















	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%	4.33%			
Rent collection as a %	99.78%	103.9%	101.35%			
LETTINGS & VOIDS						
Voids (rent loss)	0.77%	0.41%	0.46%			
Voids as a % turnover of stock (cumulative)	5.21%	0.67%	1.64%			
General needs re-let times inc new developments	25 days	15.4 days	13.7 days			
General need re-let times without new developments	27.8 days	21.8 days	16.5 days			
Long-term voids	0.17%	0.17%	0.17%			
% lets to nominations	87.3%	88.2%	88.5%			
General needs lettings to BME	65.8%	76.5%	80.8%			

	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	4			
% responded to on time	100%	100%	100%			
REPAIRS						
Emergency repairs completed on time	93.9%	99.9%	99.1%			
Urgent repairs completed on time	92.1%	99.9%	99.4%			
Routine repairs completed on time	94.0%	99.6%	99.8%			
First time fixes	90.6%	91.5%	91.7%			
Appointments made and kept	93.8%	94.9%	96.7%			
Gas servicing	100%	100%	100%			
SAP rating	74.2	74.2	74.2			
TENANT SATISFACTION						
Maintenance satisfaction	97.2%	98.3%	96.1%			