



Rentplus Performance Indicators 2017/18

	PI 2017/18	Actual Mar-18	Actual Dec-17	Actual Sep-17	Actual Mar-17	Performance		South West Benchmarking Group
						Value	Improve ment	
Rent Collection								
Current Tenant Arrears - General Needs (4 week average)*	1.0%	0.9%	0.8%	0.7%	0.6%			1.8%
Rent lost through voids as % of rent charged*	0.25%	0.06%	0.10%	0.00%	0.90%			0.29%
Vacant Dwellings and Lettings								
Average re-let time for dwellings (in Days)	14	14.0	14	0	14			17.5
Average cost to re-let a property.	£750	£ 260	£ 260	£0	£502			
Safety and energy Efficiency								
Average SAP rating (energy efficiency) of dwellings	73	83.4	83.2	83.3	72.7			
Percentage of homes that have a valid Gas Safety Certificate	100%	100.0%	100.0%	100.0%	100.0%			
Repairs and Maintenance								
The average repair end to end time in days	7	8.6	5.7	4.1	1.2			9.0
Percentage of residents who judged the repair service as ≥ 8 out of 10	95%	N/a	N/a	N/a	N/a			98%

Performance against Annual Performance Indicators set by the Board
Performance against previous quarters results

- Target achieved/Performance improved
- Target achieved/No significant change in performance
- Target achieved/Performance significantly deteriorated*
- Target not yet achieved/Performance improved

Target not yet achieved/No significant change in performance



Target not yet achieved/Performance significantly deteriorated*



Significantly below target/Performance Improved



Significantly below target/No significant change in performance



Significantly below target/Performance significantly deteriorated*

