

















# Key Performance Report

Quarter Two 2024/2

Performance Indicator	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	Q2 2024/25				
					Value	Target	Against target	Trend	HM Quartile
Rent collected as a % of rent due (social rent)	96.54%	98.35%	98.74%	97.33%	97.27%	96.47%			4
Satisfaction with the lettings service (%)	87.8%	95.0%	95.2%	97.9%	95.00%	95.00%			1
Sickness - % of hours lost	1.31%	3.18%	2.35%	1.72%	2.30%	2.00%			1
Satisfaction with completed response repairs (%)	95.1%	96.1%	94.3%	90.5%	90.3%	95.00%			2
Satisfaction with improvement works (%)	100%	100%	97.5%	100%	66.7%	95.00%			**
Satisfaction with ASB case handling (%)	90.3%	89.3%	84.8%	90.30%	93.5%	90.00%			1
Rent loss due to void properties (social rent)	0.40%	0.45%	0.44%	0.43%	0.44%	0.40%			1
Property Compliance	100%	100%	100%	100%	99.99%	100%			*

\*HouseMark does not include quartiles for Property Compliance, however as these are regulatory indicators top quartile would be 100% in all cases.

\*\*No benchmarking data available for Satisfaction with Improvement works