

Board KPI's - Quarter 3

No	KPI	22/23 Target	April 22 Result	May 22 Result	June 22 Result	End Q1 Totals	July 22 Result	Aug 22 Result	Sept 22 Result	End Q2 Totals	Oct 22 Results	Nov 22 Results	Dec 22 Results	End Q3 Totals	Status	Periodic Change Q2 - Q3
 Protect income levels, scrutinise our costs to maintain our financial strength, providing value for money services that support our social objectives																
1	Rent Collected	101%	99.38%	99.51%	101.86%	101.86%	100.66%	95.38%	97.51%	97.51%	89.35%	98.58%	102.92%	102.92%		
2	Rent Loss on Voids	1.5%	1.87%	2.01%	2.08%	1.99%	1.88%	1.89%	1.93%	1.91%	1.93%	2.07%	2.19%	2.15%		
3	Rent arrears as a proportion of total rent due	1.5%	1.82%	1.92%	1.85%	1.85%	1.83%	1.93%	1.95%	1.95%	2.01%	1.96%	1.89%	1.89%		
4	Current Level of Bad Debt Write Off	3%	0.00%	0.00%	0.00%	0.00%	0.00%	1.56%	1.23%	1.23%	1.00%	1.00%	1.00%	1.00%		
 Build new homes, invest in our properties & regenerate our communities																
5	Appointable repair jobs completed in target of 28 days	90%	90.86%	89.29%	83.49%	87.86%	88.13%	90.90%	92.54%	90.67%	92.92%	93.46%	90.99%	92.42%		
6	% of Emergency Repairs Responded to on Time	100%	100.00%	100.00%	100.00%	100%	100.00%	100.00%	100.00%	100%	100.00%	99.73%	100.00%	99.92%		
7	% Repairs completed at first visit	92%	96.73%	95.88%	95.43%	96.04%	96.73%	95.57%	96.71%	96.32%	96.37%	96.38%	95.54%	96.07%		
8	% Satisfied with Repairs Service (Transactional)	90%	90.50%	87.60%	90.50%	89.50%	90.40%	91.60%	89.20%	90.40%	87.90%	83.30%	84.70%	85.30%		
9	Average number of void days	28	26	25	33	28	32	35	43	37	43	30	25	33		
 Provide strong governance & collaborative leadership																
10	% of properties that had a gas safety check & record completed by anniversary date	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
11	% of properties that had an electrical safety check & record completed by anniversary date	100%	99.93%	99.91%	99.91%	99.94%	99.98%	99.94%	99.98%	99.96%	99.96%	99.98%	100%	99.98%		
12	Full compliance with Landlords Health and Safety Requirements															
13	% Customer complaints resolved at Stage 1 of complaint process	90%	90.48%	84.21%	92.86%	89.29%	78.57%	85.71%	100%	88.89%	83.33%	83.33%	97.06%	88.64%		
14	% Tenancies sustained in the first 12 months	94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.00%	100%		
15	Staff turnover	15%	4.33%	6.19%	8.07%	8.07%	10.63%	11.73%	13.46%	13.46%	13.50%	14.15%	15.38%	15.38%		
16	Voluntary staff turnover	12%	3.72%	5.57%	7.45%	7.45%	9.38%	10.49%	12.23%	12.23%	12.27%	12.92%	14.15%	14.15%		
17	Average days of sickness per employee	7.3	3.12	3.12	6.84	5.60	11.04	7.32	4.20	6.44	5.04	14.88	10.32	10.08		