



## Performance Indicators 2018/19

	PI	Actual	Actual	Actual	Actual	Performance		South West Benchmarking Group
	2017/18	Mar-18	Dec-17	Sep-17	Mar-17	Value	Improvement	
<b>Rent Collection</b>								
Current Tenant Arrears - General Needs (4 week average)	4.5%	4.3%	4.3%	4.1%	4.3%			1.8%
Current Tenant Arrears - Shared Owners	1.5%	1.5%	1.7%	1.2%	0.4%			
Rent lost through voids as % of rent charged (1)	0.50%	0.29%	0.23%	0.13%	0.60%			0.29%
<b>Vacant Dwellings and Lettings</b>								
Average re-let time for dwellings (in Days) (1)	14	15.4	12	10.6	17.3			17.5
Average cost to re-let a property.	£1,257	£ 1,728	£ 1,773	£1,664	£1,819			
<b>Safety and energy Efficiency</b>								
Average SAP rating (energy efficiency) of dwellings	73.0	72.6	72.6	72.6	72.7			
Percentage of homes that have a valid Gas Safety Certificate	100%	100.0%	100.0%	100.0%	99.7%			
<b>Repairs and Maintenance</b>								
The average repair end to end time in days	7	6.7	6.3	5.9	4.1			9.0
Percentage of residents who judged the repair service as ≥ 8 out of 10	95%	97%	96%	96%	N/a			98%

(1) - One void has yet to be let, with an expected letting date of 31/05/18. This PI has been calculated on the basis that this date is correct

### 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\*

