














	Year End	Q1	Q2	Q3	Year End	Meeting target?
	2017/18	1.4.18 - 30.6.18	1.7.18 - 30.9.18	1.10.18 - 31.12.18	2018/19	
RENTS						
Rent arrears as a %	4.83%	4.32%				
Rent collection as a %	99.78%	103.9%				
LETTINGS & VOIDS						
Voids (rent loss)	0.77%	0.41%				
Voids as a % turnover of stock (cumulative)	5.21%	0.67%				
General needs re-let times inc new developments	25 days	15.4 days				
General need re-let times without new developments	27.8 days	21.8 days				
Long-term voids	0.17%	0.17%				
% lets to nominations	87.3%	88.2%				
General needs lettings to BME	65.8%	76.5%				

	Year End	Q1	Q2	Q3	Year End	Meeting target?
	2017/18	1.4.18 - 30.6.18	1.7.18 - 30.9.18	1.10.18 - 31.12.18	2018/19	
COMPLAINTS						
Number of complaints received	21	6				
% responded to on time	100%	100%				
REPAIRS						
Emergency repairs completed on time	93.9%	99.9%				
Urgent repairs completed on time	92.1%	99.9%				
Routine repairs completed on time	94.0%	99.6%				
First time fixes	90.6%	91.5%				
Appointments made and kept	93.8%	94.9%				
Gas servicing	100%	100%				
SAP rating	74.2	74.2				
TENANT SATISFACTION						
Maintenance satisfaction	97.2%	98.3%				