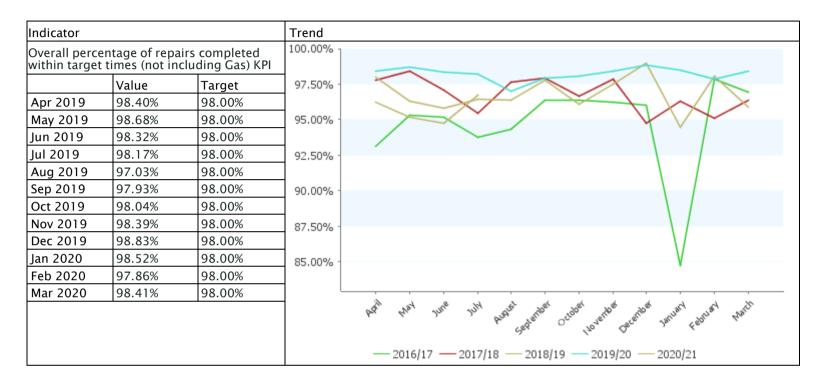
## Housing Monthly Performance (Analysis)



Indicator Percentage of new tenancies sustained for more than a year; all sources of lets (Indicator 20)			Trend
			100.00%
	Value	Target	95.00%
Apr 2019	83.30%	88.80%	92.50%
May 2019	100.00%	88.80%	
Jun 2019	100.00%	88.80%	90.00%
Jul 2019	87.10%	88.80%	87.50%
Aug 2019	80.00%	88.80%	85.00%
Sep 2019	85.40%	88.80%	82.50%
Oct 2019	88.60%	88.80%	80.00%
Nov 2019	88.00%	88.80%	77.50%
Dec 2019	73.90%	88.80%	
Jan 2020	92.40%	88.80%	75.00% - V
Feb 2020	86.40%	88.80%	72,50%
Mar 2020	88.90%	88.80%	part way une with parties outper prover and prover fabries warth

Indicator % of homeless presentations with decision outcome in 28 days (KPI)			Trend
			95.00% -
	Value	Target	
Apr 2019	84.00%	89.10%	85.00%
May 2019	74.00%	89.10%	80.00%
Jun 2019	80.00%	89.10%	75.00%
Jul 2019	73.00%	89.10%	75.00%
Aug 2019	75.00%	89.10%	70.00%
Sep 2019	86.00%	89.10%	65.00%
Oct 2019	83.00%	89.10%	
Nov 2019	78.00%	89.10%	60.00% -
Dec 2019	68.00%	89.10%	55.00% -
Jan 2020	65.00%	89.10%	50.00% -
Feb 2020	85.37%	89.10%	
Mar 2020	76.19%	89.10%	
			Apple what yes your purper croper wards preventer provering prevent to the prover wards

Indicator			Trend
%age of COT Budget spent			130.00% -
	Value	Target	120.00%
Apr 2019	22.31%		110.00% -
May 2019	30.60%		100.00% -
Jun 2019	40.01%		90.00%
Jul 2019	56.03%		80.00%
Aug 2019	66.43%		70.00%
Sep 2019	79.86%		60.00% -
Oct 2019	90.99%		50.00%
Nov 2019	91.05%		40.00%
Dec 2019	95.12%		30.00%
Jan 2020	104.15%		20.00%
Feb 2020	113.99%		10.00%
Mar 2020	125.65%		0.00%
			here's when sure sold perform outperformer performer per

Indicator			Trend
%age of unplanned budget spent			100.00%
	Value	Target	
Apr 2019	13.17%		90.00% -
May 2019	18.20%		80.00% -
Jun 2019	22.89%		70.00% -
Jul 2019	39.30%		60.00% -
Aug 2019	44.84%		
Sep 2019	53.39%		50.00% -
Oct 2019	62.55%		40.00% -
Nov 2019	64.88%		30.00% -
Dec 2019	71.51%		
Jan 2020	80.58%		20.00% -
Feb 2020	90.22%		10.00% -
Mar 2020	93.27%		0.00%
			April Mary June July Aspertance outper property December Jenney cabust wards

Indicator			Trend
No. of offers refused as % of total offers (Indicator 18)			60.00% - 55.00% -
	Value	Target	50.00% -
Apr 2019	34.56%	36.30%	
May 2019	28.43%	36.30%	45.00%
Jun 2019	38.39%	36.30%	40.00%
Jul 2019	26.98%	36.30%	35.00%
Aug 2019	36.54%	36.30%	30.00%
Sep 2019	32.98%	36.30%	25.00%
Oct 2019	38.83%	36.30%	20,00% -
Nov 2019	42.31%	36.30%	15.00%
Dec 2019	33.70%	36.30%	
Jan 2020	40.43%	36.30%	10.00%
Feb 2020	28.18%	36.30%	5.00%
Mar 2020	21.49%	36.30%	
			hand had like just practice crober or period leave and the parties that the
			<u> </u>

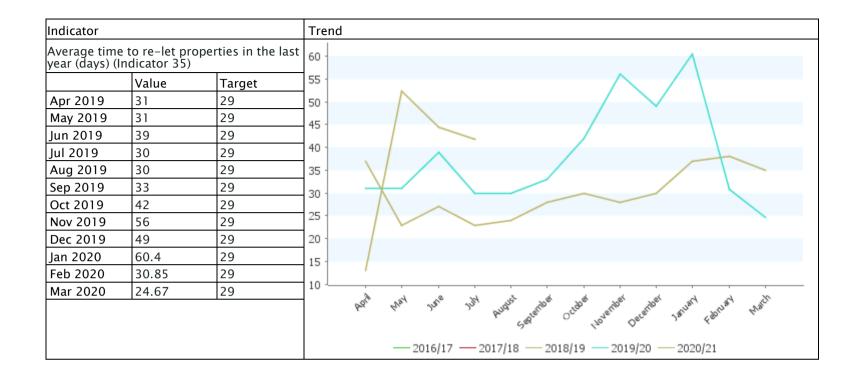
Indicator			Trend
% age offered temporary accommodation immediately			120.00%
	Value	Target	110.00%
Apr 2019	97.00%		
May 2019	104.00%		100.00%
Jun 2019	100.00%		90.00%
Jul 2019	96.00%		90,00%
Aug 2019	100.00%		80.00%
Sep 2019	100.00%		
Oct 2019	100.00%		70.00%
Nov 2019	86.00%		
Dec 2019	91.00%		60.00%
Jan 2020	92.00%		50.00%
Feb 2020	90.00%		
Mar 2020	93.00%		
			hand when june july hearts captering croper persone in the starts tearing therein

Indicator			Trend	
Current tenants' arrears as a % of net rent due (SPI)			11.00%	
	Value	Target	10.50%	
Apr 2019	8.49%		10.00%	
May 2019	8.89%			
Jun 2019	9.04%		9.50%	
Jul 2019	9.32%			
Aug 2019	9.63%		9.00%	
Sep 2019	9.97%			
Oct 2019	8.81%		8.50%	
Nov 2019	8.77%		8.00%	
Dec 2019	10.56%			
Jan 2020	9.59%		7.50% -	
Feb 2020	9.26%			
Mar 2020	9.54%		7.00%	
			APA NASH JUSE JUN AUGUS CEASENDER CLODER DEENDE JEWER FEDUER HARD	

Indicator			Trend
March each y	/ear as a perc	ants) as at 31st rentage of rent IR31) (SPI) (LGBF)	9.5%
	Value	Target	
Apr 2019	7.1%	9.9%	9%
May 2019	7.48%	9.9%	8.5%
Jun 2019	7.64%	9.9%	0.5%
Jul 2019	7.95%	9.9%	8%
Aug 2019	8.28%	9.9%	
Sep 2019	8.61%	9.9%	7.5%
Oct 2019	7.96%	9.9%	
Nov 2019	8.04%	9.9%	7% -
Dec 2019	9.29%	9.9%	6.5%
Jan 2020	8.79%	9.9%	
Feb 2020	8.57%	9.9%	6% · · · · · · · · · · · · · · · · · · ·
Mar 2020	9.01%	9.9%	
			had here just pushe caperbe classe percent several result hard
			<u> </u>

Indicator			Trend
% of rent due empty during (LGBF) (Indica	e lost through g the last yea ator 34)	n properties being r (SHR34) (SPI)	3%
	Value	Target	2.5%
Apr 2019	0.62%	0.8%	2.25% -
May 2019	0.61%	0.8%	2% -
Jun 2019	0.66%	0.8%	1.75% -
Jul 2019	0.79%	0.8%	1.5%
Aug 2019	0.81%	0.8%	1.25%
Sep 2019	0.7%	0.8%	1%
Oct 2019	0.73%	0.8%	
Nov 2019	0.86%	0.8%	0.75%
Dec 2019	0.65%	0.8%	0.5% -
Jan 2020	2.05%	0.8%	0.25% -
Feb 2020	1.7%	0.8%	0%
Mar 2020	0.67%	0.8%	parti war see sur purper contente could be preside server respired wart

Indicator			Trend
Average leng non-emerger (LGBF) (Counc	th of time tak ncy repairs (da cil Plan 2017-	en to complete ays) (SHR12) (SPI) 22)	22.5
	Value	Target	17.5
Apr 2019	7.89		17.5
May 2019	7.99		15 -
Jun 2019	7.54		
Jul 2019	7.91		12.5
Aug 2019	8.42		10
Sep 2019	8.69		
Oct 2019	7.28		7.5
Nov 2019	7.29		5
Dec 2019	7.82		
Jan 2020	9.49		2.5
Feb 2020	7.75		
Mar 2020	9.24		had what we will have cepterbe outpet whether perenter sources fatured wheth
			GERT LEAT DELL JE LEE
			<u> </u>



Indicator			Trend
Percentage of tenants satisfied with the standard of their home when moving in (Indicator 9) (Cumulative)			100.00% -
	Value	Target	97.50% -
Apr 2019	92.86%	82.76%	95.00%
May 2019	96.15%	82.76%	
Jun 2019	88.89%	82.76%	92.50%
Jul 2019	93.67%	82.76%	90.00%
Aug 2019	89.36%	82.76%	87.50%
Sep 2019	87.93%	82.76%	67.50%
Oct 2019	87.62%	82.76%	85.00% -
Nov 2019	88.39%	82.76%	82,50% -
Dec 2019	87.97%	82.76%	
Jan 2020	87.94%	82.76%	80.00% -
Feb 2020	87.87%	82.76%	
Mar 2020	87.59%	82.76%	here's when your your hereits crobber upverties your for the former the second the secon

Indicator			Trend
Average day and adaptati MAJOR (Indic	s between ap ons and com ator 23)	pproval for aids pletion of work	120 -
	Value	Target	110
Apr 2019	38	100	100 -
May 2019	85	100	
Jun 2019	112	100	90
Jul 2019	104	100	80 -
Aug 2019	112	100	
Sep 2019	117	100	70 -
Oct 2019	92	100	60 -
Nov 2019	86	100	50 -
Dec 2019	89	100	
Jan 2020	113	100	40 -
Feb 2020	119	100	
Mar 2020	123		part way jure just pager are caperine caperine perenter period part that hards
			Ar gave or wore pere sur fair to

Indicator			Trend
Average days between approval for aids and adaptations and completion of work MINOR (Indicator 23)			28
	Value	Target	25 -
Apr 2019	28	14	- 23 -
May 2019	14	14	23
Jun 2019	9	14	20 -
Jul 2019	8	14	18 -
Aug 2019	8	14	
Sep 2019	7	14	15
Oct 2019	11	14	13 -
Nov 2019	11	14	
Dec 2019	7	14	
Jan 2020	N/A	14	8
Feb 2020	N/A		5
Mar 2020	N/A		hand when is not had been and the second second to be all the second the seco
			<u> </u>

Indicator			Trend
Average days between approval for aids and adaptations and completion of work MODERATE (Indicator 23)			200 -
	Value	Target	175 -
Apr 2019	12	45	150 -
May 2019	207	45	
Jun 2019	12	45	125 -
Jul 2019	37	45	
Aug 2019	99	45	
Sep 2019	27	45	75
Oct 2019	30	45	
Nov 2019	38	45	50 -
Dec 2019	34	45	25
Jan 2020	N/A	45	
Feb 2020	37	45	
Mar 2020	N/A		And that sure just surger case to case of the surger and surger an
			5er 120 0er , fr

Indicator			Trend
Average day and adaptati COMPLEX (In	s between ap ons and com dicator 23)	pproval for aids pletion of work	
	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		Ast we we we we have a product careful outs the product product what
			be care on rose Dece Jan kyp, th

Indicator			Trend	
Average length of time taken to complete emergency repairs (Indicator 11)			20	
	Value	Target	17.5	$\wedge$
Apr 2019	5.43	2	15	
May 2019	5.93	2	15 -	
Jun 2019	2.38	2	12.5	
Jul 2019	4.02	2	12.5	
Aug 2019	2.24	2	10	
Sep 2019	2.44	2		
Oct 2019	5.6	2	7.5	
Nov 2019	2.2	2		
Dec 2019	4.35	2	5 -	
Jan 2020	4.94	2		
Feb 2020	8.67	2	2.5	
Mar 2020	13.72	2		
				Ast we had been all Astal separate crosses weather personal reputer weather personal reputer wath

Indicator			Trend
Percentage of reactive repairs carried out in the last year completed right first time (Indicator 13)			95.00% -
	Value	Target	90.00% -
Apr 2019	87.81%	92.00%	85.00%
May 2019	87.28%	92.00%	
Jun 2019	86.53%	92.00%	80.00%
Jul 2019	89.63%	92.00%	75.00% -
Aug 2019	84.80%	92.00%	70.00% -
Sep 2019	83.39%	92.00%	
Oct 2019	88.01%	92.00%	65.00% -
Nov 2019	83.99%	92.00%	60.00% -
Dec 2019	78.75%	92.00%	55.00% -
Jan 2020	86.72%	92.00%	50.00% -
Feb 2020	86.47%	92.00%	
Mar 2020	80.45%	92.00%	had that Jure July August capender crober presenter priver respired that
			. Geo to te

Indicator			Trend
Rent collected as a percentage of total rent due in the reporting year (Indicator 30)			110.00%
	Value	Target	105.00%
Apr 2019	98.67%	99.00%	
May 2019	102.34%	99.00%	102.50%
Jun 2019	101.58%	99.00%	100.00%
Jul 2019	97.68%	99.00%	97.50%
Aug 2019	99.80%	99.00%	95.00% -
Sep 2019	97.52%	99.00%	92.50%
Oct 2019	100.77%	99.00%	90.00%
Nov 2019	100.82%	99.00%	
Dec 2019	97.87%	99.00%	87.50%
Jan 2020	99.86%	99.00%	85.00% -
Feb 2020	100.14%	99.00%	82.50%
Mar 2020	99.04%	99.00%	
			han we just just hard calender crosser perender period period result fabried warth