

## Unity Performance 2020-21

	Actual 2018/19	Actual 2019/20	Target 2020/21	Quarter 1 1 <sup>st</sup> April-30 <sup>th</sup> June 20		Quarter 2 1 <sup>st</sup> July - 30 <sup>th</sup> Sept 20		Quarter 3 1 <sup>st</sup> Oct -31 <sup>st</sup> Dec 20		Quarter 4 1 <sup>st</sup> Jan - 31 <sup>st</sup> March21	
				Target	Actual	Target	Actual	Target	Actual	Target	Actual
<b>Rents - UHA</b>											
Arrears (%)	4.12%	4.18%	3.71%	3.53%	4.36%	4.07%	4.9%	4.16%	4.73%	3.71%	4.6%
Income collection (%)	101.01%	101.46%	100%	100%	106.66%	100%	100.6%	100%	100.93%	100%	100.42%
<b>Voids &amp; Lettings - UHA</b>											
Voids (rent loss)	0.4%	0.56%	1%	1%	0.79%	1%	0.83%	1%	0.85%	1%	0.69%
Turnover of stock (cumulative)	3.48%	3.98%	<10%	<2.5%	0.39%	<5%	0.78%	<7.5%	1.36%	<10%	1.8%
New developments letting times	N/A	9.3 days	0 days	0 days	0 days	0 days	0 days	0 days	0 days	0 days	0 days
GN re-let times	21.2 days	28.8 days	20 days	20 days	37.1 days	20 days	39.8 days	20 days	40.2 days	20 days	36.3 days
Long term voids	0.17%	0.17%	0%	0%	0.16%	0%	0.08%	0%	0.08%	0%	0.08%
% of lets to nominations	94.6%	78.2%	50%	50%	100%	50%	91.5%	50%	89.8%	50%	90.8%
GN lettings to BME tenants	71.6%	44.9%	50%	50%	75%	50%	63.8%	50%	66.1%	50%	67.7%

	Actual 2016/17	Actual 2017/18	Actual 2018/19	Actual 2019/20	Target 2020/21	Quarter 1 1 <sup>st</sup> April-30 <sup>th</sup> June 20	Quarter 2 1 <sup>st</sup> July - 30 <sup>th</sup> Sept 20	Quarter 3 1 <sup>st</sup> Oct -31 <sup>st</sup> Dec 20	Quarter 4 1 <sup>st</sup> Jan - 31 <sup>st</sup> March 20
						Actual	Actual	Actual	Actual
<b>Responsive Repairs, Servicing, Void Period &amp; rd SAP Rating</b>									
<b>Emergency</b>	99.3%	93.9%	99.2%	99.1%	99%	96.0%	98.2%	98.3%	98.5%
<b>Urgent</b>	98.1%	92.1%	99.1%	99.0%	99%	88.8%	96.9%	98.2%	98.8%
<b>Routine</b>	99.1%	94.0%	99.3%	98.9%	99%	97.4%	98.6%	98.1%	99.3%
<b>Av. No. of Days to Complete Repairs</b>	-	8.9 days	5.2 days	6.2 days	7 days	13.3 days	11.5 days	12.6 days	13.5 days
<b>Av. No. of Days Void in Repairs</b>	-	20.5 days	16.1 days	20.9 days	15 days	8.6 days	12.7 days	13.9 days	21.6 days
<b>First Time Fix</b>	94.6%	90.6%	92.4%	91.3%	95%	Not Available	Not Available	68.6%	81.3%
<b>Appointments Kept</b>	98.8%	93.8%	96.7%	95.1%	99%	Not Available	Not Available	91.4%	95.3%
<b>Monthly Maintenance Satisfaction</b>	99%	97.2%	97.0%	95.1%	95%	Not Available	Not Available	89.9%	94.6%
<b>Gas Servicing</b>	100%	100%	100%	98.7%	100%	98.5%	98.1%	99.8%	99.7%
<b>Electric Testing</b>	-	99%	98.8%	98.5%	100%	93.3%	96.7%	99.2%	99.6%
<b>Average rd SAP Rating</b>	74	74.2	74.3	74.4	73	74.4	74.4	74.8	74.8