

Key Performance Indicators for 2022-2023			
REF	Key Performance Indicators 2021/22	SHA Annual Target 2022/23	SHA 31st March 2022
1	Total gross rent arrears as % of rent due	4.3%	4.45%
2	% of net arrears - Current Tenants (Net of anticipated HB/UC as per SHR Charter Guidance)	2.9%	3.01%
3	% of gross arrears - Former Tenants	1.4%	1.44%
4	% rent collected as % rent due	99.95%	98.1%
5	Total Rent Loss from all Voids as a % of gross rent	0.75%	0.85%
6	Re-let Period Calendar Days	20 days	27.78 days
7	Proportion of lets to Homeless referrals	40%	42%
8	Emergency Repairs : % completed in 4hrs hours	100%	100%
9	Repairs-urgent-% completed in 3 days	97%	99%
10	Repairs-routine-% completed in 10 days	96.0%	97%
11	Repairs right first time	95%	96%
12	Gas Safety Inspections - how many times fail to meet statutory duty to complete a gas safety check	0 fails	8 times
13	% of properties with EICR in last 5 years	100%	63.6%
14	Repairs % Post Inspections	15%	14%
15	Appointments - % of repair appointments kept	96%	97%
16	Void Repair Timescales	Cat 1 - 4 days - target 95% Cat 2 - 7 days - target 95% Cat 3 - 15 days - target 100%	Cat 1 - 4 days - target 86% Cat 2 - 7 days - target 87% Cat 3 - 15 days - target 88%
17	Staff Absence due to sickness	4%	7.39%
18	Interest Cover Covenant	Will be greater than 150%	178%
19	Gearing Covenant	Maximum 60%	49%
20	Asset Cover	Will be greater than 110%	146%
21	Tenant Satisfaction HOWDY results	93%	n/a
22	New Tenant Satisfaction	95%	n/a
23	% Agreed spend on Planned Maintenance by quarter end	Quarter 1 - 20% Quarter 2 - 45% Quarter 3 - 80% Quarter 4 - 100%	Quarter 1 - 10% Quarter 2 - 20% Quarter 3 - 33% Quarter 4 - 51%
24	% Agreed spend on Cyclical Maintenance by quarter end	Quarter 1 - 20% Quarter 2 - 50% Quarter 3 - 80% Quarter 4 - 100%	Quarter 1 - 20% Quarter 2 - 46% Quarter 3 - 69% Quarter 4 - 88%
25	Average cost of reactive repair	N/A	Quarter 1 - £273
26	Average cost of void works per property	N/A	Quarter 1 - £4,252