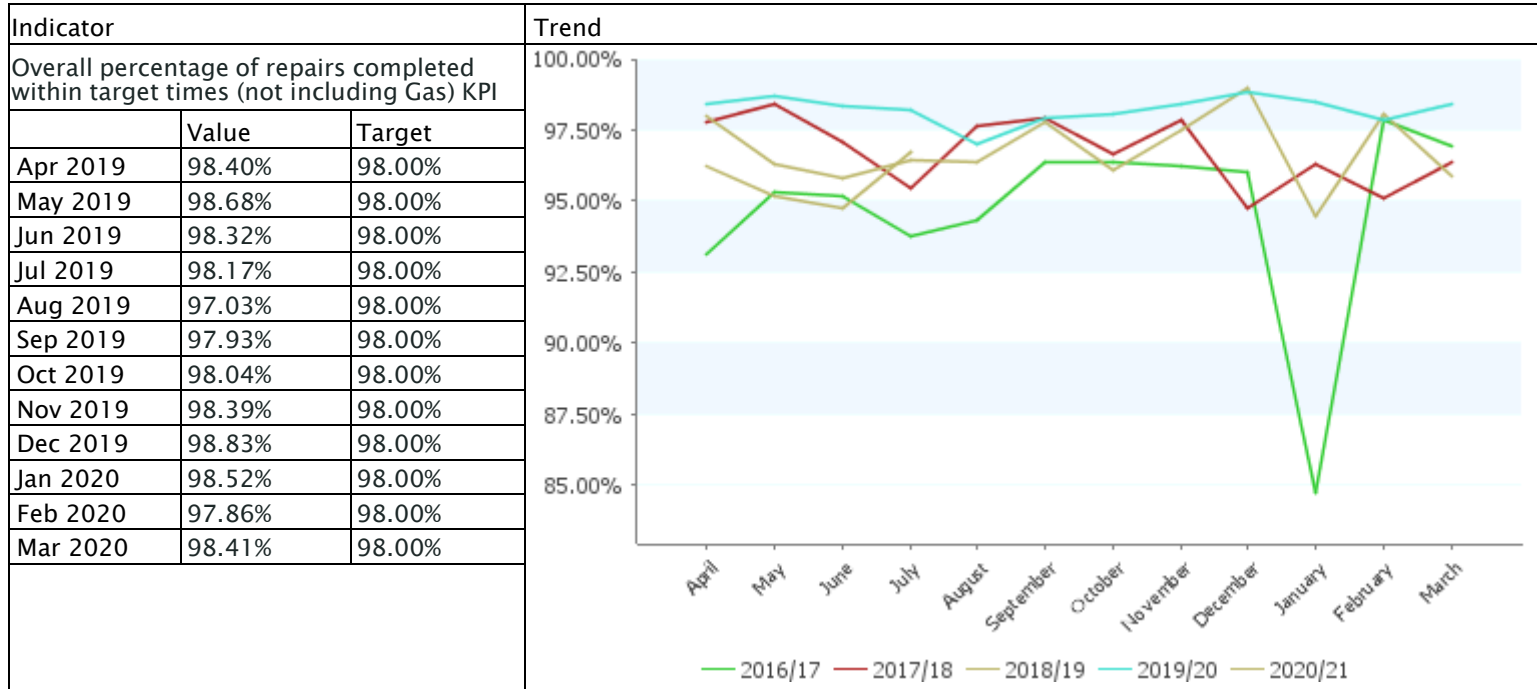
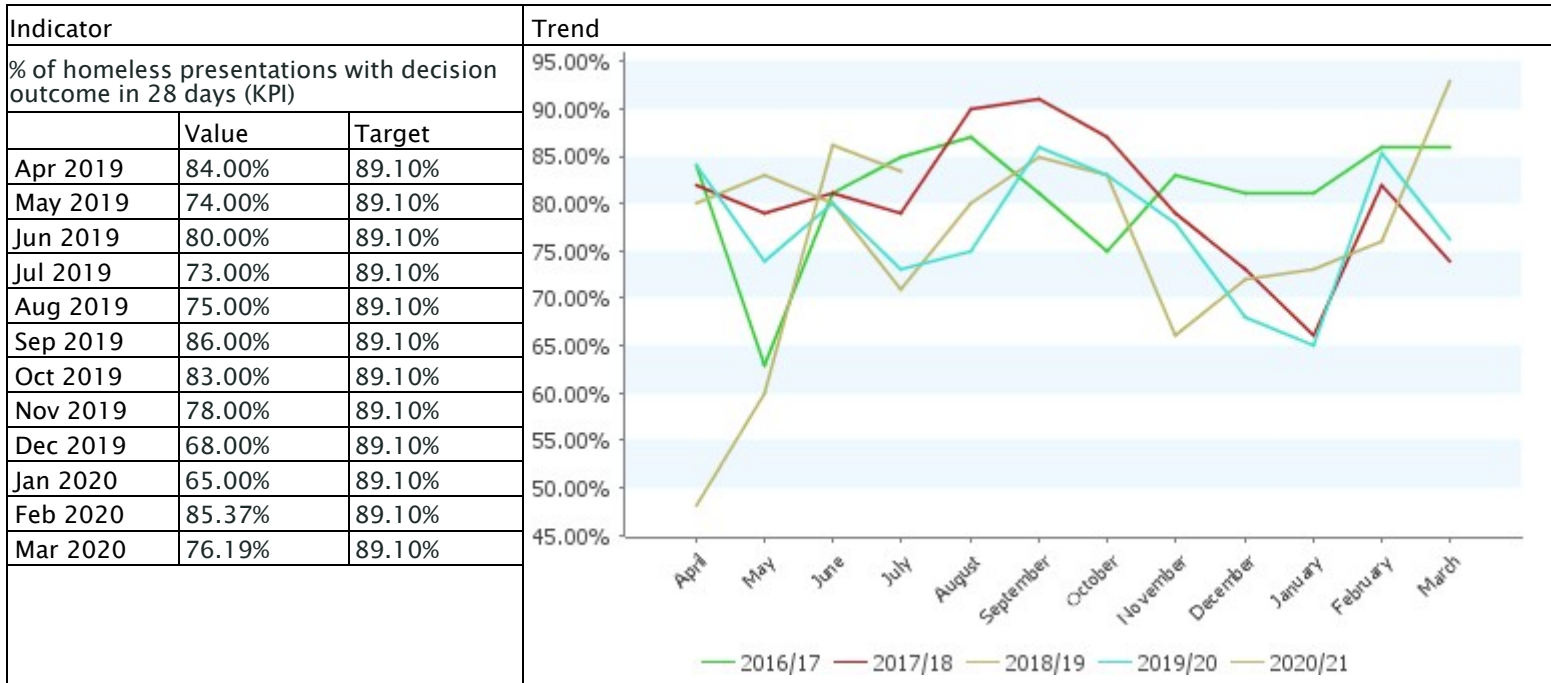
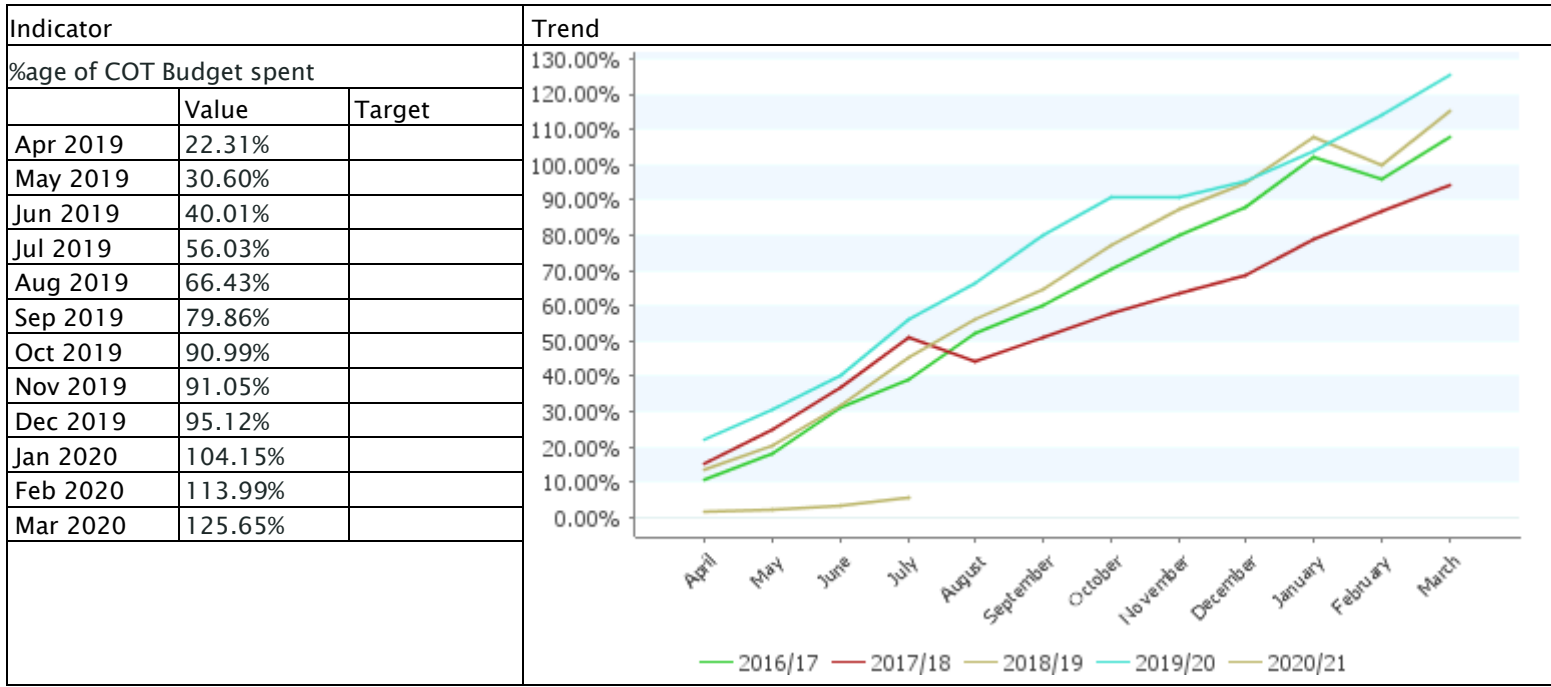


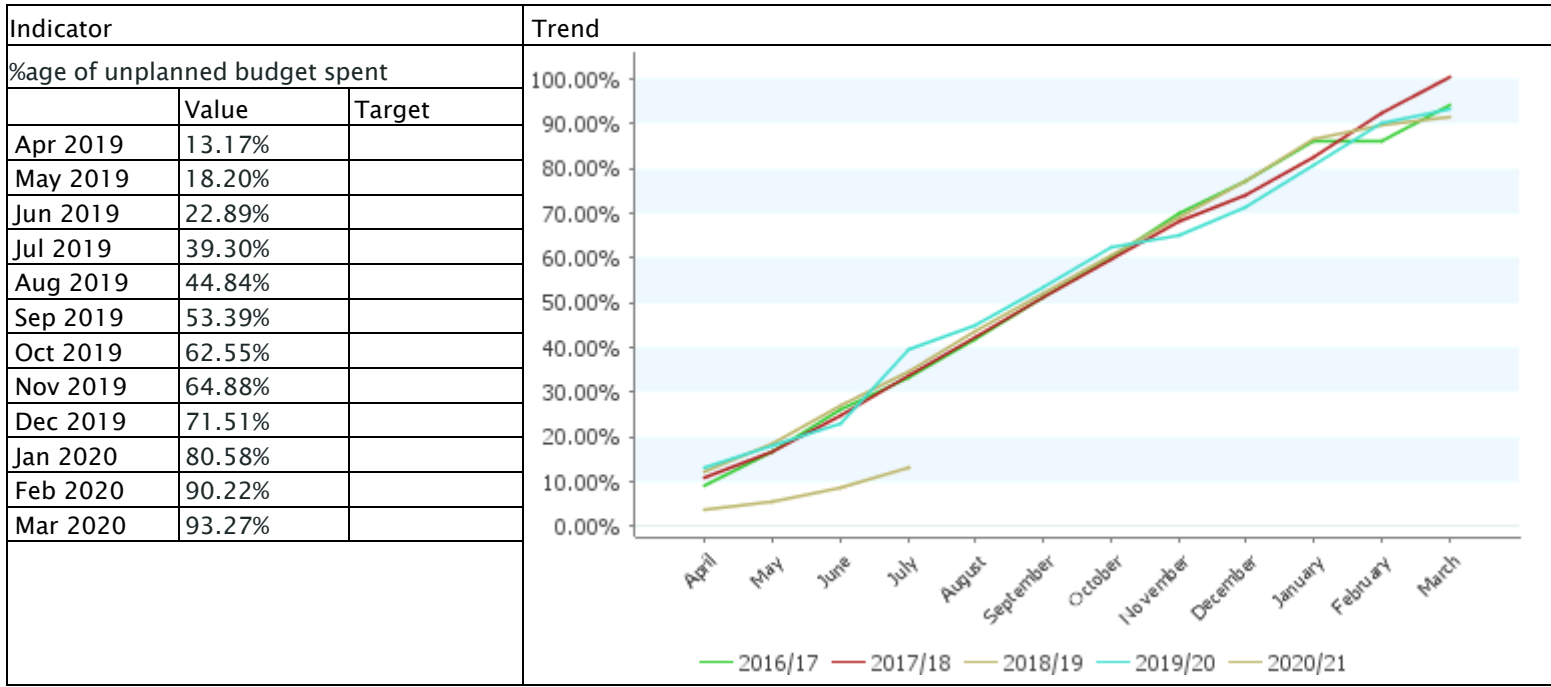
# Housing Monthly Performance (Analysis)

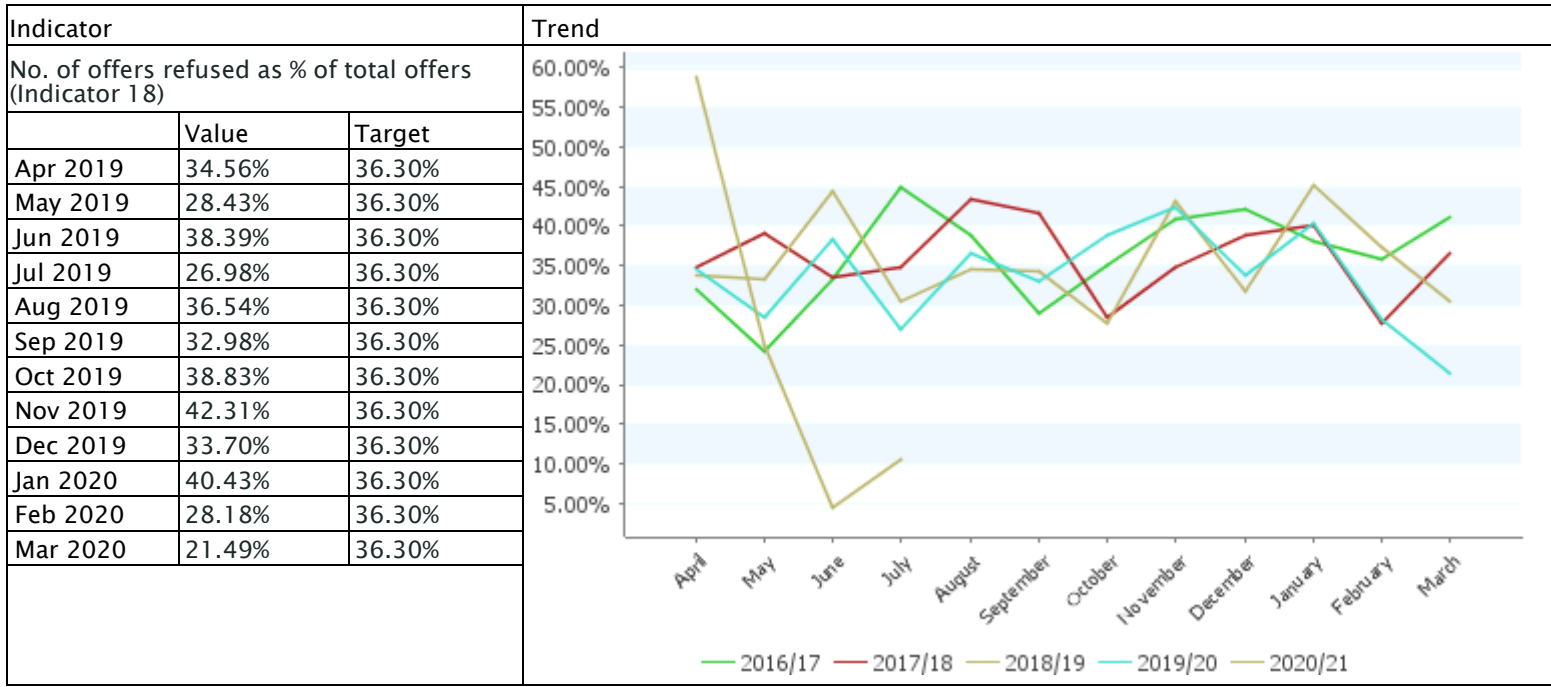


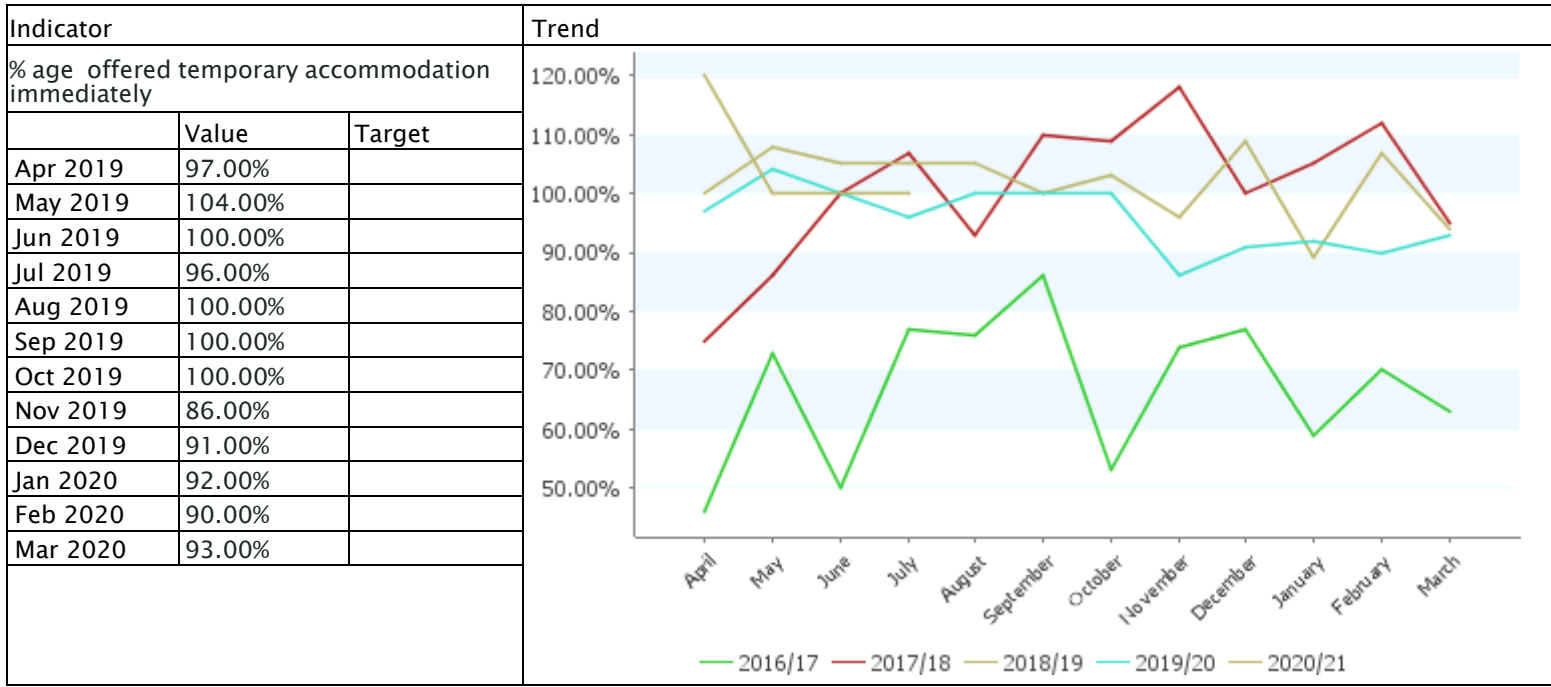
Indicator			Trend
Percentage of new tenancies sustained for more than a year; all sources of lets (Indicator 20)			
	Value	Target	
Apr 2019	83.30%	88.80%	
May 2019	100.00%	88.80%	
Jun 2019	100.00%	88.80%	
Jul 2019	87.10%	88.80%	
Aug 2019	80.00%	88.80%	
Sep 2019	85.40%	88.80%	
Oct 2019	88.60%	88.80%	
Nov 2019	88.00%	88.80%	
Dec 2019	73.90%	88.80%	
Jan 2020	92.40%	88.80%	
Feb 2020	86.40%	88.80%	
Mar 2020	88.90%	88.80%	





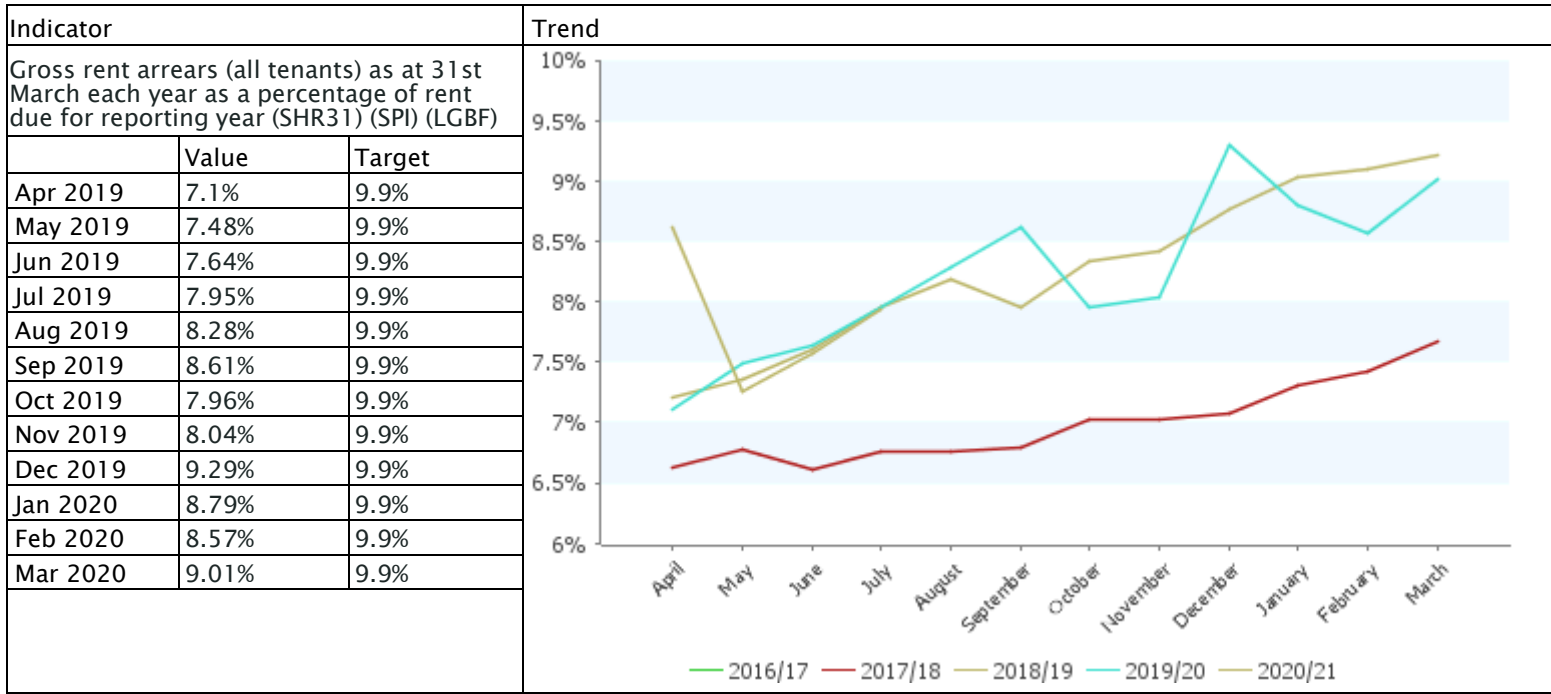


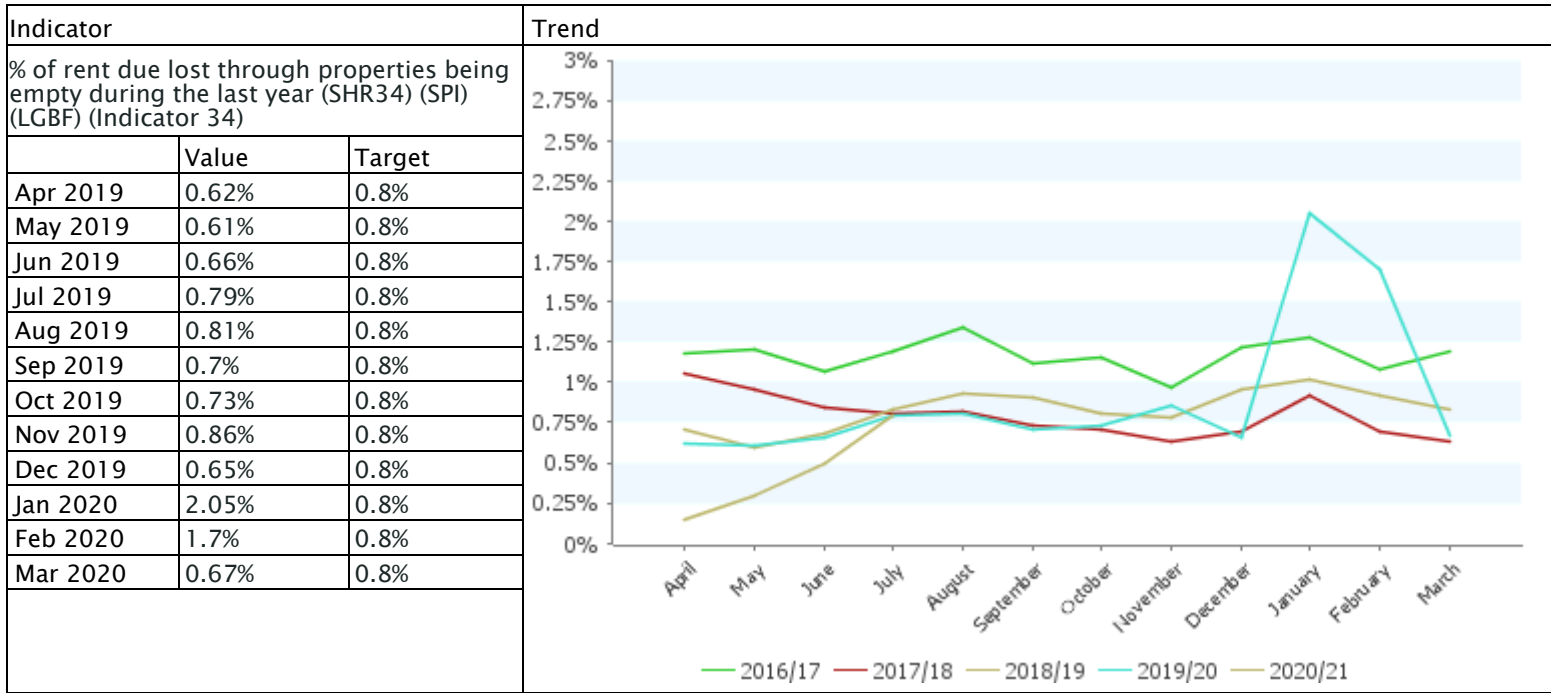


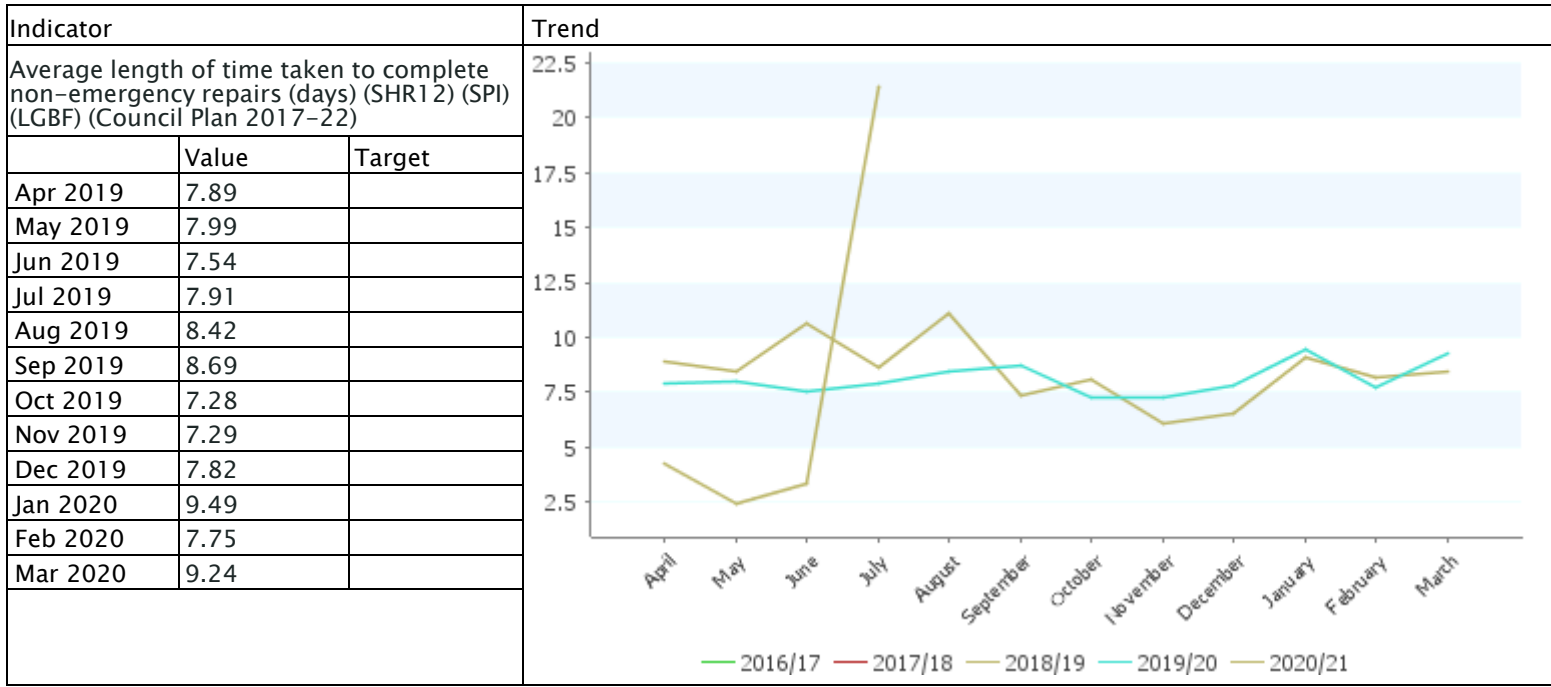


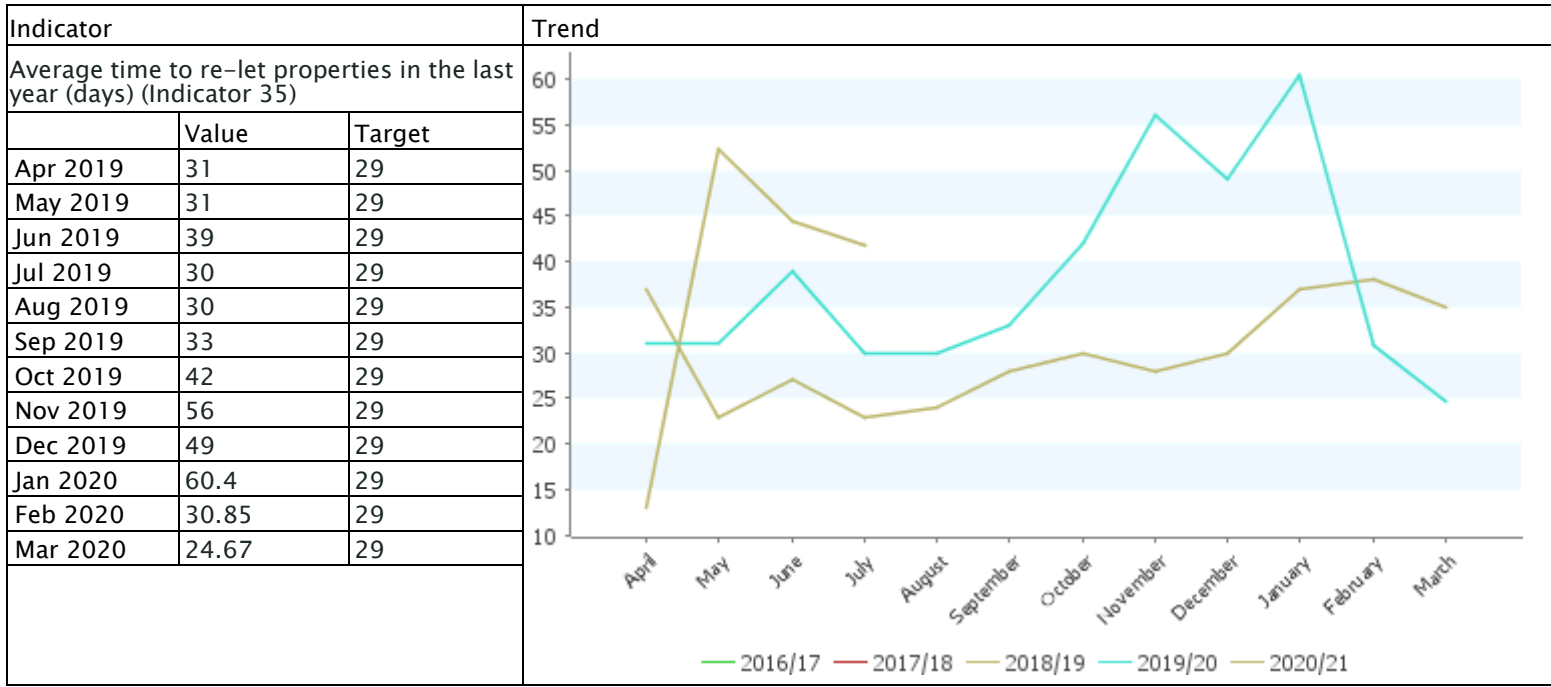
Indicator			Trend
Current tenants' arrears as a % of net rent due (SPI)			<p>The chart displays the trend of current tenants' arrears as a percentage of net rent due (SPI) from April 2019 to March 2020. The Y-axis represents the percentage, ranging from 7.00% to 11.00% in 0.50% increments. The X-axis represents the months from April to March. Five data series are shown, corresponding to financial years 2016/17 (green), 2017/18 (red), 2018/19 (gold), 2019/20 (cyan), and 2020/21 (light blue). The 2019/20 series shows a notable peak in December 2019 at 10.56%, while the 2020/21 series remains relatively stable around 9.00% to 9.50%.</p>
	Value	Target	
Apr 2019	8.49%		
May 2019	8.89%		
Jun 2019	9.04%		
Jul 2019	9.32%		
Aug 2019	9.63%		
Sep 2019	9.97%		
Oct 2019	8.81%		
Nov 2019	8.77%		
Dec 2019	10.56%		
Jan 2020	9.59%		
Feb 2020	9.26%		
Mar 2020	9.54%		



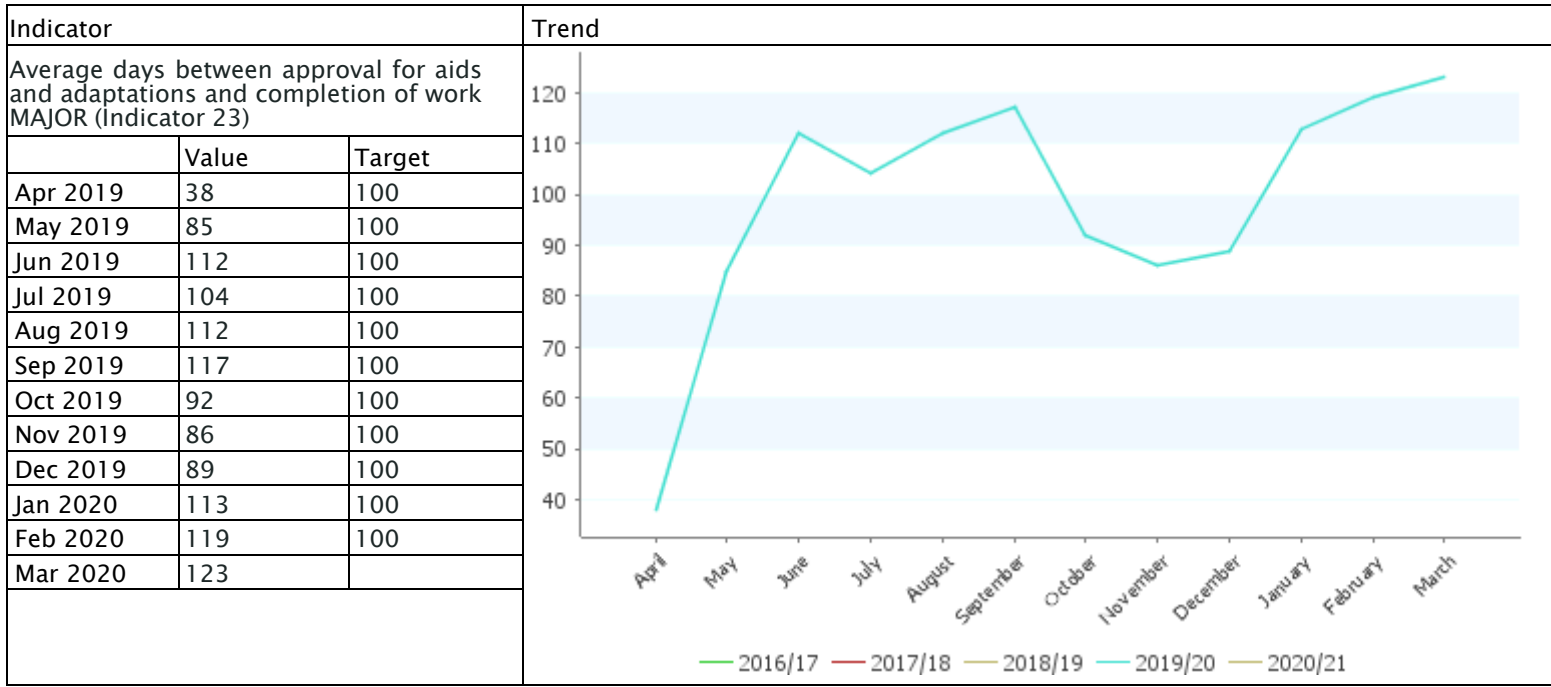


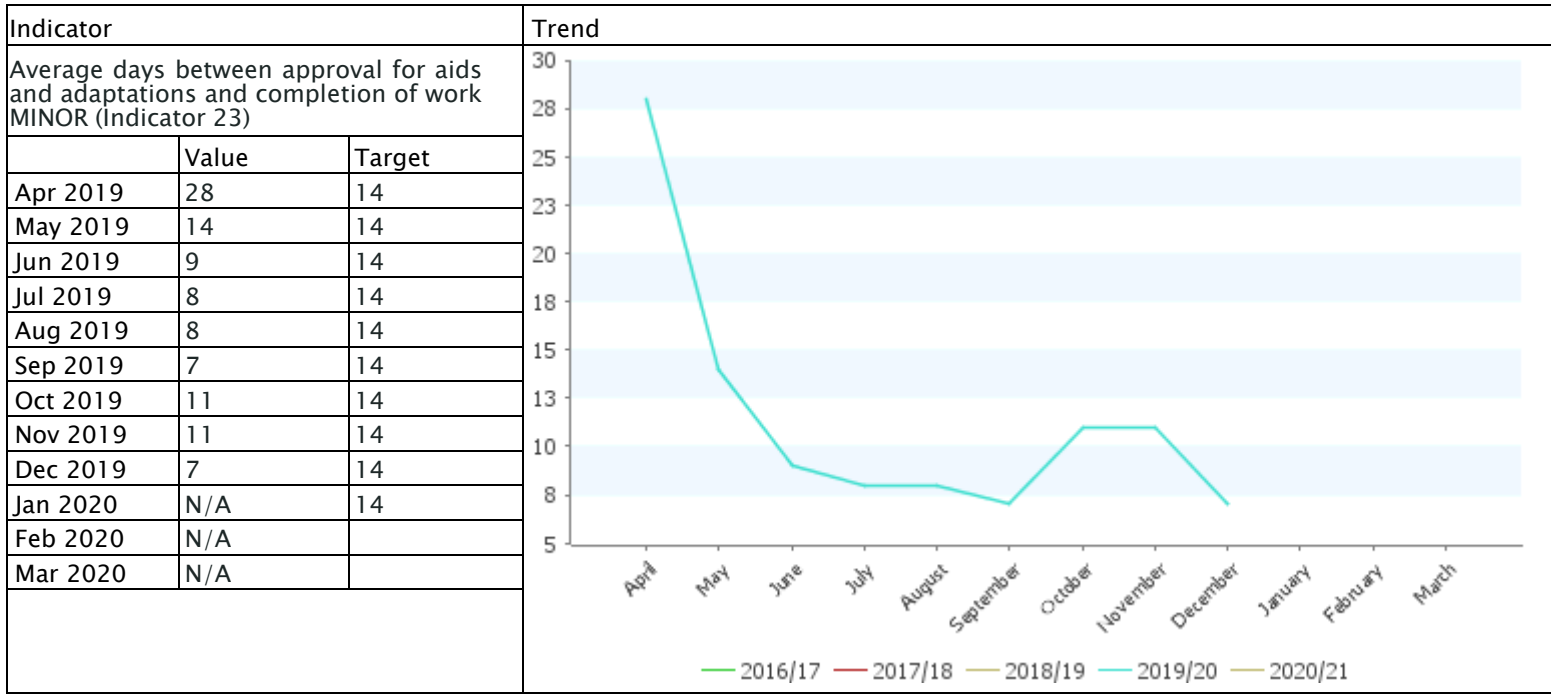


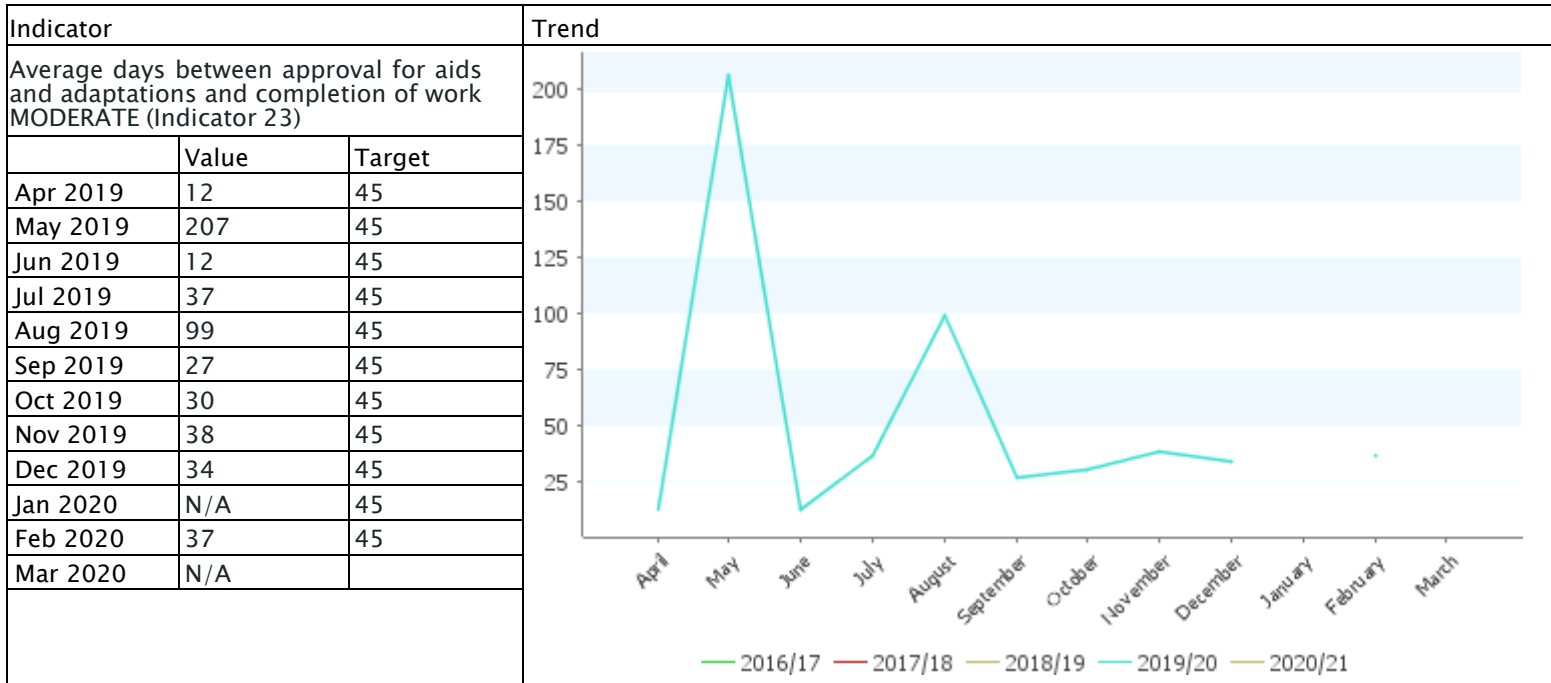




Indicator			Trend
Percentage of tenants satisfied with the standard of their home when moving in (Indicator 9) (Cumulative)			<p>The chart displays the percentage of tenants satisfied with the standard of their home when moving in from April to March for five financial years. The y-axis represents the percentage, ranging from 80.00% to 100.00% in 2.50% increments. The x-axis represents the months from April to March. The 2020/21 series (gold line) shows a significant dip in July, reaching 80.00%, while other years remain above 87.50%. The 2019/20 series (cyan line) peaks in May at 96.15% and ends in March at 87.59%.</p>
	Value	Target	
Apr 2019	92.86%	82.76%	
May 2019	96.15%	82.76%	
Jun 2019	88.89%	82.76%	
Jul 2019	93.67%	82.76%	
Aug 2019	89.36%	82.76%	
Sep 2019	87.93%	82.76%	
Oct 2019	87.62%	82.76%	
Nov 2019	88.39%	82.76%	
Dec 2019	87.97%	82.76%	
Jan 2020	87.94%	82.76%	
Feb 2020	87.87%	82.76%	
Mar 2020	87.59%	82.76%	

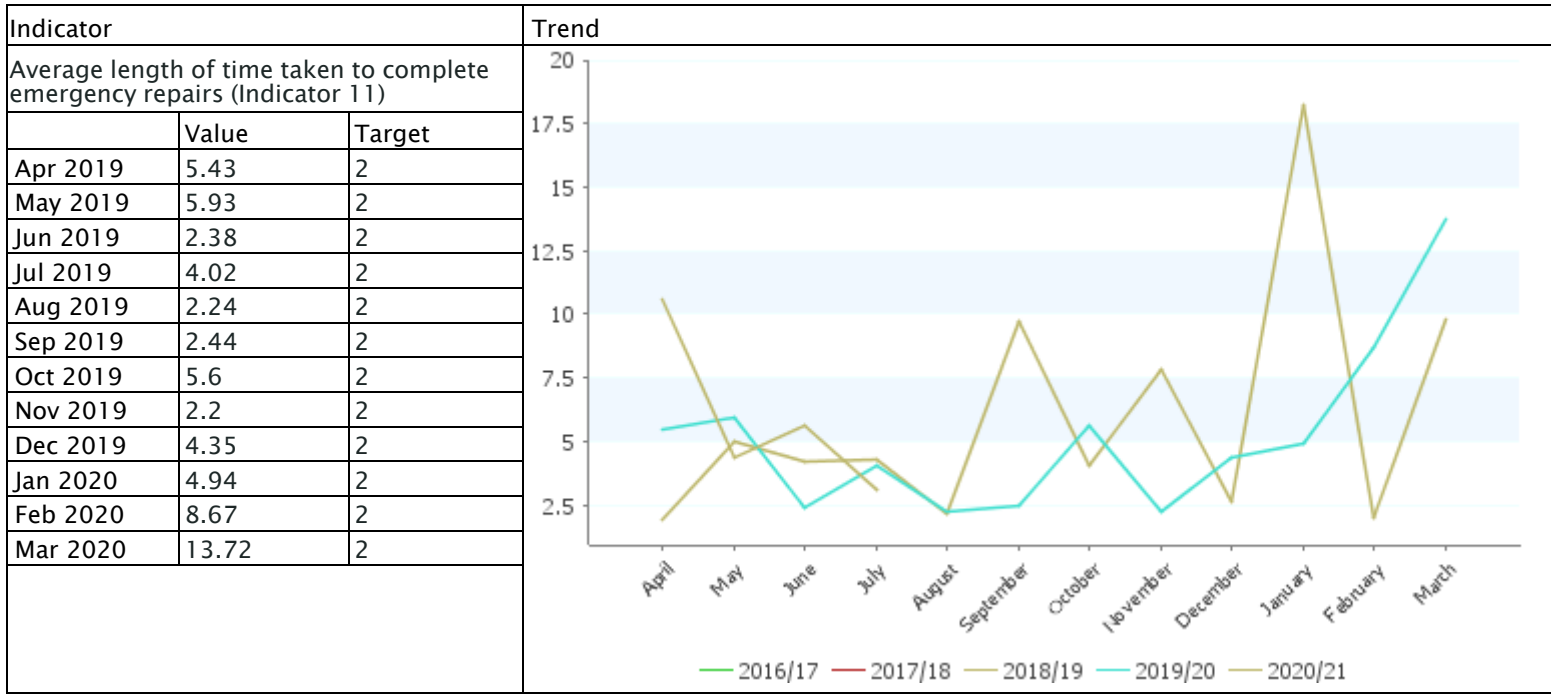








Indicator			Trend
Average days between approval for aids and adaptations and completion of work COMPLEX (Indicator 23)			
	Value	Target	
Apr 2019	N/A		
May 2019	N/A		
Jun 2019	N/A		
Jul 2019	N/A		
Aug 2019	N/A		
Sep 2019	N/A		
Oct 2019	N/A		
Nov 2019	N/A		
Dec 2019	N/A		
Jan 2020	N/A		
Feb 2020	N/A		
Mar 2020	N/A		
			<p>— 2016/17 — 2017/18 — 2018/19 — 2019/20 — 2020/21</p>



Indicator			Trend
Percentage of reactive repairs carried out in the last year completed right first time (Indicator 13)			<p>The chart displays the performance of reactive repairs over time. The 2020/21 financial year (gold line) shows a notable dip in July 2019, falling to approximately 50%. Other years generally stay between 80% and 95%, with 2018/19 (yellow line) consistently performing well, often reaching the 92% target. The 2019/20 series (cyan line) shows a low point in December 2019 at around 78%.</p>
	Value	Target	
Apr 2019	87.81%	92.00%	
May 2019	87.28%	92.00%	
Jun 2019	86.53%	92.00%	
Jul 2019	89.63%	92.00%	
Aug 2019	84.80%	92.00%	
Sep 2019	83.39%	92.00%	
Oct 2019	88.01%	92.00%	
Nov 2019	83.99%	92.00%	
Dec 2019	78.75%	92.00%	
Jan 2020	86.72%	92.00%	
Feb 2020	86.47%	92.00%	
Mar 2020	80.45%	92.00%	

