

KEY PERFORMANCE INDICATORS

November 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	£16k	£11k		😊	CSD
2	Covenant	2	Asset Cover - Basis I (Value of assets under basis I to the total outstanding debt)	110%	408%		😊	CSD
3	Covenant	3	Ratio of Net Operating Surplus (excl. Housing Stock Depreciation) to Net Interest Payable	90%	311%		😊	CSD
4	Void Management	4	% of stock vacant and available for let	0.80%	0.28%		😊	HSM
5	Void Management	5	% of rent due lost on available to let properties being empty during the year	0.90%	0.52%		😊	HSM
6	Void Management	6	Average time (in days) taken to relet "normal" voids (excl. Low Demand and Unavailable for Let)	20 Days	15.25 Days		😊	HSM
7	Arrears	7	Gross Rent Arrears (all tenants) as a % of rent due for the reporting year	2.00%	1.55%		😊	HSM
8	Former Tenant Arrears	8	Former Tenant Rent Arrears as a % of rent due for the reporting year	0.70%	0.27%		😊	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%	100.0%		😊	PSM
10	Repairs	10	% of reactive repairs carried out in the year completed right first time	98.00%	98.8%		😊	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%	99.4%		😊	PSM
12	Customer Satisfaction	12	% of tenants satisfied with the standard of their home when moving in	93.00%	96.3%		😐	PSM
13	Human Resources	13	Sickness Absence	4.75%	11.32%		😊	HR
14	Profitability	14	Operating Income to Operating Expenditure plus finance costs	109%	115%		😊	CSD
15-20	Financial Management		Financial Management Accounts					CSD
21	Repairs Contract (W02)		Financial Summary					CSD
22-23	Planned & Cyclical Maintenance		Expenditure					PSM
24-25	Health & Safety		Accidents, Near Misses & Training					HR
	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