

KEY PERFORMANCE INDICATORS

April 2023

KPI Ref	KEY PERFORMANCE INDICATOR	TARGET 2023-24	YTD ACTUAL 2023-24	YTD PERFORMANCE	YTD TREND ANALYSIS	RESPONSIBLE PERSON
KPI Description	KPI Ref					
1	Covenant	1	Net Housing Debt per Unit	£16,000	£8,318	■■ CSD
2	Covenant	2	Asset Cover - Basis I (Value of assets under basis I to the total outsta	110.00%	385%	■■ CSD
3	Covenant	3	Ratio of Net Operating Surplus (excl. Housing Stock Depreciation) to Net Interest Payable	90.00%	130%	■■ CSD
4	Void Management	4	% of stock vacant and available for let	0.80%	0.55%	■■ HSM
5	Void Management	5	% of rent due lost on available to let properties being empty during the	0.90%	0.57%	■■ HSM
6	Void Management	6	Average time (in days) taken to relet "normal" voids (excl. Low Demand and Unavailable for Let)	20 Days	22 Days	■■ HSM
7	Arrears	7	Gross Rent Arrears (all tenants) as a % of rent due for the reporting ye	2.00%	1.73%	■■ HSM
8	Former Tenant Arrears	8	Former Tenant Rent Arrears as a % of rent due for the reporting year	0.70%	54.00%	■■ CSD
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%	98.2%	■■ 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	93.00%	91.7%	■■ PSM
13	Human Resources	13	Sickness Absence	4.75%	6.82%	■■ HR
14	Profitability	14	Operating Income to Operating Expenditure plus finance costs	109.00%	93%	■■ CSD
15-20	Financial Management		Financial Management Accounts			CSD
21	Repairs Contract (W06)		Financial Summary			CSD
22	Repairs Contract (W03)		Financial Summary			CSD
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