## **Key Performance Indicators (Full Suite) 2018/19 - September 2018**



KPI's highlighted in blue are for Monthly

Management Team

KPI R	ef KPI	Frequenc y Reported to Board	Frequency Reported to Managem ent Team	Source	Recipient s (Board, MGMT)	Performanc e at 31st March 2018	Target	Qtr 1	Qtr 2	Qtr 3	Qt r4	Current Month Performa nce	Toleran ce	Current Status (RAG Reporti ng)	Notification of Concern
GD1	Units Acquired/Developed (as a % of units owned)	Annually	N/A	VFM Strategy	Board	3%	4%	Annual Target	Annual Target			Annual Target			
GD2	New supply delivered social housing units		Monthly	VFM Strategy	Board & Monthly MGT KPI's		11 (End Q4) 1 (End Q1)	1	2			2			No - the contract with SoT Council was signed 30th July 2018. Properties are in various stages of the acquisition process. The target is forecast to be achieved.
GD2	New supply delivered non social housing units	Quarterly	Monthly	VFM Strategy	Board & Monthly MGT KPI's		50 (End Q4) 11 (End Q1)	5	16			16			Yes - A Notification of Concern was raised in August 2018 and valid to the end of December. Flexibilities in the acquisition criteria were approved.
GD3	Units Sold	Quarterly	N/A	VFM Strategy	Board	2	Monitoring Only	0	1			1			
GD4	Net Increase (growth)		N/A	37	Board	3%	3%	Annual Target	Annual Target			Annual Target			
GD5	Flats	Annually	N/A	VFM Strategy	Board	0	0	Annual Target	Annual Target			Annual Target			

1				1							ĺ		1	
				VFM				Annual	Annual			Annual		
GD6	Houses	Annually	N/A	Strategy	Board	30	44	Target	Target			Target		
GD7	Affordable Rent	Annually	N/A	VFM Strategy	Doord	28	20	Annual	Annual			Annual		
GD7	Allordable Refit	Annually	N/A	Strategy	Board	20	39	Target	Target			Target		
				VFM				Annual	Annual			Annual		
GD8	Rent to Buy	Annually	N/A	Strategy	Board	0	5	Target	Target			Target		
					Board &									
	Spend on Acquisition	_			Monthly	62 005 440			£2,038,4			£2,038,42		
GD9	Programme (Cumulative)	Quarterly	Monthly		MGT KPI's	£2,905,449	£4,688,099	£891,932	26			6		
	Grant received for Acquisition				Board & Monthly				£460,72					
GD10	Programme (Cumulative)	Quarterly	Monthly		MGT KPI's	£724,392	£1,055,000	£93,750	6			£521,216		
	, , , , , , , , , , , , , , , , , , ,	,										•		
EVFM1				VFM			Monitoring							
.1	Operating Margin - Overall	Quarterly	N/A	Strategy	Board		Only	39.70%	37.11%			37.11%		
	Operating Margin - Social			VFM			Monitoring							
EVfM1	Housing Lettings	Quarterly	N/A	Strategy	Board		Only	39.70%	37.11%			37.11%		
	5 5	•					,							
				VFM			Monitoring							
EVfM3	Reinvestment %	Quarterly	N/A	Strategy	Board		Only	2.70%	7.68%			7.68%	<del>                                     </del>	
				\ \/EN 4			NA - with - win -							
EVfM5	Return On Capital Employed	Quarterly	N/A	VFM Strategy	Board		Monitoring Only	1.29%	2.31%			2.31%		
	Headline social housing costs						J,		2.0170					
	per unit (HCA Calculation) -			VFM			Monitoring							
EVfM8	Management Cost Per Unit	Annually	N/A	Strategy	Board		Only	N/A	N/A	N/A		N/A		
	Headline social housing costs													
E) (() 40	per unit (HCA Calculation) -	,	21/2	VFM			Monitoring	N. / A	21/2	21/2		21/2		
EVfM9	Service Charge Cost Per Unit Headline social housing costs	Annually	N/A	Strategy	Board		Only	N/A	N/A	N/A		N/A	<del>                                     </del>	
EVfM1	per unit (HCA Calculation) -			VFM			Monitoring							
0	Maintenance Cost Per Unit	Annually	N/A	Strategy	Board		Only	N/A	N/A	N/A		N/A		
	Headline social housing costs													
EVfM1	per unit (HCA Calculation) -			VFM			Monitoring							
1	Major Repairs Cost Per Unit Headline social housing costs	Annually	N/A	Strategy	Board		Only	N/A	N/A	N/A		N/A		
	per unit (HCA Calculation) -													
EVfM1	Other Social Housing Cost Per			VFM			Monitoring							
2	Unit	Annually	N/A	Strategy	Board		Only	N/A	N/A	N/A		N/A		
	Ratio of Responsive Repairs to				Board &									
HOUS1	Planned Maintenance Spend (Per Unit)	Annually	Annually	VFM	Monthly MGT KPI's	0.53	0.40	Annual	Annual			Annual		
пЦПЗІ	Average Length of Tenancy	Annually	Annually	Strategy	IVIGT KPIS	0.33	0.40	Target	Target			Target		
	(Reported on Terminated						Monitoring							Monitoring
HQHS3	Tenancies)	Annually	N/A		Board	5 Years	Only	5.52 years	5.00%			5		only
														Managemen
					Board & Monthly									Approved % reporting to
HQHS4	Applicant Ratios - 1 Bed Flat	Quarterly	Monthly		MGT KPI's	5:4	300%	50%	500%			500%		be
		-												

											presented to Audit Nov.
											2018
											Managemen
											Approved % reporting to
											be
					Board & Monthly						presented to Audit Nov.
HQHS5	Applicant Ratios - 2 Bed Flat	Quarterly	Monthly		MGT KPI's	8:11	300%	23%	650%	650%	2018
											Managemen
											Approved % reporting to
											be
					Board & Monthly						presented to Audit Nov.
HQHS6	Applicant Ratios - House	Quarterly	Monthly		MGT KPI's	12:1	300%	800%	1200%	1200%	2018
					Board &						
HOHS7	Number of Voids (total)	Quarterly	Monthly	VFM Strategy	Monthly MGT KPI's	121	145	34	49	49	
1101137	Transcr or Volus (total)	Quarterry	Wientrity	Strategy	Board &		143	34	73	43	
HQHS1	Rate of Refusal - % of				Monthly						
1	Properties Viewed & Refused	Quarterly	Quarterly		MGT KPI's Board &	/%	6%	9.8%	10.2%	10.2%	
HQHS1					Monthly						
2	Failed Tenancies (%)	Quarterly	Quarterly		MGT KPI's	16%	20%	17.6%	21%	21%	
попс1	Customer Satisfaction With				Board & Monthly						
6	Their New Home	Quarterly	Quarterly		MGT KPI's		75%	95%	97%	97	
HQHS1 8	Number of Complaints received (Asset Management)	Quarterly	N/A	MGMT KPI's	Board		Monitoring Only	3	5	5	
	(Asset Management)	Quarterry	, , , ,	11113	Bourd		- Ciny	3	3		
HQHS2			21/2	VFM		700/	Monitoring		Annual	Annual	
0	Customer Satisfaction GN & OP	Annually	N/A	Strategy	Board &	78%	Only	Target	Target	Target	
HQHS2					Monthly		Monitoring				
1	Number of UC Claimants	Quarterly	Monthly		MGT KPI's	23	Only	22	61	61	
HOHS2	UC arrears as a percentage of				Board & Monthly	not	Monitoring				
2	total arrears	Quarterly	Monthly		MGT KPI's	recorded	Only	12%	21%	21%	
					Board &						
G&V1	Asset Cover	Quarterly	N/A		Monthly MGT KPI's		Monitoring Only	423.67%	383.10%	383.10%	
Cavi	7.55cc Cover	Quarterly	IN//X		Board &		Ciny	423.0770	303.1070	303.1070	
					Monthly		Monitoring		3,668		
G&V2	Interest Cover	Quarterly	N/A		MGT KPI's Board &		Only	4,267%	%	3,668%	
				VFM	Monthly		Monitoring				
G&V3	EBITDA MRI	Quarterly	N/A	Strategy	MGT KPI's		Only	18.88	10.84	10.84	
	Gearing - Proportion of borrowing in relation to the size				Board &						
	of a			VFM	Monthly						
G&V4	provider's asset base	Quarterly	N/A	Strategy	MGT KPI's		60%	2.75%	5.40%	5.40%	

												Yes - A Notification
												of Concern
												(NoC) was
												completed
												for
												September
												2018.NoC
												have also
												been
												completed
												for April,
					Board &							May, June,
	Gas Servicing - Valid Gas			MGMT	Monthly							July and
G&V5	Certificate	Quarterly	Monthly	KPI's	MGT KPI's	100%	99.82%	99.47%		99.47%		August.