

# Our performance – Quarter 4 2016/17 (Year to date)



## Repairs Performance

	Target response time	2015/16 results	Current Performance
Average time to complete emergency repairs	4 hours	2.2 hours	2.1 hours
Average time to complete non-emergency repairs	9 working days	8.6 working days	7.7 working days
% of jobs completed right first time	85%	88.6%	90.1%

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

	Target %	2013/14 % of Gross Rental Income	2014/15 % of Gross Rental Income	2015/16 % of Gross Rental Income	Current Performance
Arrears as % of gross rental income	2.50%	1.95%	2.53%	2.66%	2.45%

## Void rent loss

	Target %	2013/14 % of net rental income	2014/15 % of net rental income	2015/16 % of net rental income	Current performance
Rent loss due to voids	0.85%	0.82%	1.03%	0.81%	0.78%

## Void re-let performance

	Target (days)	2013/14 void relet time	2014/15 void relet time	2015/16 void relet time	Current performance
Number of days to relet a void	28	29	39	33.7	30.5