

Performance Indicator	Annual Target	Position (10 TMOs)	Performance This Month	RAG Status This Month	Comments
Collecting Income (YTD)					
Rent Collection Rate In-year (YTD)	99.50%	3	100.2%	Green	
% Rent & Arrears Collected (YTD)	94.00%	1	98.5%	Green	
Service Charge Collection: Day-to-day (YTD)	100.5%	7	99.0%	Amber	
Repairs and Voids					
% All Repairs Completed on Time	97.0%	7	97.7%	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	3	14.9	Green	
Quarterly indicators					
Repairs satisfaction	95.0%	Joint 1st	100% (37 returns)	Green	
Tenancy checks carried out	10.0%	1	56.8%	Green	
Complaints answered on time (Quarter 3)	90.0%	1	100% (1)	Green	
Member enquiries answered on time (Quarter 3)	90.0%	-	None	Green	

Six monthly indicators

Number of Estate inspections completed	One per quarter	1	10 completed in last 12 months	Green	
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Annual indicators

% of eligible shareholders	25.0%		35.5%	Green	
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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)