













Quarterly Key Performance Information - Quarter 2

Area of Work	2018/19 Week 28 Actual	2019/20 Week 28 Actual	2019/20 Week 28 Target	+/-	Target Achieved	2019/20 Year-end Target	+/-
Rent collected as a % of rent due	100.94%	100.43%	98.89%	+1.54%		98.89%	+1.54%
Cash Collected	£65,144,355	£62,609,045	£62,338,522	+£270,523		£118,453,003	n/a
Standard Arrears (£)	£1,235,313	£1,554,276	£1,560,773	-£6,497		£2,305,959	-£751,683
CT Housing Benefit Recovery (£)	£1,371,414	£1,348,778	£1,421,061	-£72,283		£1,411,689	-£62,911
Total CT Net Arrears as a % of Debit	2.99%	3.67%	3.75%	-0.08%		4.29%	-0.62%
Total Current Tenant Arrears (£)	£4,026,136	£4,814,884	£4,947,758	-£132,874		£5,660,973	-£846,089
FT Arrears as a % of Debit	2.00%	2.20%	2.07%	+0.13%		2.07%	+0.13%
Re-let Times Cumulative	44.51 days	40.29 days	44 days	-3.71 days		44 days	-3.71 days
Area of Work	2018/19 Week 28 Actual	2019/20 Week 28 Actual	2019/20 Week 28 Target	+/-	Target Achieved	2019/20 Year-end Target	+/-
Re-let Times Standard	35.78 days	34.14 days	26 days			26 days	+8.14 days

				+8.14 days			
Re-let Times Major	86.20 days	78.24 days	58 days	+20.24 days		58 days	+20.24 days
Total Voids as a % of Stock	1.06% (306)	1.20% (342)	1.00% (285)	+0.20% (+57)		1.00% (285)	+0.20% (+57)
Total Void rent Loss as a % of Debit	1.10%	1.11%	1.25%	-0.14%		1.25%	-0.14%

Green = on target or better than target

Yellow = not fully meeting target but an improvement on the same position last year

Red = below target