

Performance Indicator	Annual Target	Position (10 TMOs)	October Profile Target	Performance This Month	RAG Status This Month	End year target met	Comments
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### Collecting Income (YTD)

Rent Collection Rate In-year (YTD)	99.50%	3		99.9%	Green		
% Rent & Arrears Collected (YTD)	94.00%	2		98.4%	Green		
Service Charge Collection: Day-to-day (YTD)	100.5%	8		100.6%	Green		

### Repairs and Voids

% All Repairs Completed on Time	97.0%	6		97.6%	Green		
% of gas servicing carried out within 12 months of the previous service	100% (99.6%= Green)	Joint 1st		100.0%	Green	✓	
Average Time to Relet Empty Homes (YTD)	25.0	2		14.0	Green		

### Risk Rating Scoring System

<b>Red</b>	The performance falls short of the threshold for meeting the target
<b>Amber</b>	The performance is within the threshold for meeting the target
<b>Green</b>	The target has been met or exceeded (or within 0.5% for gas compliance)