

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%	6	94.51%	99.8%	Green		
% Rent & Arrears Collected (YTD)	94.00%	4	99.6%	98.1%	Green		
Service Charge Collection: Day-to-day (YTD)	100.5%	3	97.0%	134.7%	Green		
Repairs and Voids							
% All Repairs Completed on Time	97.0%	6	94.8%	97.2%	Green		
% of gas servicing carried out within 12 months of the previous service	100% (99.6%= Green)	Joint 1st	0.0%	100.0%	Green	✓	
Average Time to Relet Empty Homes (YTD)	25.0	2	42.3	17.5	Green		

Quarterly indicators

Repairs satisfaction	95.0%	Joint 1st	94.8%	100.0%	Green		30 returns
Tenancy checks carried out	10.0%	2	0.0%	7.9%	Green	✓	2.5% each quarter
Complaints answered on time	90.0%	Joint 1st	42.3	100.0%	Green		3 received
Member enquiries answered on time	90.0%	-	42.3	-	Green		No M.E.s this quarter

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)