













APPENDIX A

QUARTER 3 - TARGET SUMMARY

Area of Work	2018/19 Week 40 Actual	2019/20 Week 40 Actual	2019/20 Week 40 Target	+/-	Target Achieved	2019/20 Year-end Target	+/-
Rent collected as a % of rent due	99.38%	100.49%	98.89%	+1.60%		98.89%	+1.60%
Cash Collected	£91,523,837	£89,224,346	£88,787,799	+£436,547		£118,453,003	n/a
Standard Arrears (£)	£1,733,889	£1,831,998	£1,680,833	+£151,165		£2,305,959	-£473,961
CT Housing Benefit Recovery (£)	£1,419,225	£1,283,260	£1,416,077	-£132,817		£1,411,689	-£128,429
Total CT Net Arrears as a % of Debit	3.41%	3.87%	3.85%	+0.02%		4.29%	-0.44%
Total Current Tenant Arrears (£)	£4,588,774	£4,960,302	£5,076,296	-£115,994		£5,660,973	-£700,671
FT Arrears as a % of Debit	2.09%	2.12%	2.07%	+0.05%		2.07%	+0.05%
Re-let Times Cumulative	41.76 days	42.57 days	44 days	-1.43 days		44 days	-1.43 days

Area of Work	2018/19 Week 40 Actual	2019/20 Week 40 Actual	2019/20 Week 40 Target	+/-	Target Achieved	2019/20 Year-end Target	+/-
Re-let Times Standard	33.27 days	35.39 days	26 days	+9.39 days		26 days	+9.39 days
Re-let Times Major	83.98 days	84.18 days	58 days	+26.18 days		58 days	+26.18 days
Total Voids as a % of Stock	0.94% (271)	1.87% (530)	1.00% (285)	+0.87% (+245)		1.00% (285)	+0.87% (+245)
Total Void rent Loss as a % of Debit	1.05%	1.22%	1.25%	-0.03%		1.25%	-0.03%

Green = on target or better than target

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

Red = below target