




































	Performance Indicator	Target	Performance	Traffic Light	Trend Versus Last Year	Value for Money
<b>Income Collection &amp; Management</b>	Rent arrears of current social housing tenants as a % of rent debit	1.40%	1.34%			 
	% of annual net rental income collected	100%	99.86%			 
<b>Neighbourhoods</b>	% of rent lost through dwellings being vacant	1.03%	0.96%			 
	Average relet time for social housing	24 days	30 days			 













Target met	Target not met not included in exception report	Target not met included in exception reporting	Performance improved	Performance declined	Performance the same	Performance declined but met target
						

	Performance Indicator	Target	Performance	Traffic Light	Trend Versus Last Year	Value for Money
<b>Neighbourhoods</b>	% of social housing dwellings vacant at 31 March 2016	0.70%	0.17%			
<b>Repairs</b>	% of repairs completed right first time	92%	93.64%			
	% of properties with a valid solid fuel certificate	100%	100%			
	% of properties with a valid CP12 gas certificate	100%	100%			
	%e of repairs where an appointment was made and kept	98%	99%			

Target met	Target not met not included in exception report	Target not met included in exception reporting	Performance improved	Performance declined	Performance the same	Performance declined but met target

	Performance Indicator	Target	Performance	Traffic Light	Trend Versus Last Year	Value for Money
<b>Repairs</b>	% of urgent repairs completed within target	100%	100%			 
<b>Customer Services</b>	Overall satisfaction with services	90%	98%			 
<b>You First</b>	% of piper network controller calls answered within 60 seconds	98.5%	98.66%			 
<b>Major Investment</b>	Number of customers satisfied with improvement works	95%	99%			 
	SAP rating (energy efficiency measure)	N/A	70.51%	N/A		 

Target met	Target not met not included in exception report	Target not met included in exception reporting	Performance improved	Performance declined	Performance the same	Performance declined but met target
						

	Performance Indicator	Target	Performance	Traffic Light	Trend Versus Last Year	Value for Money
<b>Major Investment</b>	% of homes that meet the Decent Home Standard	100%	100%			
<b>Customer Services Centre</b>	% of calls answered within 20 seconds	85%	84.2%			
<b>Complaints</b>	% of complaints responded to within a set time	100%	89%			
<b>OD</b>	Working days lost to absence per employee	3.8%	3.1% (8.2 days)			

Target met	Target not met not included in exception report	Target not met included in exception reporting	Performance improved	Performance declined	Performance the same	Performance declined but met target
	