










Leazes Homes summary performance report Quarter 1 2015-165, April – June 2015

Progress against each of these targets is assigned a status based on the information in the table below.

| Status | Description |
|--------|--|
| Red | Not achieved/not on track to be achieved |
| Amber | Currently not achieved but likely to be recovered |
| Green | Achieved/on track to be achieved |
| Blue | Information is not yet available to determine whether the target has been achieved/ is on track. |

| Description | Year-end target (if applicable) | Quarterly performance (Q1) | Quarter one target | Status |
|--|---------------------------------|----------------------------|--------------------|---|
| Stock size | N/A | 462 | N/A | N/A |
| Number of tenancies | N/A | 460 | N/A | N/A |
| Rent and service charge arrears on current tenancies | £65,000 | £101,580 | £90,080 |  |
| Average level of arrears per property to be below £126 at the end of the | £126 | £220 | £195 |  |

| | | | | |
|---|-----------|-----------|-----------|---|
| 2015/16 financial year | | | | |
| Average re-let period | 25.0 days | 23.0 days | 25.0 days |  |
| Void rent loss | 1.1% | 0.43% | 1.1% |  |
| Average time taken to complete repairs | 5.0 days | 5.1 days | 5.0 days |  |
| Average length of time taken to investigate a case of anti-social behaviour | 51.0 days | 27.0 days | 51.0 days |  |
| 100% of properties have a valid Gas Safety Certificate at 31/03/2016. | 100% | 98% | 100% |  |
| Number of complaints in period | N/A | 0 | N/A | N/A |