

Summary this Month

August-12

Week 22

Performance Indicator	Annual Target	Performance This Month	RAG Status This Month	Expect to meet target
Collecting Income (YTD)				
Rent Collection Rate In-year (YTD)	101.00%	99.7%	Green	
% Rent & Arrears Collected (YTD)	95.00%	98.31%	Green	
Current Tenants' Rent Arrears	£550,000	£26,461	Green	
Former Tenants Arrears		£23,268	Green	
Service Charge Collection: Day-to-day (YTD)	96.0%	143.6%	Green	
Service Charge Collection: Section 20 (YTD)	£500,000	£2,121	Green	
Repairs and Voids				
% All Repairs Completed on Time (in month)	97.0%	99.3%	Green	
% Tenants Satisfied with Repairs	90.0%	NO DATA		
Gas Servicing Non-Compliance (in month)	0% (green 0.5%)	0.3%	Amber	
Average Time to Relet Empty Homes (YTD)	25.0	9.3	Green	
Number of Empty Homes	18	2	Green	
Number of Squats	5	0	Green	
Customer Care (snapshot)				
% Members' Enquiries Answered on time (10 working days)	90.0%	100.0%	Green	
% Stage 1 Complaints Escalated to Stage 2	15.0%	0.0%	Green	
% Stage 2 Complaints Escalated to Stage 3	30.0%	0.0%	Green	
Estate cleanliness standard	60.0%			
Residents Satisfied with URH (STAR)	75.0%			

Risk Rating Scoring System

Red	The performance falls short of the threshold for meeting the target
Amber	The performance is within the threshold for meeting the target
Green	The target has been met or exceeded