

Performance Framework June 2023

Indicator	22-23 Performance Expectation	22-23 Current Performance	Status
% of customer service officers with satisfactory or above call quality monitoring score	100%	100%	✓
% of self-service transactions	84.26%	84.86%	✓
% of repairs completed in a single visit	95.5%	95.64%	✓
% of repairs appointment kept	99.2%	99.61%	✓
% of general needs properties currently tenanted	99.4%	99.68%	✓
% of sheltered properties currently tenanted	99.0%	98.95%	✓
Average managed re-let time (days)	42.54 days	38.19 days	✓
Average cost of a void property	£3,386	£2,459	✓
Average cost of a void property (including capital costs)	£3,809	£2,591	✓
Average void rent loss	0.84%	0.93%	●
Rent arrears of current tenants as a percentage of rent due	1.20%	2.66%	✓
Current and former rent and service charge collection rate (exc. arrears brought forward)	98.56%	95.94%	✓
Universal credit current and former collection rate (exc. arrears brought forward)	98.52%	93.65%	▲
Average annual days lost per employee due to sickness absence	10.4 days	9.5 days	▲
Number of open damp and mould cases	n/a	226	n/a
% of damp and mould cases treated within 4-week timescale	n/a	81.0%	n/a
Average time to complete damp and mould case	n/a	17.82 days	n/a
Total number of Class 1 Hazards identified YTD (opened and closed)	n/a	13	n/a
Total number of Class 2 Hazards identified YTD (opened and closed)	n/a	2012	n/a
Number of properties newly built, acquired or in development	0	211	✓