

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%	4		100.4%	Green		
% Rent & Arrears Collected (YTD)	94.00%	2		98.7%	Green		
Service Charge Collection: Day-to-day (YTD)	100.5%	5		108.5%	Green		

Repairs and Voids

% All Repairs Completed on Time	97.0%	8		96.0%	Amber		
% 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		

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)