



| | 2015/16 | 2016/17 | 2017/18 | 2018/19 | 2019/2020 |
|---|---------------------|---------------------|---------------------|---------------------|------------------|
| | Performance | Performance | Performance | Performance | Target |
| Key Performance Indicator | | | | | |
| 1.Total arrears as % Gross Rental Income | 3.52% | 2.55% | 2.94% | 2.86% | 2.90% |
| 2. Average time to re-let voids | 16.82 calendar days | 12.58 calendar days | 14.05 calendar days | 13.95 calendar days | 15 calendar days |
| 3. New tenancies sustained for more than one year | 87.77% | 91.55% | 83.78% | 91% | 92% |
| 4. Emergency Repairs | 98.90% | 100% | 100% | 100% | 100% |
| 5. Urgent Repairs | 99.30% | 99.15% | 99.80% | 99.30% | 99.50% |
| 6. Routine repairs | 97.20% | 98.50% | 98.40% | 98.70% | 99.00% |
| 7. % of antisocial complaints resolved | 94.52% | 96% | 92.86% | 96% | 98% |
| 8. Gas safety Inspections | 100% | 100% | 100% | 100% | 100% |
| 9. Number of complaints received to organisation | 116 | 107 | 64 | 64 | 70 |
| 10. Number of complaints to SPSO | 0 | 0 | 0 | 0 | 0 |