













	Key Performance Indicator	Q1 2019/20	Year-End Target	Status
	Landlord Satisfaction	82.7%	Monitoring Only	↑
	Number of customers supported into sustainable employment	51	200	↑
	New Build Homes Completed	68	160	↔
	Responsive Repairs Satisfaction	85%	86%	↑
	Gas Safety	100%	100%	↑
	Rent Collection	103.5%	99.7%	↑
	Rent Lost to Voids	0.86%	0.70%	↔
	New Tenancy Satisfaction	93%	90%	↑
	Contact Centre Satisfaction	86%	90%	↑
	Responsive Repairs Satisfaction	85%	86%	↑
	Grounds Maintenance Satisfaction	65%	80%	↓
	Block Cleaning Satisfaction	70%	80%	↓