



	2016/17	2017/18	2018/19	2019/2020	2020/2021
	Performance	Performance	Performance	Performance	Target
Key Performance Indicator					
1.Total arrears as % Gross Rental Income	2.55%	2.94%	2.86%	2.58%	4.00%
2. Average time to re-let voids	12.58 calendar days	14.05 calendar days	13.95 calendar days	16 calendar days	32 calendar days
3. New tenancies sustained for more than one year	91.55%	83.78%	91%	87.10%	90%
4. Emergency Repairs	100%	100%	100%	99.30%	100%
5. Urgent Repairs	99.15%	99.80%	99.30%	98.80%	99.00%
6. Routine repairs	98.50%	98.40%	98.70%	98.20%	99.00%
7. % of antisocial complaints resolved	96%	92.86%	96%	85.59%	
8. Gas safety Inspections	100%	100%	100%	100%	98%
9. Number of complaints received to organisation	107	64	64	83	70
10. Number of complaints to SPSO	0	0	0	0	0