



	2020/21	2021/22	2022/23	2023/24	2034/25
	Performance	Performance	Performance	Performance	Targets - TBC
Key Performance Indicator					
1.Total arrears as % Gross Rental Income	3.06%	3.60%	2.62%	2.32%	
2. Average time to re-let voids	52.23 calendar days	28.48 calendar days	26.7 Calendar days	15.25 calendar days	
3. New tenancies sustained for more than one year	90.14%	85.84%	92%	94%	
4. Emergency Repairs	100%	100%	96.79%	98.01%	
5. Urgent Repairs	96.70%	99.00%	96.82%	99.14%	
6. Routine repairs	92.70%	97.60%	99.38%	98.59%	
7. How many times did we not complete Gas Safety check within timescales				5	
8. Number of complaints received to organisation	63	70	71	60	
9. Number of complaints to SPSO	0	0	0	0	