

Our performance – Quarter 2 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 | 2.1 hours |
| Average time to complete non-emergency repairs | 9 working days | 7.6 working days | 8.2 working days |
| % of jobs completed right first time | 85% | 89.1% | 89.1% |

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% | 2.3% |

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% | 0.86% |

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 | 33 |