

Our performance – Quarter 4 2017/18 (Year to date)



Repairs Performance

	Target response time	2016/17 results	Current Performance
Average time to complete emergency repairs	4 hours	2.1 hours	2.3 hours
Average time to complete non-emergency repairs	9 working days	7.7 working days	7 working days
% of jobs completed right first time	85%	90.1%	92%

Current Tenant Arrears Performance as % of Gross Rental Income

	Target %	2014/15 % of Gross Rental Income	2015/16 % of Gross Rental Income	2016/17 % of Gross Rental Income	Current Performance
Arrears as % of gross rental income	2.50%	2.53%	2.66%	2.45%	2.31%

Void rent loss

	Target %	2014/15 % of net rental income	2015/16 % of net rental income	2016/17 % of net rental income	Current performance
Rent loss due to voids	0.85%	1.03%	0.81%	0.78%	0.68%

Void re-let performance

	Target (days)	2014/15 void relet time	2015/16 void relet time	2016/17 void relet time	Current performance
Number of days to relet a void	28	39	33.7	30.5	26.4