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	Top Quartile		2 nd Quartile		Median		3 rd Quartile		Bottom Quartile
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KPI	SARH 2014/15		SARH 2013/14	
	Result	Quartile	Result	Quartile
Housing Management				
Direct cost per property Housing Management	£197		£209	
Detailed cost breakdown				
Direct cost per property rent arrears & collection	£79		£84	
Direct cost per property Resident Involvement	£46		£49	
Direct cost per property ASB	£22		£20	
Direct cost per property Lettings	£22		£24	
Direct cost per property Tenancy Management	£27		£31	
Performance				
Current tenant arrears	1.43%		1.51%	
Former tenant arrears	1.26%		1.26%	
Re-let times (days)	24		15	
% of customers satisfaction that views listened to and acted on	71%		71%	
Tenancy turnover	10.4%		9.57%	

KPI	SARH 2014/15		SARH 2013/14	
	Result	Quartile	Result	Quartile
Major works and cyclical maintenance				
Direct cost per property major works & cyclical maintenance	£1587		£1716	
Detailed cost breakdown				
Direct cost per property major works (service provision)	£1340		£1439	
Direct cost per property major works (management)	£77		£81	
Direct cost per property cyclical maintenance (service provision)	£145		£167	
Direct cost per property cyclical maintenance (management)	£25		£29	
Performance				
Customer satisfaction with quality of home	87%		88%	
% of homes meeting DHS	100%		100%	
SAP rating (energy efficiency)	70.5		69.5	
Gas certificates	100%		100%	
Repairs and maintenance				
Direct cost per property responsive repairs and voids	£660		£649	
Detailed cost breakdown				
Average cost / responsive repair	£116		£150	
Direct cost per property of void works (service provision)	£127		£88	
Direct cost per property of void works (management)	£22		£32	
Average cost / void repair	£1522		£1215	

KPI	SARH 2014/15		SARH 2013/14	
	Result	Quartile	Result	Quartile
Performance				
Customer satisfaction with repairs	84%		86%	
% of all repairs completed at first visit	92%		90%	
% of appointments kept	98%		99.5%	
% units void available to let	0.80%		0.37%	
% units void unavailable to let	0.26%		0.69%	