

Agenda Item No 5 Report No 317/19 Appendix 9

Housing Monthly Performance (Analysis)

Indicator	April	May	June	July	Trend
Overall percentage of repairs completed within target times (not including Gas) KPI	98.40% compared to 95.88% last month. A total of 1123 works orders were issued compared with 1312 last month, of which 18 were late 1.60% compared with 4.12% last month – 2 emergencies, 4 Urgent, 4 priority 3 days, 6 routine jobs and 2 non essential.	98.68% compared to 98.40% last month.	98.32 compared to 98.68% last month. A total of 1069 works orders were issued compared with 1139 last month, of which 18 were late 1.68% compared with 1.31% last month – 1 emergencies, 6 Urgent, 5 priority 3 days and 6 routine jobs.	98.17% compared to 98.32% last month. A total of 1314 works orders were issued compared with 1069 last month, of which 24 were late 1.83% compared with 1.68% last month – 4 emergencies, 1 Urgent, 13 priority 3 days and 6 routine jobs.	
The proportion of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months (KPI)	83.30% compared to 88% last month. This indicator has continued to fluctuate over the past few years.	100% compared to 83.30% last month. This indicator has continued to fluctuate over the past few years.	100%, same as last month. There were only 16 tenancies for homeless people which started in June last year. This indicator has continued to fluctuate over the past few years.	87.1%, compared with 100% last month. This indicator has continued to fluctuate over the past few years.	
% of homeless presentations with decision outcome in 28 days (KPI)	84% compared to 92.68% last month. A slight drop in performance this month.	74% compared to 84% last month. A slight drop in performance this month.	80% compared to 74% last month. A slight increase in performance this month.	73% compared to 80% last month. A slight decrease in performance this month.	

Indicator	April	May	June	July	Trend
%age of COT Budget spent	The current performance is 22.31%, which is higher than average for the time of year.	The current performance is 30.60%, which is higher than average for the time of year.	The current performance is 40.01%, which is higher than average for the time of year.	The current performance is 56.03%, which is far higher than average for the time of year.	
%age of unplanned budget spent	The current performance is 13.17%, which is average for the time of year.	The current performance is 18.20%, which is average for the time of year.	The current performance is 22.89%, which is average for the time of year.	The current performance is 39.03%, which is slightly over the average by 5% for the time of year.	
Total nos of offers per letting	2.01 compared with 2.30 last month. This indicator has continued to fluctuate over the past few years.	1.91 compared with 2.01 last month. This indicator has continued to fluctuate over the past few years.	2.05 compared with 1.91 last month. This indicator has continued to fluctuate over the past few years.	1.90 compared with 2.05 last month. This indicator has continued to fluctuate over the past few years.	
No. of offers refused as % of total offers	34.56% compared with 30.40% last month – a slight drop in performance compared to last month, but not unusual for this indicator which tends to be sporadic in nature.	28.43% compared with 34.56% last month – a slight improvement in performance compared to last month, but not unusual for this indicator which tends to be sporadic in nature.	38.99% compared to 28.43% last month – a drop in performance compared to last month, but not unusual for this indicator which tends to be sporadic in nature.	26.98% compared to 38.39% last month – a increase in performance compared to last month, but not unusual for this indicator which tends to be sporadic in nature.	

<p>Indicator</p> <p>% age offered temporary accommodation immediately</p>	<p>April</p> <p>97% compared to 94% last month. 34 people were seeking Temp Accommodation last month. 0% were offered B & B.</p>	<p>May</p> <p>104% compared to 97% last month. 25 people were seeking Temp Accommodation last month. 8% were offered B & B.</p>	<p>June</p> <p>100% compared to 104% last month. 23 people were seeking Temp Accommodation last month. 0% were offered B & B.</p>	<p>July</p> <p>96% compared to 100% last month. 24 people were seeking Temp Accommodation last month. 0% were offered B & B.</p>	<p>Trend</p>
<p>Indicator</p> <p>Current tenants' arrears as a % of net rent due (SPI)</p>	<p>April</p> <p>8.49% compared to 9.17% from previous month. An improvement in performance from previous month, although higher than average for the time of year.</p>	<p>May</p> <p>8.89% compared to 8.49% from previous month. A decrease in performance from previous month, and higher than average for the time of year.</p>	<p>June</p> <p>9.04% compared to 8.89% from previous month. A decrease in performance from previous month, and higher than average for the time of year.</p>	<p>July</p> <p>9.32% compared to 9.04% from previous month. An decrease in performance from previous month, and higher than average for the time of year.</p>	<p>Trend</p>
<p>Indicator</p> <p>Gross rent arrears (all tenants) as at 31st March each year as a percentage of rent due for reporting year (SHR31) (SPI) (LGBF)</p>	<p>April</p> <p>The current performance is 7.1% for April, a significant improvement compared with 9.22% last month.</p>	<p>May</p> <p>The current performance is 7.48%, a slight decrease compared with 7.1% last month.</p>	<p>June</p> <p>The current performance is 7.64%, a slight decrease in performance compared with 7.48% last month.</p>	<p>July</p> <p>The current performance is 7.95%, a slight decrease compared with 7.64% last month.</p>	<p>Trend</p>
<p>Indicator</p> <p>% of rent due lost through properties being empty during the last year (SHR34) (SPI) (LGBF)</p>	<p>April</p> <p>Void rent loss was 0.62% for April, an improvement from 0.83% last month.</p>	<p>May</p> <p>Void rent loss was 0.61%, a slight decrease compared to 0.62% last month.</p>	<p>June</p> <p>Void rent loss for June was 0.66%, a slight decrease compared to 0.61% last month.</p>	<p>July</p> <p>Void rent loss for July was 0.79%, a slight decrease in performance compared to 0.66% last month.</p>	<p>Trend</p>

Indicator	April	May	June	July	Trend																																																																														
Average length of time taken to complete non-emergency repairs (SHR12) (SPI) (LGBF) (Council Plan 2017-22)	Non-emergency repairs took an average of 7.89 days, a slight improvement from 8.48 days last month.	Non-emergency repairs took an average of 7.99 days, a slight decrease from 7.89 days last month.	Non-emergency repairs took an average of 7.54 days, a slight improvement in performance from 7.99 days last month.	Non-emergency repairs took an average of 7.91 days, a slight decrease from 7.54 days last month.	<table border="1"> <caption>Average length of time taken to complete non-emergency repairs (days)</caption> <thead> <tr> <th>Month</th> <th>2015/16</th> <th>2016/17</th> <th>2017/18</th> <th>2018/19</th> <th>2019/20</th> </tr> </thead> <tbody> <tr><td>April</td><td>7.8</td><td>8.5</td><td>8.2</td><td>8.8</td><td>8.9</td></tr> <tr><td>May</td><td>7.8</td><td>8.2</td><td>8.0</td><td>8.5</td><td>8.4</td></tr> <tr><td>June</td><td>7.5</td><td>8.0</td><td>7.8</td><td>10.5</td><td>10.8</td></tr> <tr><td>July</td><td>7.8</td><td>7.5</td><td>7.8</td><td>8.8</td><td>8.5</td></tr> <tr><td>August</td><td>7.5</td><td>7.8</td><td>7.5</td><td>11.0</td><td>10.5</td></tr> <tr><td>September</td><td>7.2</td><td>7.5</td><td>7.2</td><td>7.5</td><td>7.8</td></tr> <tr><td>October</td><td>7.8</td><td>7.5</td><td>7.2</td><td>7.5</td><td>8.2</td></tr> <tr><td>November</td><td>6.2</td><td>6.5</td><td>6.2</td><td>6.5</td><td>6.8</td></tr> <tr><td>December</td><td>6.5</td><td>6.8</td><td>6.5</td><td>6.8</td><td>7.2</td></tr> <tr><td>January</td><td>7.2</td><td>7.5</td><td>7.2</td><td>7.5</td><td>9.0</td></tr> <tr><td>February</td><td>7.5</td><td>7.8</td><td>7.5</td><td>7.8</td><td>8.2</td></tr> <tr><td>March</td><td>7.8</td><td>8.0</td><td>7.8</td><td>8.0</td><td>8.5</td></tr> </tbody> </table>	Month	2015/16	2016/17	2017/18	2018/19	2019/20	April	7.8	8.5	8.2	8.8	8.9	May	7.8	8.2	8.0	8.5	8.4	June	7.5	8.0	7.8	10.5	10.8	July	7.8	7.5	7.8	8.8	8.5	August	7.5	7.8	7.5	11.0	10.5	September	7.2	7.5	7.2	7.5	7.8	October	7.8	7.5	7.2	7.5	8.2	November	6.2	6.5	6.2	6.5	6.8	December	6.5	6.8	6.5	6.8	7.2	January	7.2	7.5	7.2	7.5	9.0	February	7.5	7.8	7.5	7.8	8.2	March	7.8	8.0	7.8	8.0	8.5
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Average time to re-let properties in the last year (days) (Indicator 35)	The overall figure for Angus is at 31 days for April, compared with 35 days of last month, showing an improvement in performance.	The overall figure for Angus is at 31, compared with the same for last month, keeping the same improvement in performance.	The overall figure for Angus is at 39, compared with 31 for last month.	The overall figure for Angus is at 30, compared with 39 for last month.	<table border="1"> <caption>Average time to re-let properties in the last year (days)</caption> <thead> <tr> <th>Month</th> <th>2015/16</th> <th>2016/17</th> <th>2017/18</th> <th>2018/19</th> <th>2019/20</th> </tr> </thead> <tbody> <tr><td>April</td><td>31</td><td>37</td><td>31</td><td>31</td><td>31</td></tr> <tr><td>May</td><td>23</td><td>23</td><td>23</td><td>23</td><td>23</td></tr> <tr><td>June</td><td>28</td><td>38</td><td>28</td><td>28</td><td>38</td></tr> <tr><td>July</td><td>23</td><td>23</td><td>23</td><td>23</td><td>23</td></tr> <tr><td>August</td><td>24</td><td>24</td><td>24</td><td>24</td><td>24</td></tr> <tr><td>September</td><td>27</td><td>27</td><td>27</td><td>27</td><td>27</td></tr> <tr><td>October</td><td>29</td><td>29</td><td>29</td><td>29</td><td>29</td></tr> <tr><td>November</td><td>27</td><td>27</td><td>27</td><td>27</td><td>27</td></tr> <tr><td>December</td><td>29</td><td>29</td><td>29</td><td>29</td><td>29</td></tr> <tr><td>January</td><td>31</td><td>31</td><td>31</td><td>31</td><td>31</td></tr> <tr><td>February</td><td>31</td><td>31</td><td>31</td><td>31</td><td>31</td></tr> <tr><td>March</td><td>31</td><td>31</td><td>31</td><td>31</td><td>31</td></tr> </tbody> </table>	Month	2015/16	2016/17	2017/18	2018/19	2019/20	April	31	37	31	31	31	May	23	23	23	23	23	June	28	38	28	28	38	July	23	23	23	23	23	August	24	24	24	24	24	September	27	27	27	27	27	October	29	29	29	29	29	November	27	27	27	27	27	December	29	29	29	29	29	January	31	31	31	31	31	February	31	31	31	31	31	March	31	31	31	31	31
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Percentage of tenants satisfied with the standard of their home when moving in (Indicator 9) (Cumulative)	Current performance is 92.86%, compared with 88.77% last month, which has shown another slight increase.	Current performance is 96.15%, compared with 92.86% last month, which has shown another slight decrease.	Current performance is 88.89%, compared with 96.15% last month, which has shown a significant decrease this month.	Current performance is 93.67%, compared with 88.89% last month, which has shown an increase this month.	<table border="1"> <caption>Percentage of tenants satisfied with the standard of their home when moving in</caption> <thead> <tr> <th>Month</th> <th>2015/16</th> <th>2016/17</th> <th>2017/18</th> <th>2018/19</th> <th>2019/20</th> </tr> </thead> <tbody> <tr><td>April</td><td>86.00%</td><td>93.00%</td><td>86.00%</td><td>86.00%</td><td>86.00%</td></tr> <tr><td>May</td><td>90.00%</td><td>96.00%</td><td>90.00%</td><td>90.00%</td><td>96.00%</td></tr> <tr><td>June</td><td>89.00%</td><td>93.00%</td><td>89.00%</td><td>89.00%</td><td>89.00%</td></tr> <tr><td>July</td><td>93.00%</td><td>93.00%</td><td>93.00%</td><td>93.00%</td><td>93.00%</td></tr> <tr><td>August</td><td>94.00%</td><td>94.00%</td><td>94.00%</td><td>94.00%</td><td>94.00%</td></tr> <tr><td>September</td><td>92.00%</td><td>92.00%</td><td>92.00%</td><td>92.00%</td><td>92.00%</td></tr> <tr><td>October</td><td>93.00%</td><td>93.00%</td><td>93.00%</td><td>93.00%</td><td>93.00%</td></tr> <tr><td>November</td><td>92.00%</td><td>92.00%</td><td>92.00%</td><td>92.00%</td><td>92.00%</td></tr> <tr><td>December</td><td>91.00%</td><td>91.00%</td><td>91.00%</td><td>91.00%</td><td>91.00%</td></tr> <tr><td>January</td><td>90.00%</td><td>90.00%</td><td>90.00%</td><td>90.00%</td><td>90.00%</td></tr> <tr><td>February</td><td>89.00%</td><td>89.00%</td><td>89.00%</td><td>89.00%</td><td>89.00%</td></tr> <tr><td>March</td><td>89.00%</td><td>89.00%</td><td>89.00%</td><td>89.00%</td><td>89.00%</td></tr> </tbody> </table>	Month	2015/16	2016/17	2017/18	2018/19	2019/20	April	86.00%	93.00%	86.00%	86.00%	86.00%	May	90.00%	96.00%	90.00%	90.00%	96.00%	June	89.00%	93.00%	89.00%	89.00%	89.00%	July	93.00%	93.00%	93.00%	93.00%	93.00%	August	94.00%	94.00%	94.00%	94.00%	94.00%	September	92.00%	92.00%	92.00%	92.00%	92.00%	October	93.00%	93.00%	93.00%	93.00%	93.00%	November	92.00%	92.00%	92.00%	92.00%	92.00%	December	91.00%	91.00%	91.00%	91.00%	91.00%	January	90.00%	90.00%	90.00%	90.00%	90.00%	February	89.00%	89.00%	89.00%	89.00%	89.00%	March	89.00%	89.00%	89.00%	89.00%	89.00%
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Average days between approval for aids and adaptations and completion of work MAJOR (Indicator 23)				The current performance is at 91 days compared with 108 days from previous month. This indicator started the year off well with a low of 26 days but has significantly declined over the past quarter but showing a slight improvement this month.	<table border="1"> <caption>Average days between approval for aids and adaptations and completion of work MAJOR</caption> <thead> <tr> <th>Month</th> <th>2015/16</th> <th>2016/17</th> <th>2017/18</th> <th>2018/19</th> <th>2019/20</th> </tr> </thead> <tbody> <tr><td>April</td><td>26</td><td>26</td><td>26</td><td>26</td><td>26</td></tr> <tr><td>May</td><td>78</td><td>78</td><td>78</td><td>78</td><td>78</td></tr> <tr><td>June</td><td>108</td><td>108</td><td>108</td><td>108</td><td>108</td></tr> <tr><td>July</td><td>91</td><td>91</td><td>91</td><td>91</td><td>91</td></tr> <tr><td>August</td><td>91</td><td>91</td><td>91</td><td>91</td><td>91</td></tr> <tr><td>September</td><td>91</td><td>91</td><td>91</td><td>91</td><td>91</td></tr> <tr><td>October</td><td>91</td><td>91</td><td>91</td><td>91</td><td>91</td></tr> <tr><td>November</td><td>91</td><td>91</td><td>91</td><td>91</td><td>91</td></tr> <tr><td>December</td><td>91</td><td>91</td><td>91</td><td>91</td><td>91</td></tr> <tr><td>January</td><td>91</td><td>91</td><td>91</td><td>91</td><td>91</td></tr> <tr><td>February</td><td>91</td><td>91</td><td>91</td><td>91</td><td>91</td></tr> <tr><td>March</td><td>91</td><td>91</td><td>91</td><td>91</td><td>91</td></tr> </tbody> </table>	Month	2015/16	2016/17	2017/18	2018/19	2019/20	April	26	26	26	26	26	May	78	78	78	78	78	June	108	108	108	108	108	July	91	91	91	91	91	August	91	91	91	91	91	September	91	91	91	91	91	October	91	91	91	91	91	November	91	91	91	91	91	December	91	91	91	91	91	January	91	91	91	91	91	February	91	91	91	91	91	March	91	91	91	91	91
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<p>Indicator</p> <p>Average days between approval for aids and adaptations and completion of work MINOR (Indicator 23)</p>	<p>April</p>	<p>May</p>	<p>June</p>	<p>July</p> <p>The current performance is 8 days a slight improvement from 9 days last month, this indicator has stayed fairly level only rising to 14 days in May but has levelled out again over the past 2 months.</p>	<p>Trend</p> <table border="1"> <caption>Line Chart Data: Average days between approval for aids and adaptations and completion of work MINOR</caption> <thead> <tr> <th>Month</th> <th>2015/16</th> <th>2016/17</th> <th>2017/18</th> <th>2018/19</th> <th>2019/20</th> </tr> </thead> <tbody> <tr><td>April</td><td></td><td></td><td></td><td></td><td>8</td></tr> <tr><td>May</td><td></td><td></td><td></td><td></td><td>14</td></tr> <tr><td>June</td><td></td><td></td><td></td><td></td><td>9</td></tr> <tr><td>July</td><td></td><td></td><td></td><td></td><td>8</td></tr> <tr><td>August</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>September</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>October</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>November</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>December</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>January</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>February</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>March</td><td></td><td></td><td></td><td></td><td></td></tr> </tbody> </table>	Month	2015/16	2016/17	2017/18	2018/19	2019/20	April					8	May					14	June					9	July					8	August						September						October						November						December						January						February						March					
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<p>Indicator</p> <p>Average days between approval for aids and adaptations and completion of work MODERATE (Indicator 23)</p>	<p>April</p>	<p>May</p>	<p>June</p>	<p>July</p> <p>The current performance is 37 days in this indicator compared with 12 days the previous month, this a sharp decline in performance with this indicator.</p>	<p>Trend</p> <table border="1"> <caption>Line Chart Data: Average days between approval for aids and adaptations and completion of work MODERATE</caption> <thead> <tr> <th>Month</th> <th>2015/16</th> <th>2016/17</th> <th>2017/18</th> <th>2018/19</th> <th>2019/20</th> </tr> </thead> <tbody> <tr><td>April</td><td></td><td></td><td></td><td></td><td>12</td></tr> <tr><td>May</td><td></td><td></td><td></td><td></td><td>37</td></tr> <tr><td>June</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>July</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>August</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>September</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>October</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>November</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>December</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>January</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>February</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>March</td><td></td><td></td><td></td><td></td><td></td></tr> </tbody> </table>	Month	2015/16	2016/17	2017/18	2018/19	2019/20	April					12	May					37	June						July						August						September						October						November						December						January						February						March					
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<p>Indicator</p> <p>Average length of time taken to complete emergency repairs (Indicator 11)</p>	<p>April</p> <p>Non-emergency repairs took an average of 7.89 days, a slight improvement from 8.48 days last month.</p>	<p>May</p> <p>Non-emergency repairs took an average of 7.99 days, a slight decrease from 7.89 days last month.</p>	<p>June</p> <p>Non-emergency repairs took an average of 7.54 days, a slight improvement in performance from 7.99 days last month.</p>	<p>July</p> <p>Current performance is 4.02 hours compared with 2.38 hours of previous month. This indicator is becoming quite sporadic in nature.</p>	<p>Trend</p> <table border="1"> <caption>Line Chart Data: Average length of time taken to complete emergency repairs</caption> <thead> <tr> <th>Month</th> <th>2015/16</th> <th>2016/17</th> <th>2017/18</th> <th>2018/19</th> <th>2019/20</th> </tr> </thead> <tbody> <tr><td>April</td><td></td><td></td><td></td><td></td><td>5.5</td></tr> <tr><td>May</td><td></td><td></td><td></td><td></td><td>6</td></tr> <tr><td>June</td><td></td><td></td><td></td><td></td><td>2.38</td></tr> <tr><td>July</td><td></td><td></td><td></td><td></td><td>4.02</td></tr> <tr><td>August</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>September</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>October</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>November</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>December</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>January</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>February</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>March</td><td></td><td></td><td></td><td></td><td></td></tr> </tbody> </table>	Month	2015/16	2016/17	2017/18	2018/19	2019/20	April					5.5	May					6	June					2.38	July					4.02	August						September						October						November						December						January						February						March					
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Percentage of reactive repairs carried out in the last year completed right first time (Indicator 13)	Right First Time is currently at 87.81%, below target.	Right First Time is currently at 87.28%, compared to 92.23% last month showing a decrease in performance and still below target.	Right First Time is currently at 86.53%, compared to 87.28% last month showing a decrease in performance and still below target. This indicator had tailed off at the beginning of the year but is comparable to previous years now.	Right First Time is currently at 89.63%, compared to 86.53% last month showing an increase in performance and still below target.	<table border="1"> <caption>Right First Time Data (Estimated from Chart)</caption> <thead> <tr> <th>Month</th> <th>2015/16</th> <th>2016/17</th> <th>2017/18</th> <th>2018/19</th> <th>2019/20</th> </tr> </thead> <tbody> <tr><td>April</td><td>93.5%</td><td>93.5%</td><td>93.5%</td><td>93.5%</td><td>87.8%</td></tr> <tr><td>May</td><td>93.5%</td><td>93.5%</td><td>93.5%</td><td>93.5%</td><td>87.0%</td></tr> <tr><td>June</td><td>93.5%</td><td>93.5%</td><td>93.5%</td><td>93.5%</td><td>86.5%</td></tr> <tr><td>July</td><td>93.5%</td><td>93.5%</td><td>93.5%</td><td>93.5%</td><td>86.5%</td></tr> <tr><td>August</td><td>93.5%</td><td>93.5%</td><td>93.5%</td><td>93.5%</td><td>89.6%</td></tr> <tr><td>September</td><td>93.5%</td><td>93.5%</td><td>93.5%</td><td>93.5%</td><td>89.6%</td></tr> <tr><td>October</td><td>93.5%</td><td>93.5%</td><td>93.5%</td><td>93.5%</td><td>89.6%</td></tr> <tr><td>November</td><td>93.5%</td><td>93.5%</td><td>93.5%</td><td>93.5%</td><td>89.6%</td></tr> <tr><td>December</td><td>93.5%</td><td>93.5%</td><td>93.5%</td><td>93.5%</td><td>89.6%</td></tr> <tr><td>January</td><td>93.5%</td><td>93.5%</td><td>93.5%</td><td>93.5%</td><td>89.6%</td></tr> <tr><td>February</td><td>93.5%</td><td>93.5%</td><td>93.5%</td><td>93.5%</td><td>89.6%</td></tr> <tr><td>March</td><td>93.5%</td><td>93.5%</td><td>93.5%</td><td>93.5%</td><td>89.6%</td></tr> </tbody> </table>	Month	2015/16	2016/17	2017/18	2018/19	2019/20	April	93.5%	93.5%	93.5%	93.5%	87.8%	May	93.5%	93.5%	93.5%	93.5%	87.0%	June	93.5%	93.5%	93.5%	93.5%	86.5%	July	93.5%	93.5%	93.5%	93.5%	86.5%	August	93.5%	93.5%	93.5%	93.5%	89.6%	September	93.5%	93.5%	93.5%	93.5%	89.6%	October	93.5%	93.5%	93.5%	93.5%	89.6%	November	93.5%	93.5%	93.5%	93.5%	89.6%	December	93.5%	93.5%	93.5%	93.5%	89.6%	January	93.5%	93.5%	93.5%	93.5%	89.6%	February	93.5%	93.5%	93.5%	93.5%	89.6%	March	93.5%	93.5%	93.5%	93.5%	89.6%
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Rent collected as a percentage of total rent due in the reporting year (Indicator 30)	The current performance is 98.67%, compared to 98.52% last month. Some seasonal drops can be expected, but more proactive approaches to eliminate these trends are being used.	The current performance is 102.34%, compared to 98.67% last month. Some seasonal drops can be expected, but more proactive approaches to eliminate these trends are being used which as showed in this month's performance.	The current performance is 101.58%, compared to 102.34% last month. Some seasonal drops can be expected, but more proactive approaches to eliminate these trends are being used which as showed in this month's performance.	The current performance is 97.68%, compared to 101.58% last month. Some seasonal drops can be expected, but more proactive approaches to eliminate these trends are being used.	<table border="1"> <caption>Rent Collected as a Percentage of Total Rent Due Data (Estimated from Chart)</caption> <thead> <tr> <th>Month</th> <th>2015/16</th> <th>2016/17</th> <th>2017/18</th> <th>2018/19</th> <th>2019/20</th> </tr> </thead> <tbody> <tr><td>April</td><td>100.0%</td><td>100.0%</td><td>100.0%</td><td>100.0%</td><td>98.7%</td></tr> <tr><td>May</td><td>100.0%</td><td>100.0%</td><td>100.0%</td><td>100.0%</td><td>98.7%</td></tr> <tr><td>June</td><td>100.0%</td><td>100.0%</td><td>100.0%</td><td>100.0%</td><td>102.3%</td></tr> <tr><td>July</td><td>100.0%</td><td>100.0%</td><td>100.0%</td><td>100.0%</td><td>101.6%</td></tr> <tr><td>August</td><td>100.0%</td><td>100.0%</td><td>100.0%</td><td>100.0%</td><td>97.7%</td></tr> <tr><td>September</td><td>100.0%</td><td>100.0%</td><td>100.0%</td><td>100.0%</td><td>97.7%</td></tr> <tr><td>October</td><td>100.0%</td><td>100.0%</td><td>100.0%</td><td>100.0%</td><td>97.7%</td></tr> <tr><td>November</td><td>100.0%</td><td>100.0%</td><td>100.0%</td><td>100.0%</td><td>97.7%</td></tr> <tr><td>December</td><td>100.0%</td><td>100.0%</td><td>100.0%</td><td>100.0%</td><td>97.7%</td></tr> <tr><td>January</td><td>100.0%</td><td>100.0%</td><td>100.0%</td><td>100.0%</td><td>97.7%</td></tr> <tr><td>February</td><td>100.0%</td><td>100.0%</td><td>100.0%</td><td>100.0%</td><td>97.7%</td></tr> <tr><td>March</td><td>100.0%</td><td>100.0%</td><td>100.0%</td><td>100.0%</td><td>97.7%</td></tr> </tbody> </table>	Month	2015/16	2016/17	2017/18	2018/19	2019/20	April	100.0%	100.0%	100.0%	100.0%	98.7%	May	100.0%	100.0%	100.0%	100.0%	98.7%	June	100.0%	100.0%	100.0%	100.0%	102.3%	July	100.0%	100.0%	100.0%	100.0%	101.6%	August	100.0%	100.0%	100.0%	100.0%	97.7%	September	100.0%	100.0%	100.0%	100.0%	97.7%	October	100.0%	100.0%	100.0%	100.0%	97.7%	November	100.0%	100.0%	100.0%	100.0%	97.7%	December	100.0%	100.0%	100.0%	100.0%	97.7%	January	100.0%	100.0%	100.0%	100.0%	97.7%	February	100.0%	100.0%	100.0%	100.0%	97.7%	March	100.0%	100.0%	100.0%	100.0%	97.7%
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