

	Year End	Q1	Q2	Q3	Year End	UHA Target	Meeting target?
	2016/17	1.4.17 - 30.6.17	1.7.17 - 30.9.17	1.10.17 - 31.12.17	2017/18		
<b>RENTS</b>							
Rent arrears as a %	4.91%	4.78%					
Rent collection as a %	100.49%	101.02%				100%	<input checked="" type="checkbox"/>
Former tenant arrears	£223,854	£231,572					
<b>LETTINGS &amp; VOIDS</b>							
Voids (rent loss)	0.68%	1.02%					
Voids as a % turnover of stock (cumulative)	4.2%	1.34%				<2.5%	<input checked="" type="checkbox"/>
General needs re-let times inc new developments	14.1 days	26 days					
General need re-let times without new developments	34.1 days	34.6 days					
Long-term voids	0%	0%				0%	<input checked="" type="checkbox"/>
% lets to nominations	94%	97%				50%	<input checked="" type="checkbox"/>
General needs lettings to BME	78.1%	67.6%				50%	<input checked="" type="checkbox"/>

	Year End	Q1	Q2	Q3	Year End	UHA Target	Meeting target?
	2016/17	1.4.17 - 30.6.17	1.7.17 - 30.9.17	1.10.17 - 31.12.17	2017/18		
<b>COMPLAINTS</b>							
Number of complaints received	20	4					
% responded to on time	100%	100%				100%	<input checked="" type="checkbox"/>
<b>REPAIRS</b>							
Emergency repairs completed on time	99.3%	99%				99%	<input checked="" type="checkbox"/>
Urgent repairs completed on time	98.1%	98.9%					
Routine repairs completed on time	99.1%	99.3%				99%	<input checked="" type="checkbox"/>
First time fixes	94.6%	97.6%				95%	<input checked="" type="checkbox"/>
Appointments made and kept	98.8%	96.7%					
Gas servicing	100%	100%				100%	<input checked="" type="checkbox"/>
SAP rating	74	74.1				73	<input checked="" type="checkbox"/>
<b>TENANT SATISFACTION</b>							
Maintenance satisfaction	99%	99.3%				95%	<input checked="" type="checkbox"/>