

KEY PERFORMANCE INDICATORS

September 2022

KPI Ref		KEY PERFORMANCE INDICATOR		TARGET 2022-23	YTD ACTUAL 2022-23	YTD PERFORMANCE	YTD TREND ANALYSIS	RESPONSIBLE PERSON
KPI Description	KPI Ref							
2	Covenant	1	Net Housing Debt per Unit	£16,000	£10,187		🔴	CSM
2	Covenant	2	Asset Cover - Basis I (Value of assets under basis I to the total outstanding debt)	110%	330%		😊	CSM
3	Covenant	3	Ratio of Net Operating Surplus (excl. Housing Stock Depreciation) to Net Interest Payable	90%	308%		😊	CSM
4	Void Management	4	% of stock vacant and available for let	0.80%	0.14%		😊	HSM
5	Void Management	5	% of rent due lost on available to let properties being empty during the year	0.90%	0.49%		😊	HSM
6	Void Management	6	Average time (in days) taken to relet "normal" voids (excl. Low Demand and Unavailable for Let)	27 Days	14.96 Days		😊	HSM
7	Arrears	7	Gross Rent Arrears (all tenants) as a % of rent due for the reporting year	2.00%	1.86%		🔴	HSM
8	Former Tenant Arrears	8	Former Tenant Rent Arrears as a % of rent due for the reporting year	0.70%	0.87%		🔴	CSM
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	98.50%	99.1%		😐	PSM
11	Customer Satisfaction	11	% 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
12	Customer Satisfaction	12	% of tenants satisfied with the standard of their home when moving in	92.50%	95.7%		😊	PSM
13	Human Resources	13	Sickness Absence	3.50%	5.32%		🔴	HR
14	Profitability	14	Operating Income to Operating Expenditure plus finance costs	109%	116%		😊	CSM
15-20	Financial Management		Financial Management Accounts					CSM
21	Repairs Contract (W06)		Financial Summary					CSM
22	Repairs Contract (W03)		Financial Summary					CSM
23-24	Planned & Cyclical Maintenance		Expenditure					PSM
25-26	Health & Safety		Accidents, Near Misses & Training					HR
27-35	Risk Management		Risk Register					CEO

	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