






## Performance Framework - December 2023

Indicator	23-24 Performance Expectation	23-24 Current Performance	Status
% of customer service officers with satisfactory or above call quality monitoring score	90.00%	100%	✓
% of self-service transactions	83.00%	83.83%	✓
% of digital transactions via MySalix		15.1%	-
% of repairs completed in a single visit	92.0%	96.8%	✓
% of repairs appointment kept	99.0%	99.4%	✓
% of general needs properties currently tenanted	99.4%	99.7%	✓
% of sheltered properties currently tenanted	98.3%	99.7%	✓
Average managed re-let time (days)	40.00 days	41.09 days	●
Average cost of a void property	£3,554	£3,779	●
Average cost of a void property (including capital costs)	£4,099	£4,243	▲
Average void rent loss	0.84%	0.82%	✓
Rent arrears of current tenants as a percentage of rent due	2.50%	2.60%	✓
Current and former rent and service charge collection rate (exc. arrears brought forward)	97.83%	98.37%	✓
Universal credit current and former collection rate (exc. arrears brought forward)	97.59%	97.91%	✓
Average annual days lost per employee due to sickness absence	8.6 days	9.6 days	▲
Number of open damp and mould cases		78	-
% of damp and mould cases treated within 4-week timescale		78.01%	-
Average time to complete damp and mould case	28 days	21.6 days	✓
Total number of Class 1 Hazards identified YTD (opened and closed)		16	-
Total number of Class 2 Hazards identified YTD (opened and closed)		2,901	-
Number of properties newly built, acquired or in development	100	211	✓