

Culmative

Area of P

Area of Business	KPI	KPI Definition	Target	Period 1	Period 2	Period 3	Period 4	Period 5	Period 6	Period 7	Period 8	Period 9	Period 10	Period 11	Period 12
SCHS															
Rent & Income															
	% of rent & service charge collected	Percentage of rent and service charge collected of as percentage of rent and service charge due	YEF 21/22 £29,169.52 (Target 99%)	88.98%	89.28%	89.91%	88.34%	90.92%	91.65%	91.41%	92.60%	92.83%	92.35%	93.08%	94.43%
	Former tenant arrears as a % of rent due	For the reporting year	1.50%	1.52%	1.09%	0.92%	0.85%	0.70%	0.65%	0.56%	0.50%	0.47%	0.44%	0.51%	0.40%
	Current Tenant Arrears (based on actual figures subject benefit payments)	Amount in £'s	£21,500	28,032.66	30,668.11	32,046.13	40,542.88	35,554.59	35,472.66	39,310.65	37277.28	38,737.00	44,193.86	43,584.97	37,826.95
	Current Tenant Arrears (based on figures with expected benefit payments)	Amount in £'s	£21,500	no data available	no data available	no data available	no data available	no data available	26,700.50	26,026.25	27,460.30	27,956.36	34,591.30	31,878.52	29,068.12
	Former tenant arrears	Amount in £'s	£3,000	3,886.74	3,142.10	2938.53	2967.4	2774.95	2774.95	2,561.66	2,561.66	2,561.66	2,561.66	3202.26	2785.87
	Void Loss	Amount in £'s	10,212.27	1,976.97	3,410.57	4,207.04	6044.69	8143.66	10,223.14	10,892.69	11,510.12	18,541.31	22,251.60	28,242.45	28,907.43
	Void loss as % of rent income	Percentage of rent due lost through properties being empty	3%	0.78%	1.19%	1.32%	1.73%	2.07%	2.40%	2.37%	2.28%	3.42%	3.84%	4.48%	4.24%
Void Management															
	Number of Voids	Number of empty properties cumulative (including P&R and New Build Handovers)	N/A	6	8	9	4	6	8	6	6	8	5	7	3
	Average Relet Time (Overall)	Overall time in days to relet a void property	25.5	11.33	29.2	29.2	27.3	22.38	20.92	34.88	35.33	50.59	50.24	39.46	44.51
	Average Relet Time (Standard)	Time in days to relet a standard void. Standard Voids are routine repairs and minor electrical, plumbing work etc.	18	11.33	29.2	29.2	18.62	15.18	15.84	22.2	23.5	25.7	29	24.84	33.71
	Average Relet Time (Major)	Time in days to relet a major void. Major works include replacement of elements such as kitchens/bathrooms, full rewire, damp, structural issues etc. and/ or bathroom replacements, new doors, rewiring.	33	0	0	0	87	87	87	130	130	159.5	159.5	159.5	159.5
Repairs															
	% of repairs completed Right First Time	A repair is considered Right First Time when the operative has attended the property, identified, diagnosed and remedied the fault (using van stock), and carried out any making good before leaving the property. Multiple trades , Where the job requires multiple trades, who may follow on from each other, then the work would still be considered completed at first visit so long as each of the trades were completed in one visit.	92%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97%	96%
	% of properties with a current Gas Safety Certificate	As described	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	% of properties with a Gas Safety certificate renewed within anniversary date.	As described	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	% of properties with an Electrical Inspection and Test completed in last five years	As described	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	% of emergency, urgent, general and planned repairs completed within timescale	As described	90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	% of repair appointments kept on time	Off all repair appointments that were made what percentage were kept on time.	90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
No Access															
	No access Routine Repairs	% of no access for all routine repairs	8%	0	0	0	0	1.85%	1.85%	1.85%	1.85%	1.85%	1.85%	2.89%	4%
	No access Gas Cyclical	% of no access for all Gas Safety Inspections	10%	0	4.16%	0	5.33%	5.33%	34%	34%	45%	47.72%	51.11%	51.11%	42.34%
	No access Electrical Cyclical	% of no access for Electrical Cyclical Inspections and Tests	5%	0	0	0	0	0	0	0	2.40%	2.40%	2.40%	2.40%	2.40%
Customer Measures															
	Number of Own it , Sort it informal complaints	Number of Informal Complaints		0	0	0	0	0	0	0	0	0	0	0	0
	Nos of Stage 1 complaints	Number of Stage 1 Complaints		0	0	0	0	1	1	1	1	1	1	1	1
	No of Stage 1 Complaints responded within timescale	Responded within 10 working days	100%	0	0	0	0	1	1	1	1	1	1	1	1
	No of Stage 2 complaints	Number of Stage 2 Complaints		0	0	0	0	0	0	0	0	0	0	0	0
	No of Stage 2 Complaints responded within timescale	Within 20 Working Days	100%	0	0	0	0	0	0	0	0	0	0	0	0
	Number escalated to Stage 3 (as per SCC corporate complaints Or Ombudsman timescales)	Amount in numbers		0	0	0	0	0	0	0	0	0	0	0	0
	% of those making a complaint satisfied with the investigation of the complaint	As described	90%	N/A	N/A	N/A	N/A	100%	100%	100%	100%	100%	100%	100%	100%
	Number of compliments received	Incudes all staff who deliver services for SCHS		0	0	1	0	0	0	0	0	0	0	0	0
Customer Measures Repairs															
	% of customers very or fairly satisfied with the quality of their repair	Of the amount of tenants surveyed % of those who were fairly or very satisfied with the quality of their repair.	95%	No data as yet	No data as yet	No data as yet	No data as yet	No data as yet	No data as yet	75%	88%	100%	50%	Awaiting data	Awaiting data
	% of tenants satisfied with their new home when they moved in.	As described	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

