



	2017/18	2018/19	2019/20	2020/21	2021/22
	Performance	Performance	Performance	Performance	Target
Key Performance Indicator					
1.Total arrears as % Gross Rental Income	2.94%	2.86%	2.58%	3.06%	4%
2. Average time to re-let voids	14.05 calendar days	13.95 calendar days	16 calendar days	52.23 calendar days	32 calendar days
3. New tenancies sustained for more than one year	83.78%	91%	87.1%	90.14%	90.00%
4. Emergency Repairs	100%	100%	99.30%	100%	100%
5. Urgent Repairs	99.80%	99.30 %	98.80%	96.70%	99.00%
6. Routine repairs	98.40%	98.70%	98.20%	92.70%	99.00%
7. % of antisocial complaints resolved	92.86%	96%	85.59%		
8. Gas safety Inspections	100%	100%	100%	95.76%	98%
9. Number of complaints received to organisation	64	64	83	63	70
10. Number of complaints to SPSO	0	0	0	0	0