







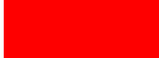
Board KPI's - Quarter 3

No	KPI	Key	21/22 Target	End Q1 Totals	July 21 Result	Aug 21 Result	Sept 21 Result	End Q2 Totals	Oct 21 Results	Nov 21 Results	Dec 21 Results	End Q3 Totals	Movement since Q2	Result against Target (Qtr 3 end)
 <b>Protect income levels, scrutinise our costs to maintain our financial strength, providing value for money services that support our social objectives</b>														
1	Rent Collected	S*	100.05%	101.86%	102.63%	98.30%	103.72%	103.72%	98.89%	91.23%	104.79%	104.79%	↗	Green
2	Rent Loss on Voids	*	1.28%	1.88%	1.70%	1.74%	1.51%	1.70%	1.38%	1.49%	1.68%	1.51%	↘	Red
3	Rent arrears as a proportion of total rent due	*	1.60%	1.37%	1.35%	1.40%	1.41%	1.41%	1.49%	1.61%	1.59%	1.59%	↗	Green
4	Current Level of Bad Debt Write Off	*	4%	0.16%	0.16%	0.15%	0.15%	0.15%	0.17%	0.17%	0.15%	0.15%	→	Green with star
 <b>Build new homes, invest in our properties &amp; regenerate our communities</b>														
5	Appointable repair jobs completed in target of 28 days	*	90.00%	89.90%	92.46%	91.92%	95.14%	93.23%	93.38%	95.68%	94.77%	94.34%	↗	Green
6	% of Emergency Repairs Responded to on Time	*	100%	99.93%	100%	100%	100%	100%	100%	100%	100.00%	100%	→	Green
7	% Repairs completed at first visit		90%	96.36%	96.23%	96.96%	96.65%	96.62%	97.33%	97.51%	96.27%	97.05%	↗	Green with star
8	% Satisfied with Repairs Service (Transactional)	*	90%	87.70%	89.70%	85.14%	86.90%	87.20%	90.20%	88.40%	86.30%	88.30%	↗	Orange
9	Average number of void days	*	30 days	61	6200.00%	6880.00%	4900.00%	60	36	28	26	30	↘	Green
 <b>Provide strong governance &amp; collaborative leadership</b>														
10	% of properties that had a gas safety check & record completed by anniversary date	*	100%	99.96%	99.96%	99.96%	100.00%	99.97%	100.00%	100.00%	99.98%	99.99%	↗	Red
11	% of properties that had an electrical safety check & record completed by anniversary date	*	100%	99.99%	99.98%	99.96%	100.00%	99.99%	99.98%	99.96%	99.93%	99.96%	↘	Red
12	Full compliance with Landlords Health and Safety Requirements	Please see separate compliance tab												
13	% Customer complaints resolved at first point of contact		90%	85.45%	90.91%	100.00%	90.91%	94.40%	90.00%	100.00%	92.86%	94.87%	↗	Green
14	% Tenancies sustained in the first 12 months		92%	No data	no data	93.30%	100.00%	96.77%	100.00%	100.00%	100.00%	100.00%	↗	Green

**Trend since previous quarter:-**

-  Figure increasing
-  Figure Static
-  Figure decreasing

**Results against target**

-  Target exceeded by 5% (stretch target, where applicable)
-  Target met
-  Target met but within 5% tolerance (where applicable)
-  Target not met and outside 5% tolerance (where applicable)

Board compliance KPI's - Q3

No	Link to Strategic Objective	KPI	21/22 Target	End Q4 20/21	April Result	May Result	June Result	End Q1 Totals	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
<b>Home Safety Check - Gas and Electrical Safety</b>																	
1a		Provide strong governance & collaborative leadership		N/A	360	304	494	1158	486	441	491	1418	381	373	309	1063	
1b		Provide strong governance & collaborative leadership		N/A	360	304	492	1156	484	439	491	1414	381	372	306	1059	
1c		Provide strong governance & collaborative leadership	0	N/A	0	0	0	0	1	1	0	2	0	0	0	0	
1d		Provide strong governance & collaborative leadership	0	N/A	0	0	2	2	1	1	0	2	0	1	3	4	
<b>Fire Safety</b>																	
2a		Provide strong governance & collaborative leadership	100%	100%	100%	100%	100%	100%	100.00%	100.00%	100.00%	100%	100.00%	100.00%	100.00%	100%	
2b		Provide strong governance & collaborative leadership	0%	0%	0%	0%	0%	0%	0.00%	0.00%	0.00%	0%	0.00%	0.00%	0.00%	0%	
2c		Provide strong governance & collaborative leadership		0	0	0	0	0	0	0	0	0	0	0	0	0	
2d		Provide strong governance & collaborative leadership		0	73	50	49	172	34	40	33	107	45	24	30	99	
2e		Provide strong governance & collaborative leadership		0	93	83	74	250	54	52	44	150	45	49	51	145	
<b>Asbestos</b>																	
3a		Provide strong governance & collaborative leadership	100%	100%	100%	100%	100%	100%	100.00%	100.00%	100.00%	100%	100.00%	100.00%	100.00%	100%	
3b		Provide strong governance & collaborative leadership	0%	0%	0%	0%	0%	0%	0.00%	0.00%	0.00%	0%	0.00%	0.00%	0.00%	0%	
3c		Provide strong governance & collaborative leadership		0	0	0	0	0	0	0	0	0	0	0	0	0	
<b>Legionella</b>																	
4a		Provide strong governance & collaborative leadership	100%	100%	100%	100%	100%	100%	100.00%	100.00%	100.00%	100%	100.00%	100.00%	100.00%	100%	
4b		Provide strong governance & collaborative leadership	0%	0%	0%	0%	0%	0%	0.00%	0.00%	0.00%	0%	0.00%	0.00%	0.00%	0%	
4c		Provide strong governance & collaborative leadership		3	0	0	0	0	0	0	0	0	0	0	0	0	
4d		Provide strong governance & collaborative leadership		18	6	2	2	10	2	0	0	2	0	0	0	0	
4e		Provide strong governance & collaborative leadership		4	156	46	34	236	20	19	0	39	0	0	0	0	
<b>Disrepair</b>																	
5a		Provide strong governance & collaborative leadership		1	0	0	0	0	0	1	3	4					
<b>Periodic Electrical Testing</b>																	
6a		Provide strong governance & collaborative leadership		0	178	189	242	609	278	268	251	797	238	240	212	690	
6b		Provide strong governance & collaborative leadership	0%	0.00%	0.99%	0.99%	0.99%	0.99%	0.99%	0.99%	0.99%	0.99%	0.98%	0.94%	0.99%	0.97%	
<b>Passenger Lifts</b>																	
7a		Provide strong governance & collaborative leadership	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
7b		Provide strong governance & collaborative leadership			0	0	0	0	0	0	0	0	0	0	0	0	
7c		Provide strong governance & collaborative leadership			0	0	0	0	0	0	0	0	5	5	2	12	
7d		Provide strong governance & collaborative leadership			0	0	0	0	0	0	0	0	1	1	1	3	

Board KPI Definitions

Ref	TP KPI	Data Owner	Indicator	Source of Data	Definition	What is included	What is not included	Formula (Average, Count etc)	Cumulative or Monthly	How is Qtrly Figure Produced (Count, Average)	How is year end figure (produced (Count, Average)	Confidence Level	Data Confidence Level
1		NT	Rent Collected	Orchard	Rent collected divided by rent due x 100	General needs, Supported,	Homeless, Garages, Write-offs, Shared owners, charges and adjustments	Count	Monthly	As at quarter end	Cumulative	High	High Method is robust Data is good
2		NT	Rent Loss on Voids	Orchard	All void rent loss in period divided by all expected charges x 100	General needs, Supported	Homeless, Shared owners,	Percentage	Monthly	As at quarter end	As at Q4	High	High Method is robust Data is good
3	Y	NT	Rent arrears as a proportion of total rent due	Orchard	Total balance summary for current tenants divided annual expected rent x 100	General needs, Supported, Garage	Homeless, Shared Owners	Count	Monthly	As quarter end	As at Q4	High	High Method is robust Data is good
4		NT	Current Level of Bad Debt Write Off	Orchard	Former tenant write-offs divided year to date collection x 100	General needs, Supported, Garages	Homeless, Shared Owners	Percentage	Monthly	Percentage (SUM/SUM)	Cumulative	High	High Method is robust Data is good
5	Y	SW	Appointable repair jobs completed in target of 28 days	Orchard	Day to day repairs completed in target divided by day to day repairs completed x 100	All job assigned to GCH repairs team that do not fall into the categories listed as exclusions	Jobs not issued to GCH Repairs teams, cancelled jobs, asbestos, Inspections, Aids & Adaptations, Recalls, Following AGS, Emergency, "Servicing 54 days", Lift Services, Out Of Hours.	Percentage (SUM/SUM)	Monthly	Percentage (SUM/SUM)	Cumulative	High	High Method is robust Data is good
6	Y	SW	% of Emergency Repairs Responded to on Time	Orchard	Emergency repairs completed divided by emergency repairs completed in target x 100	All job assigned to GCH repairs team that do not fall into the categories listed as exclusions and have priority equal to "Emergency", "Lift Emergency" or "Out Of Hours"	Jobs not issued to GCH Repairs teams, cancelled jobs, asbestos, inspections, Aids & Adaptations, Recalls, Following AGS	Percentage (SUM/SUM)	Monthly	Percentage (SUM/SUM)	Cumulative	High	High Method is robust Data is good
7	Y	SW	% Repairs completed at first visit	Orchard	Repairs completed divided by repairs completed with no follow on x 100	All job carried out by GCH repairs team with a completion date that do not fall into the categories listed as exclusions	Jobs not issued to GCH Repairs teams, cancelled jobs, asbestos, painting, Inspections, Aids & Adaptations, Recalls, Following AGS, priority = "Servicing 54 days",	Percentage (SUM/SUM)	Monthly	Percentage (SUM/SUM)	Cumulative	High	Med Method is robust Data is fair
8	Y	EB	% Satisfied with Repairs Service (Transactional)	IFF Research	% of customer satisfied with the overall service received from the repairs team	Jobs completed by Slatter Electrical, Lift and Engineering Services, Nationwide windows, Snape Contracting, GCH repairs team, Edenstone Homes Ltd, Aqua Construction	Kitchen installations, Aids and Adaptations, Void works, Asbestos, Landlord Electrical Testing, Lift Maintenance. Job descriptions including:- no gas present, asbestos, client inspection, pre inspection, evict, test, following, landlord invoice only, drain, survey, recall uncap, cap gas, Door entry	Percentage (SUM/SUM)	Monthly	Percentage (SUM/SUM)	Cumulative	Medium	Medium Method is adequate
9	Y	KS	Average number of void days	Spreadsheet	Total days void	General Needs, Supported	Asbestos, Garages, Major works, dispersed homeless	Percentage (SUM/SUM)	Monthly	Percentage (SUM/SUM)	Cumulative	Medium	Medium Method is adequate
10	Y	SW	% of properties that had a gas safety check & record completed by anniversary date	Orchard	Properties where we carried out a service before the anniversary date of the year before	All general needs, supported housing, homeless and dispersed with gas supply	Shared Owners and Leaseholders	Percentage	Monthly	Percentage (AVERAGE/SUM)	As at end March	High	High Method is robust Data is good
11		SW	% of properties that had an electrical safety check & record completed by anniversary date	Orchard	Properties where we carried out a service before the anniversary date of the year before	All general needs, supported housing, homeless and dispersed with gas supply	Shared Owners and Leaseholders	Percentage	Monthly	Percentage (AVERAGE/SUM)	As at end March	High	High Method is robust Data is good
12		RP	Full compliance with Landlords Health and Safety Requirements	Separate compliance sheet								High	High Method is robust Data is good
13		EB	% customer complaint resolved at first point of contact	Spreadsheet	All complaints received that were resolved at stage 1 of the complaint process	All complaints	No exclusions	Percentage	Monthly	Percentage (AVERAGE/SUM)	Cumulative	High	High Method is robust Data is good
14	Y	NT	% Tenancies sustained in the first 12 months	Orchard	All tenancies sustained in the first 12 months	General needs, supported	Homeless, shared owners	Percentage	Monthly	Percentage (SUM/SUM)	Cumulative	Medium	Medium Method is adequate