

	Performance 2021-22	Target 2022-23	Actual Performance 2022-23	Current Performance compared to others	Target 2023/24	Current Performance (end of Mar 24)
% of dwellings with a valid gas safety certificate*	100%	100%	99.8%	Upper Quartile 100% Medium Quartile 100% Lower Quartile 99.8%	100%	100%
Number of fire risk assessments overdue	0	0	0	Upper Quartile N/A Medium Quartile N/A Lower Quartile N/A	0	0
% of stock Electrical tested within last 5 years *	69%	60%	98.4%	Upper Quartile N/A Medium Quartile N/A Lower Quartile N/A	100%	100%
Current rent arrears as a % of the annual rent debit	3.25%	3.50%	3.61%	Upper Quartile 2.87% Medium Quartile 3.7% Lower Quartile 4.74%	3.50%	3.88%
Former tenant arrears as a % of the annual rent debit	0.78%	1.5%	1.01%	Upper Quartile 0.16% Medium Quartile 0.49% Lower Quartile 0.71%	0.65%	0.81%
Average re-let time for homes requiring minor works only	13 days	7	13 days	Upper Quartile 13.83 days Medium Quartile 28.79 days Lower Quartile 49.84 days	7	10

Rent loss from homes being empty	1.04%	0.5%	0.91%	Upper Quartile 0.38% Medium Quartile 0.74% Lower Quartile 1.3%	0.50%	0.38%
New homes delivered	0.49%	2.75%	0.49%	Upper Quartile 3.2% Medium Quartile 0% Lower Quartile 0%	3.40%	2.38%
% of tenants satisfied with the anti-social behaviour service	93%	95%	100%	Upper Quartile N/A Medium Quartile N/A Lower Quartile N/A	88%	92%
% of tenants satisfied that their home is safe	93%	97%	97%	Upper Quartile 90% Medium Quartile 88.1% Lower Quartile 84%	98%	99%
% of tenants satisfied with the value for money for their rent	95%	97%	100%	Upper Quartile 93.25% Medium Quartile 88% Lower Quartile 73%	98%	88%
% of tenants satisfied with repairs and maintenance	91%	97%	95%	Upper Quartile 89% Medium Quartile 87% Lower Quartile 80.56%	98%	89%