



	2019/20	2020/21	2021/22	2022/23	2023/24
	Performance	Performance	Performance	Performance	Target
<b>Key Performance Indicator</b>					
1.Total arrears as % Gross Rental Income	2.58%	3.06%	3.60%	2.62%	3.0%
2. Average time to re-let voids	16 calendar days	52.23 calendar days	28.48 calendar days	26.7 Calendar days	25 calendar days
3. New tenancies sustained for more than one year	87.1%	90.14%	85.84%	92%	90%
4. Emergency Repairs	99.30%	100%	100%	96.79%	100.00%
5. Urgent Repairs	98.80%	96.70%	99.00%	96.82%	100.00%
6. Routine repairs	98.20%	92.70%	97.60%	99.38%	100.00%
7. % of antisocial complaints resolved	85.59%				
8. Gas safety Inspections	100%	95.76%	97.90%	99.30%	100%
9. Number of complaints received to organisation	83	63	70	71	70
10. Number of complaints to SPSO	0	0	0	0	0