Key Performance Indicators for 2023-2024			
REF		**SHA Annual Target 2022/23**	**SHA 31st March 2023**
1	Total gross rent arrears as % of rent due	**4.3%**	**4.45%**
2	% of net arrears - Current Tenants (Net of anticipated HB/UC as per SHR Charter Guidance)	**2.9%**	**3.01%**
3	% of gross arrears - Former Tenants	**1.4%**	**1.44%**
4	% rent collected as % rent due	**99.95%**	**98.1%**
5	Total Rent Loss from all Voids as a % of gross rent	**0.75%**	**0.85%**
6	Re-let Period Calendar Days	**20 days**	**27.78 days**
7	Proportion of lets to Homeless referrals	**40%**	**42%**
8	Emergency Repairs : % completed in 4hrs hours	**100%**	**100%**
9	Repairs-urgent-% completed in 3 days	**97%**	**99%**
10	Repairs-routine-% completed in 10 days	**96.0%**	**97%**
11	Repairs right first time	**95%**	**96%**
12	Gas Safety Inspections - how many times fail to meet statutory duty to complete a gas safety check	**0 fails**	**8 times**
13	% of properties with EICR in last 5 years	**100%**	**63.6%**
14	Repairs % Post Inspections	**15%**	**14%**
15	Appointments - % of repair appointments kept	**96%**	**97%**
16	Void Repair Timescales	**Cat 1 - 4 days - target 95%**	**Cat 1 - 4 days - target 86%**
		Cat 2 - 7 days - target 95%	**Cat 2 - 7 days - target 87%**
		Cat 3 - 15 days - target 100%	**Cat 3 - 15 days - target 88%**
17	Staff Absence due to sickness	**4%**	**7.39%**
18	Interest Cover Covenant	**Will be greater than 100%**	**178%**
19	Gearing Covenant	**Maximum 60%**	**49%**
20	Asset Cover	**Will be greater than 110%**	**146%**
21	Tenant Satisfaction with reactive repairs	**93%**	**n/a**
22	New Tenant Satisfaction with property condition at letting stage	**95%**	**n/a**
23	% Agreed spend on Planned Maintenance by quarter end	**Quarter 1 - 20% Quarter 2 - 45% Quarter 3 - 80% Quarter 4 - 100%**	**Quarter 1 - 10% Quarter 2 - 20% Quarter 3 - 33% Quarter 4 - 51%**
24	% Agreed spend on Cyclical Maintenance by quarter end	**Quarter 1 - 20% Quarter 2 - 50% Quarter 3 - 80% Quarter 4 - 100%**	**Quarter 1 - 20% Quarter 2 - 46% Quarter 3 - 69% Quarter 4 - 88%**
25	Average cost of reactive repair	**N/A**	**Quarter 1 - £273**
26	Average cost of void works per property	**N/A**	**Quarter 1 - £4,252**
27	% Grant spend on medical adaptations by quarter	**N/A**	**n/a**