

**KEY PERFORMANCE INDICATORS**

**October 2020**

KPI Ref		KEY PERFORMANCE INDICATOR		TARGET 2020-2021	YTD ACTUAL 2020-2021	YTD PERFORMANCE	YTD TREND ANALYSIS	RESPONSIBLE PERSON
KPI Description	KPI Ref							
2	Covenant	1	Net Housing Debt per Unit	£16,000	£9,318		😊	FM
2	Covenant	2	Asset Cover - Basis I (Value of assets under basis I to the total outstanding debt)	110%	285%		😊	FM
3	Covenant	3	Ratio of Net Operating Surplus (excl. Housing Stock Depreciation) to Net Interest Payable	90%	338%		😊	FM
4	Void Management	4	% of stock vacant and available for let	1.00%	0.56%		😊	HSM
5	Void Management	5	% of rent due lost on available to let properties being empty during the year	1.20%	1.00%		😐	HSM
6	Void Management	6	Average time (in days) taken to relet "normal" voids (excl. Low Demand and Unavailable for Let)	<28 Days	35.5		😐	HSM
7	Arrears	7	Gross Rent Arrears (all tenants) as a % of rent due for the reporting year	2.90%	2.39%		😐	HSM
8	Former Tenant Arrears	8	Former Tenant Rent Arrears as a % of rent due for the reporting year	0.90%	0.92%		😡	FM
9	Repairs (gas)	9	% of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date	100.00%	100.0%		😐	PSM
10	Repairs	10	% of reactive repairs carried out in the year completed right first time	98.00%	98.7%		😡	PSM
11	Energy Efficiency	11	% of stock targeted for the year, meeting the Energy Efficiency Standard for Social Housing (EESH)	100.00%	100.4%		😐	PSM
12	Customer Satisfaction	12	% of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service	98.00%	100.0%		😊	PSM
13	Customer Satisfaction	13	% of tenants satisfied with the standard of their home when moving in	92.50%	90.0%		😊	PSM
14	Human Resources	14	Sickness Absence	3.50%	2.69%		😊	HR
15	Profitability	15	Operating Income to Operating Expenditure plus finance costs	89%	115%		😡	FM
16-21	Financial Management		Financial Management Accounts					FM
22	Repairs Contract (W06)		Financial Summary					FM
23	Repairs Contract (W03)		Financial Summary					FM
24-25	Planned & Cyclical Maintenance		Expenditure					PSM
26-27	Health & Safety		Accidents, Near Misses & Training					HR
28-36	Risk Management		Risk Register					BSM

	performance is not on target
	performance is within tolerance levels
	performance is on or better than target
	performance is improving
	performance remains constant
	performance is declining