

HouseMark Benchmark results – Year end 2013/14

* Indicates top 10% when benchmarked

Performance Indicator	Quartile position Year end	Performance	SARH Traffic Light	Quartile parameters
Rent arrears of current tenants as a of % rent debit	Top Quartile	1.5%	Green	Upper = 1.59 Med = 2.62 Lower = 3.86
Percentage of rent collected	Top Quartile	100.12%	Green	Upper = 100.66 Med = 99.79 Lower = 98.76
Former tenant arrears as a % of rent debit	3rd Quartile	1.26%	No traffic light	Upper = 0.60 Med = 1.09 Lower = 1.69
Rent loss through vacant dwellings	Top Quartile	0.65%	Amber	Upper = 0.68 Med = 1.04 Lower = 1.62
Percentage of dwellings vacant and available to let	2 nd Quartile	0.36%	Amber	Upper = 0.31 Med = 0.57 Lower = 0.95
* Average re-let times (days)	Top Quartile	17 days	Amber	Upper = 20.60 Med = 27.03 Lower = 35.01
* % of new tenants satisfied with allocation and letting process	Top Quartile	100%	No traffic light	Upper = 98.28 Med = 95.24 Lower = 91.70
% of tenants overall satisfied with responsive repairs	2 nd Quartile	97.01%	Green	Upper = 97.90 Med = 95.10 Lower = 91.00
* Percentage of Emergency repairs completed on time	Top Quartile	100%	Green	Upper = 100 Med = 99.47 Lower = 96.50
Percentage of Response Repairs where an appointment was made and kept	2 nd Quartile	95.5%	Green	Upper = 99.06 Med = 97.33 Lower = 94.00
* Percentage of properties with a valid CP12 certificate	Top Quartile	100%	Green	Upper = 100 Med = 100 Lower = 99.91
Percentage of reactive repairs completed on time	Top Quartile	99.47%	No traffic light	Upper = 99.11 Med = 97.45 Lower = 94.58
Percentage of repairs completed right first time	3rd Quartile	90.34%	Green	Upper = 96.10 Med = 91.82 Lower = 86.00

Performance Indicator	Quartile position Quarter 4	Performance	SARH Traffic Light	Quartile parameters
Percentage of routine repairs completed within target	Top Quartile	99.41%	No traffic light	Upper = 98.97 Med = 97.03 Lower = 93.70
Appointment kept as a % of appointments made	Top Quartile	99.46%	No traffic light	Upper = 98.46 Med = 98.08 Lower = 95.67
* Percentage of closed ASB cases that were resolved	Top Quartile	93.5%	Green	Upper = 98.05 Med = 92.65 Lower = 86.20
Staff turnover	3rd Quartile	15.2%	Red	Upper = 8.80 Med = 11.91 Lower = 16.58
Working days lost to absence per employee	2 nd Quartile	1.99%	Green	Upper = 6.12 Med = 8.10 Lower = 10.35
Percentage of stage 1 complaints up-held	2 nd Quartile	91%	Amber	Upper = 45.82 Med = 61.44 Lower = 73.80
Average time taken to answer calls in seconds	3rd Quartile	74.03%	Amber	Upper = 11.00 Med = 19.00 Lower = 33.00
Average energy efficiency rating of dwellings (based on SAP 2005)	3rd Quartile	69.52%	No traffic light	Upper = 72.14 Med = 72.02 Lower = 68.68
* Percentage of homes that fail to meet the Decent Homes Standard	Top Quartile	0.00% (100% decent)	No traffic light	Upper = 0.00 Med = 0.00 Lower = 0.49