

















Leazes Homes summary performance report Quarter 3 2015-16, October – December 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 (Q3)	Quarter three target	Status	Projected Year-end status
Stock size	N/A	511	N/A	N/A	N/A
Number of tenancies	N/A	500	N/A	N/A	N/A
Rent and service charge arrears on current tenancies	£65,000	£128,074	£101,951		
Average level of arrears per property to be below £126 at the end of the 2015/16 financial year	£126	£251	£200		
Collection Rate	N/A	96.39%	N/A	N/A	N/A

Average re-let period	25 days	21 days	25 days		
Void rent loss	1.1%	0.45%	1.1%		
Average time taken to complete repairs	5.0 days	5.2 days	5.0 days		
Average length of time taken to investigate a case of anti-social behaviour	51 days	38 days	51 days		
100% of properties have a valid Gas Safety Certificate at 31/03/2016.	100%	100%	100%		
Number of complaints in period	N/A	3	N/A	N/A	N/A