








Leazes Homes summary performance report Quarter 4 2015-16, January – March 2016

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 (Q4)	Quarter four target	Status
Stock size	N/A	526	N/A	N/A
Number of tenancies	N/A	502	N/A	N/A
Rent and service charge arrears on current tenancies	£65,000	£69,368	£65,000	
Average level of arrears per property to be below £126 at the end of the 2015/16 financial year	£126	£136	£126	
Collection Rate	N/A	98.49%	N/A	N/A

Average re-let period	25 days	20 days	25 days	
Void rent loss	1.1%	0.65%	1.1%	
Average time taken to complete repairs	5.0 days	5.7 days	5.0 days	
Average length of time taken to investigate a case of antisocial behaviour	51 days	43 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	5	N/A	N/A