerate our communities	% of Emergency Repairs Responded to on Time	*	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	→	🟢
7	Build new homes, invest in our properties & regenerate our communities	Repairs appointments kept as a % of appointments made	*	93.00%	95.00%	97.54%	96.00%	97.00%	99.00%	97.06%	↘	🟢
8	Build new homes, invest in our properties & regenerate our communities	% Satisfied with Repairs Service (Transactional)	*	88.97%	85.00%	90.70%	90.09%	91.50%	87.20%	89.90%	↘	🟢
9	Build new homes, invest in our properties & regenerate our communities	Average number of void days	*	22.95	21 Days	37	37.6	49.1	45.8	44	↗	🔴
10	Provide strong governance & collaborative leadership	% of properties that had a gas safety check & record completed by anniversary date	*	100.00%	100%	98.52%	99.62%	99.30%	98.59%	99.27%	↘	🔴
11		% of properties that had an electrical safety check & record completed by anniversary date	*	100.00%	100%	99.45%	99.81%	99.77%	98.94%	99.59%	↗	🔴
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									

Trend since previous quarter:-



- ↗ Figure increasing
- Figure decreasing
- ↘ Figure Static

Results against target

- 🟢★ Target exceeded by 5% (stretch target, where applicable)
- 🟢 Target met

No

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

No	Link to Strategic Objective	KPI	20/21 Target	July 20 Result	Aug 20 Result	Sept 20 Result	End Q2 Totals	Oct 20 Results	Nov 20 Results	Dec 20 Results	End Q3 Totals	Result against Target
Fire Safety												
1a	 Provide strong governance & collaborative leadership	Percentage of communal areas with Fire Risk Assessments	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
1b	 Provide strong governance & collaborative leadership	Percentage of Fire Risk Assessments overdue	0%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
1c	 Provide strong governance & collaborative leadership	Number of recommended remedial actions classed as a Priority 1 (High Risk)		6	0	0	6	0	0	3	3	
1d	 Provide strong governance & collaborative leadership	Number of recommended remedial actions classed as a Priority 2 (Medium Risk)		6	79	62	147	68	66	92	226	
1e	 Provide strong governance & collaborative leadership	Number of recommended remedial actions classed as a Priority 3 (Low Risk)		20	121	120	261	141	156	161	458	
Asbestos												
2a	 Provide strong governance & collaborative leadership	Percentage of communal areas surveyed for asbestos	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
2b	 Provide strong governance & collaborative leadership	Percentage of communal asbestos surveys overdue for review	0%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
2c	 Provide strong governance & collaborative leadership	Number of recommended remedial actions (Removal Action)		1	1	0	2	0	0	0	0	
Legionella												
3a	 Provide strong governance & collaborative leadership	Percentage of properties with communal water facilities that have been risk assessed	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
3b	 Provide strong governance & collaborative leadership	Percentage of risk assessments overdue for review	0%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
3c	 Provide strong governance & collaborative leadership	Number of recommended remedial action classed as PCAF (Immediate Risk)		1	0	0	1	0	0	1	1	
3d	 Provide strong governance & collaborative leadership	Number of recommended remedial action classed as High Risk		0	0	0	0	0	0	0	0	
3e	 Provide strong governance & collaborative leadership	Number of recommended remedial action classed as Medium Risk		0	0	0	0	1	1	1	3	
Disrepair												
4a	 Provide strong governance & collaborative leadership	YTD - Number of disrepair claims received		1	2	2	5	2	2	0	4	
Periodic Electrical Testing												
5a	 Provide strong governance & collaborative leadership	Percentage of properties not surveyed for electrical safety within the last 5 years	0%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
5b	 Provide strong governance & collaborative leadership	Percentage of C1, C2 or C3 actions not completed	0%	1.03%	1.01%	0.99%	1.01%	0.98%	0.98%	1.00%	0.99%	
Passenger Lifts												
6a	 Provide strong governance & collaborative leadership	Percentage of services due completed	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
6b	 Provide strong governance & collaborative leadership	Number of recommended remedial actions classed as a Priority 1 (Health and Safety Issue)		0	0	0	0	0	1	0	0	
6c	 Provide strong governance & collaborative leadership	Number of recommended remedial actions classed as a Priority 2 (Medium Risk)		5	4	4	13	2	1	1	4	
6d	 Provide strong governance & collaborative leadership	Number of recommended remedial actions classed as a Priority 3 (Low Risk)		8	1	0	9	0	0	0	0	