

# Our performance – Quarter 1 2016/17 (Year to date)



## Repairs Performance

	Target response time	2014/15 results	Current Performance
Average time to complete emergency repairs	4 hours	2.3 hours	2 hours
Average time to complete non-emergency repairs	9 working days	7.6 working days	8.6 working days
% of jobs completed right first time	85%	89.1%	89.3%

## Current Tenant Arrears Performance as % of Gross Rental Income

	Target %	2012/13 % of Gross Rental Income	2013/14 % of Gross Rental Income	2014/15 % of Gross Rental Income	Current Performance
Arrears as % of gross rental income	2.50%	1.93%	1.95%	2.53%	2.5%

## Void rent loss

	Target %	2012/13 % of net rental income	2013/14 % of net rental income	2014/15 % of net rental income	Current performance
Rent loss due to voids	0.85%	0.79%	0.82%	1.03%	0.92%

## Void re-let performance

	Target (days)	2012/13 void relet time	2013/14 void relet time	2014/15 void relet time	Current performance
Number of days to relet a void	28	27	29	39	34