				Previous performance		Direction of			Inner London Benchmarking Target (THH)		Commentary
Finance/I	Income	periormance	periou	periorilarice	periou	traver	raiget	raiget (d)	raiget (THH)	raiget (LH)	Commentary
F1	Rent collection %	99.40%	Q3 22/23	94.60%	Q2 22/23	<b>1</b>	97%		100%	99%	
F2	Operating Surplus		Δ==,==				0.75			557.	
F3	Non-Capital spending against budget										
F4	Capital spending vs planned/profiled spending										
F5	Current Tenant Arrears %							2.32%	4.10%		
F6	Leasehold/Service Charge collection							100%	100%		
F7	Rent Loss due to Voids							0.44%	1.40%	0.60%	
F8	Current tenant arrears as % annual rent debit net housing benefit							2.50%			
F9	Value For Money: Social Housing Cost per unit							£ 4,375.00			
People	, , , , , , , , , , , , , , , , , , , ,				!				•	•	
P1	Vacant Full Time Equivalents	135	Feb-23	110	Dec-22	<b>1</b>					
P2	Leavers as a % of Full Time Equivalents	13.40%	Feb-23	12.54%	Dec-22	<b>1</b>					
Р3	Full Time Equivalents filled by agency staff	15	Feb-23	15	Dec-22	$\leftrightarrow$					
P4	Average no of sick days per employee	7.9	Feb-23	8.9	Dec-22	<b>\</b>			8 days	11 days	
Operations/Customer experience											
C1	Right First Time	93.45%	Mar-23	91.91%	Feb-23	<b>1</b>	94%	93%	85%	90%	
C2	Satisfaction with Repairs	56%	Q3 22/23	53%	Q2 22/23	1	94%	93%		67%	
C3	Average days to complete repairs	22.73	Mar-23	22.58	Feb-23	<b>1</b>		21		12 days	
C4	Emergency Repairs in time	99.17%	Mar-23	98.81%	Feb-23	<b>1</b>	100%	99%	98%		
C5	Average Key to Key Void re-let times						40 days		40 days	40 days	
C6	No of Voids per quarter (received and Completed)										
C7	Satisfaction with Complaint handling	23%	Q3 22/23				85%	85%		35%	
C8	Average Re-let time for all properties (General Needs & Sheltered)							25 days			
C9	Overall satisfaction	51%	Q3 22/23	50%	Q2 22/23	<b>↑</b>	65%	85%		65%	
Compliance											
	% Domestic properties with valid Landlords Gas Safety Certificate					$\leftrightarrow$					
CP1	(LGSR)	99.90%	Feb-23	99.90%	Jan-23	\7	100%				
CP2	Dwellings with a satisfactory EICR in last 5 years	93.00%	Feb-23	93.00%	Jan-23	$\leftrightarrow$	100%	100			
CP3	% Fire Risk Assessments completed in target							100			
CP4	Overdue High Risk Fire Risk Assessment Actions	0	Mar-23	0							
CP5	Overdue Medium Risk Fire Risk Assessments Actions	2689	Mar-23	3147							
CP6	Overdue Low Risk Fire Risk Assessments Actions	408	Mar-23	454		<b>V</b>					
CP7	% of stock that is categorised as a Decent Home	99.90%	2021/2022		2020/2021		100%				
Planned i	mprovement (Budget and actual)										
PI 1	Actual overall planned improvement as % of budget										