

Performance Framework - September 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%	84.49%	✓
% of digital transactions via MySalix	17.0%	16.1%	n/a
% of repairs completed in a single visit	92.0%	97.29%	✓
% of repairs appointment kept	99.0%	99.46%	✓
% of general needs properties currently tenanted	99.4%	99.54%	✓
% of sheltered properties currently tenanted	98.3%	99.3%	✓
Average managed re-let time (days)	40.00 days	40.95 days	⚠
Average cost of a void property	£3,554	£2,989	✓
Average cost of a void property (including capital costs)	£4,099	£3,356	✓
Average void rent loss	0.84%	0.92%	✗
Rent arrears of current tenants as a percentage of rent due	3.20%	3.62%	✓
Current and former rent and service charge collection rate (exc. arrears brought forward)	95.33%	95.79%	✓
Universal credit current and former collection rate (exc. arrears brought forward)	94.95%	93.85%	⚠
Average annual days lost per employee due to sickness absence	8.6 days	9.7 days	⚠
Number of open damp and mould cases	n/a	97	n/a
% of damp and mould cases treated within 4-week timescale	n/a	78.50%	n/a
Average time to complete damp and mould case	28 days	19.7 days	✓
Total number of Class 1 Hazards identified YTD (opened and closed)	n/a	14	n/a
Total number of Class 2 Hazards identified YTD (opened and closed)	n/a	2479	n/a
Number of properties newly built, acquired or in development	100	211	✓