

Performance Indicator	Annual Target	Nov Profiled Target	Performance This Month	RAG Status This Month	Expect to meet target
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Collecting Income (YTD)					
Rent Collection Rate In-year (YTD)	99.00%		100.0%	Green	
% Rent & Arrears Collected (YTD)	93.00%		97.97%	Green	
Service Charge Collection: Day-to-day (YTD)	98.0%		83.9%	Amber	

Repairs and Voids					
% All Repairs Completed on Time	97.0%		99.1%	Green	
% Tenants Satisfied with Repairs	95.0%		100.0%	Green	
% of gas servicing carried out within 12 months of the previous service	100% (99.6%= Green)		100.0%	Green	
Average Time to Relet Empty Homes (YTD)	30.0		22.4	Green	