

Performance Indicator	Annual Target	Position (10 TMOs)	October Profile Target	Performance This Month	RAG Status This Month	End year target met	Comments
Collecting Income (YTD)							
Rent Collection Rate In-year (YTD)	99.50%	7		99.3%	Amber		Some payments missing
% Rent & Arrears Collected (YTD)	94.00%	2		98.0%	Green		
Service Charge Collection: Day-to-day (YTD)	100.5%	5		105.5%	Green		
Repairs and Voids							
% All Repairs Completed on Time	97.0%	8		97.2%	Green		
% of gas servicing carried out within 12 months of the previous service	100% (99.6%= Green)	1		100.0%	Green	✓	
Average Time to Relet Empty Homes (YTD)	25.0	2		14.0	Green		
Quarterly indicators							
Repairs satisfaction	95.0%	Joint 1st		100% (32 returns)	Green		
Tenancy checks carried out	10.0%	1		54.3%	Green	✓	
Complaints answered on time (Quarter 3)	90.0%	Joint 1st		100% (2)	Green		
Member enquiries answered on time (Quarter 3)	90.0%	-		None	Green		

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 (or within 0.5% for gas compliance)