

# General Needs Stock Managed

## Monthly Key Performance Indicators - end

Financial Reporting Week 40

Reporting Quarter 3

December 2011



		Current Period	Year to Date	Same Period Last Year YTD	Target	Tolerance	Direction of Travel YTD	Summary YTD	Summary YTD [main contractor]
<b>Number 1 in Sector For Customer Loyalty</b>									
<b>Repairs</b>									
KPI 1	EMERGENCY REPAIRS COMPLETED IN TARGET	99.6%	99.2%	97.7%	99.0%	98.0%	↑	😊	😊
KPI 2	URGENT REPAIRS COMPLETED IN TARGET	100.0%	98.9%	98.4%	98.0%	96.0%	↑	😊	😊
KPI 3	ROUTINE REPAIRS COMPLETED IN TARGET	99.0%	98.4%	98.1%	98.0%	96.0%	↑	😊	😊
KPI 8	TENANTS REPORTED THAT AN APPOINTMENT WAS MADE AND KEPT FOR THEIR LAST REPAIR	95.7%	96.2%	89.3%	95.0%	90.0%	↓	😊	😊
KPI 9	TENANTS REPORTED THAT THEIR LAST REPAIR WAS COMPLETED AT FIRST VISIT	72.0%	77.9%	73.1%	82.0%	77.0%	↓	😐	😐
KPI 10	TENANTS SATISFIED WITH THE WAY THEIR LANDLORD DEALT WITH THEIR LAST REPAIR	94.7%	93.4%	91.1%	90.0%	85.0%	↑	😊	😊
<b>Access/Customer Care</b>									
KPI 11	TENANTS SATISFIED WITH THE SERVICES PROVIDED BY THEIR LANDLORD (Quarterly)	74.5%	76.4%	73.8%	80.0%	75.0%	↓	😐	
KPI 12	TENANTS SATISFIED THAT THEIR VIEWS ARE BEING TAKEN INTO ACCOUNT (Quarterly)	74.8%	70.0%	64.8%	68.0%	65.0%	↑	😊	
KPI 13	COMPLAINTS RESOLVED AT FIRST STAGE	72.7%	79.8%	88.5%	95.0%	90.0%	↓	😞	

Current Period	Year to Date	Same Period Last Year YTD	Target	Tolerance	Direction of Travel YTD	Summary YTD
----------------	--------------	---------------------------	--------	-----------	-------------------------	-------------

## Best in Sector At Creating Value Through Assets

### Safety

KPI	Description	Current Period	Year to Date	Same Period Last Year YTD	Target	Tolerance	Direction of Travel YTD	Summary YTD	Number Outstanding
KPI 4	UNITS WITH A VALID GAS SAFETY CERTIFICATE	100.00%	Snapshot only	0.0%	100.0%	100.0%	↔	😊	1
KPI 5	GAS SAFETY CERTIFICATES SERVICED WITHIN 12 MONTHS OF PREVIOUS CERTIFICATE	YTD Only	98.6%	99.6%	98.0%	96.0%	↔	😊	
KPI 6	PROPERTIES WITH A GAS CERTIFICATE MORE THAN 6 MONTHS OVERDUE	0.00%	Snapshot only	0.0%	0.0%	0.2%	↔	😊	
KPI 7	UNITS WITH A COMPLETED FIRE RISK ASSESSMENT (all properties with a common area irrelevant of the number of floors)	100.00%	Snapshot only	101.2%	100.0%	97.5%	↓	😊	

### Rent and Arrears

KPI	Description	Current Period	Year to Date	Same Period Last Year YTD	Target	Tolerance	Direction of Travel YTD	Summary YTD	YTD Value £
KPI 15	RENT & SERVICE CHARGE COLLECTION	YTD only	98.5%	101.2%	100.5%	99.0%	↓	😞	£15,580,393
KPI 16	CURRENT TENANT ARREARS	4.9%	Snapshot Only	3.9%	3.5%	3.8%	↓	😞	£1,004,570
KPI 17	DEBTORS	5.8%	Snapshot Only	5.3%	5.0%	5.2%	↓	😞	£1,208,177

### Vacant Properties

KPI	Description	Current Period	Year to Date	Same Period Last Year YTD	Target	Tolerance	Direction of Travel YTD	Summary YTD	Number Vacant
KPI 18	RE-LET TIME	YTD only	18.0	22.0	22.0	28.0	↓	😊	
KPI 47	Vacant and available to let or pending completion of works	0.7%	Snapshot Only	N/A	1.3%	1.6%	↑	😊	25
KPI 48	Vacant and unavailable to let due to awaiting demolition, redevelopment or sale	3.0%	Snapshot Only	N/A	5.9%	6.2%	↓	😊	111
KPI 20	CASH VOID LOSS £'000	YTD only	£140.1	£70.3	£42.75	£45.00	N/A	😞	

