























## Performance Framework **March 2023**

Indicator	22-23 Performance Expectation	22-23 Current Performance	Status
% of customers satisfied with their overall repair service	90.00%	90.3%	
% of customers satisfied with their most recent transaction	90.00%	87.68%	
% of environmental services rated as excellent	90.00%	96.00%	
% of customers satisfied with the outcome of their ASB complaint	85.00%	80.00%	
% of customers satisfied with how their ASB complaint was handled	90.00%	80.00%	
% of repairs completed in a single visit	92.00%	95.50%	
% of repairs appointment kept	99.00%	99.20%	
% of emergency repairs completed within timescale	100%	100%	
% of properties that meet the Decent Homes standard	100%	100%	
% of customer service officers with satisfactory call quality	90.00%	100%	
% of self-service transactions	83.00%	84.26%	
% of digital transactions via MySalix	17.00%	17.00%	
Average annual days lost per employee due to sickness absence	8.6 days	10.4 days	
Average managed re-let time (52 voids at Monday 3 <sup>rd</sup> April)	20 days	42.54 days	
% general needs properties currently tenanted	99.50%	99.40%	
% of sheltered properties currently tenanted	98.30%	99%	
Average cost of a void property	£3,537	£3,386	
Average cost of a void property (Including capital costs)	£4,115	£3,809	
Average void rent loss	0.60%	0.84%	

Rent arrears of current tenants as a percentage of rent due	1.34%	1.54%	
Current and former rent and service charge collection rate (exc. arrears brought forward)	99.85%	98.56%	
Universal credit current and former collection rate (exc. arrears brought forward)	95.68%	98.52%	
Number of properties newly built acquired or in development by year end	100 by year end	0	