

Our performance – Quarter 2 2018/19 (Year to date)



Repairs Performance

	Target response time	2017/18 results	Current Performance
Average time to complete emergency repairs	4 hours	2.3 hours	2.3 hours
Average time to complete non-emergency repairs	9 working days	7 working days	6.4 working days
% of jobs completed right first time	85%	92%	92.0%

Current Tenant Arrears Performance as % of Gross Rental Income

	Target %	2015/16 % of Gross Rental Income	2016/17 % of Gross Rental Income	2017/18 % of Gross Rental Income	Current Performance
Arrears as % of gross rental income	2.50%	2.66%	2.45%	2.31%	2.62%

Void rent loss

	Target %	2015/16 % of net rental income	2016/17 % of net rental income	2017/18 % of net rental income	Current performance
Rent loss due to voids	0.85%	0.81%	0.78%	0.68%	0.69%

Void re-let performance

	Target (days)	2015/16 void relet time	2016/17 void relet time	2017/18 void relet time	Current performance
Number of days to relet a void	28	33.7	30.5	26.4	28.3