APPENDIX 5

Housing Monthly Performance (Analysis)

Indicator			Trend
Overall perce within target	entage of repa times (not in	nirs completed cluding Gas) KPI	100.00%
	Value	Target	95.00%
Apr 2020	96.24%	98.00%	92.50%
May 2020	95.17%	98.00%	
Jun 2020	94.76%	98.00%	90.00%
Jul 2020	96.75%	98.00%	87.50% -
Aug 2020	97.89%	98.00%	85.00%
Sep 2020	94.18%	98.00%	82.50% -
Oct 2020	97.50%	98.00%	80.00% -
Nov 2020	91.96%	98.00%	77.50%
Dec 2020	94.85%	98.00%	75.00%
Jan 2021	96.76%	98.00%	72.50%
Feb 2021	96.61%	98.00%	
Mar 2021	96.43%	98.00%	70.00%
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			— 2017/18 — 2018/19 — 2019/20 — 2020/21 — 2021/22

Indicator			Trend
Percentage of new tenancies sustained for more than a year; all sources of lets (Indicator 20)			100.00% - 97.50% -
	Value	Target	95.00%
Apr 2020	86.21%		92.50%
May 2020	95.00%		90.00%
Jun 2020	88.90%		87.50%
Jul 2020	93.90%		85.00%
Aug 2020	81.30%		82.50%
Sep 2020	88.90%		80.00%
Oct 2020	80.00%		77.50% -
Nov 2020	82.40%		75.00%
Dec 2020	77.30%		72.50%
Jan 2021	88.20%		70.00%
Feb 2021	95.50%		
Mar 2021	84.60%		hapen that live little the capterber cropper the the proper feeting the feetin
			Chap. O. Mar. Her. In top
			— 2017/18 — 2018/19 — 2019/20 — 2020/21 — 2021/22

Indicator			Trend
% of homeless presentations with decision outcome in 28 days (KPI)			95.00%
	Value	Target	90.00%
Apr 2020	48.15%		85.00%
May 2020	60.00%		80.00%
Jun 2020	86.11%		
Jul 2020	83.33%		75.00%
Aug 2020	78.13%		70.00%
Sep 2020	83.78%		65.00%
Oct 2020	65.71%		
Nov 2020	82.14%		60.00%
Dec 2020	72.09%		55.00%
Jan 2021	65.79%		50.00% -
Feb 2021	63.89%		
Mar 2021	94.74%		45.00%
			Bary West Februs, White State Bearing Crange Paralpag Februs, Februs, West,
			—2017/18 —2018/19 —2019/20 —2020/21 —2021/22

Indicator			Trend
%age of COT Budget spent			130.00% -
	Value	Target	120.00% -
Apr 2020	1.85%		110.00%
May 2020	2.28%		100.00%
Jun 2020	3.17%		90.00%
Jul 2020	5.70%		80.00%
Aug 2020	14.72%		70.00% -
Sep 2020	24.88%		60.00%
Oct 2020	36.89%		50.00%
Nov 2020	49.94%		40.00%
Dec 2020	56.74%		30.00% -
Jan 2021	69.95%		20.00%
Feb 2021	80.75%		10.00% -
Mar 2021	93.56%		0.00%
			being they may bring July british cathetings Orders The heaping Persenge Persenge February Persengent Wangay
			— 2017/18 — 2018/19 — 2019/20 — 2020/21 — 2021/22

Indicator			Trend
%age of unpl	anned budge	t spent	100.00%
	Value	Target	90.00% -
Apr 2020	3.83%		
May 2020	5.63%		80.00% -
Jun 2020	8.67%		70.00% -
Jul 2020	13.09%		60.00%
Aug 2020	21.21%		
Sep 2020	29.80%		50.00% -
Oct 2020	40.38%		40.00%
Nov 2020	49.57%		30.00% -
Dec 2020	56.72%		20.00% -
Jan 2021	60.88%		
Feb 2021	65.26%		10.00%
Mar 2021	70.66%		0.00%
			bedy they link little the company of the little lit
			— 2017/18 — 2018/19 — 2019/20 — 2020/21 — 2021/22

Indicator			Trend
% age offered temporary accommodation immediately			120.00%
	Value	Target	115.00%
Apr 2020	120.00%		110.00%
May 2020	100.00%		
Jun 2020	100.00%		105.00%
Jul 2020	100.00%		100.00%
Aug 2020	110.00%		95.00%
Sep 2020	109.00%		, ,
Oct 2020	94.00%		90.00%
Nov 2020	109.00%		85.00% -
Dec 2020	100.00%		80.00% -
Jan 2021	100.00%		
Feb 2021	105.00%		75.00% -
Mar 2021	100.00%		2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
			dely they like litt trade, ortige, ortige, the supple to t
			— 2017/18 — 2018/19 — 2019/20 — 2020/21 — 2021/22

Indicator			Trend	
Current tenants' arrears as a % of net rent due (SPI)			11.00%	
	Value	Target	10.50%	\wedge
Apr 2020	10.00%		10.00%	
May 2020	9.04%		10.0070	
Jun 2020	9.44%		9.50% -	
Jul 2020	9.79%			
Aug 2020	9.99%		9.00% -	
Sep 2020	9.70%		0.500/	
Oct 2020	9.08%		8.50% -	
Nov 2020	9.29%		8.00%	
Dec 2020	9.60%		0.0070	
Jan 2021	9.63%		7.50% -	
Feb 2021	9.60%			
Mar 2021	9.59%		7.00% -	
			PG	What hee him bridge theings Oroges Design Design Junes, Estines, Wasg.
				— 2017/18 — 2018/19 — 2019/20 — 2020/21 — 2021/22

Indicator			Trend
Gross rent arrears (all tenants) as at 31st March each year as a percentage of rent due for reporting year (SHR31) (SPI) (LGBF)			9.5%
	Value	Target	
Apr 2020	8.62%	10.5%	9%
May 2020	7.26%	10.5%	8.5%
Jun 2020	7.57%	10.5%	
Jul 2020	7.94%	10.5%	8%
Aug 2020	8.15%	10.5%	
Sep 2020	8.07%	10.5%	7.5%
Oct 2020	7.76%	10.5%	70/
Nov 2020	8%	10.5%	7% -
Dec 2020	8.28%	10.5%	6.5%
Jan 2021	8.37%	10.5%	
Feb 2021	8.42%	10.5%	6%
Mar 2021	8.67%	10.5%	Descriped Junes June Juny British Charles Casping Descriped Junes Lepting Wang,
			, My 1/2, Op.), by
			— 2017/18 — 2018/19 — 2019/20 — 2020/21 — 2021/22

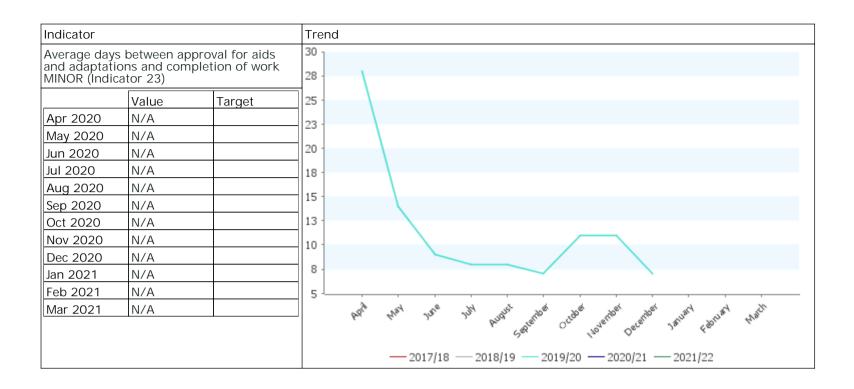
Indicator			Trend	
% of rent due lost through properties being empty during the last year (SHR34) (SPI) (LGBF) (Indicator 34)			2.5%	
	Value	Target		
Apr 2020	0.14%	5%	2%	
May 2020	0.3%	5%	1.5%	
Jun 2020	0.49%	5%	1.570	
Jul 2020	0.79%	5%	1%	
Aug 2020	0.43%	5%		
Sep 2020	1.12%	5%	0.5%	
Oct 2020	1.22%	5%		
Nov 2020	1.04%	5%	0%	
Dec 2020	0.48%	5%	-0.5% -	
Jan 2021	1.3%	5%	0.076	
Feb 2021	2.68%	5%	-1% -1%	
Mar 2021	1.81%	5%	Agril Hart June July Aspråt Geterlier Cropper December Jeruary February West,	
			— 2017/18 — 2018/19 — 2019/20 — 2020/21 — 2021/22	

Indicator			Trend
Average length of time taken to complete non-emergency repairs (days) (SHR12) (SPI) (LGBF) (Council Plan 2017-22)			22.5
	Value	Target	17.5
Apr 2020	4.25		
May 2020	2.47		15
Jun 2020	3.35		
Jul 2020	21.38		12.5
Aug 2020	19.09		10
Sep 2020	17.98		
Oct 2020	11.84		7.5
Nov 2020	16.66		5 -
Dec 2020	11.75		
Jan 2021	18.69		2.5
Feb 2021	18.34		
Mar 2021	14.37		Det Wes Fine By Bridge Cestelling Crippe, Descripe, June, Espine, Wary
			—2017/18 —2018/19 —2019/20 —2020/21 —2021/22

Indicator			Trend
Average time to re-let properties in the last year (days) (Indicator 35)			65
	Value	Target	60
Apr 2020	13	95	55
May 2020	52.36	95	50
Jun 2020	44.35	95	45
Jul 2020	41.85	95	40
Aug 2020	28.45	95	
Sep 2020	29.76	95	35
Oct 2020	45.69	95	30
Nov 2020	57.76	95	25
Dec 2020	45.15	95	20 -
Jan 2021	65.76	95	15 -
Feb 2021	53.71	95	
Mar 2021	54.4	95	10 1 2 2 2 2 4 4 4 4 4 2 2
			Adely then les light bridger Challeng Origing Describes, Jacobs, Espinary Wasca.
			— 2017/18 — 2018/19 — 2019/20 — 2020/21 — 2021/22

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 2020	N/A		95.00%
May 2020	100.00%		03 509/
Jun 2020	100.00%		92.50%
Jul 2020	80.00%		90.00%
Aug 2020	83.33%		87.50%
Sep 2020	92.86%		
Oct 2020	94.44%		85.00%
Nov 2020	91.66%		82.50% -
Dec 2020	94.44%		
Jan 2021	95.35%		80.00%
Feb 2021	96.00%		
Mar 2021	96.14%		dely they like light bridge caperpage ordered the appropriate the appropriate the contract the c
			— 2017/18 — 2018/19 — 2019/20 — 2020/21 — 2021/22

Indicator			Trend
Average days between approval for aids and adaptations and completion of work MAJOR (Indicator 23)			120
	Value	Target	
Apr 2020	N/A		100
May 2020	N/A		
Jun 2020	N/A		90
Jul 2020	N/A		80 -
Aug 2020	N/A		70
Sep 2020	N/A		
Oct 2020	N/A		60 -
Nov 2020	N/A		50 -
Dec 2020	N/A		
Jan 2021	N/A		40 -
Feb 2021	N/A		
Mar 2021	N/A		Pety Hest Jule John British Order Translight Desember Julies, Espires, Wairin
			— 2017/18 — 2018/19 — 2019/20 — 2020/21 — 2021/22



Indicator			Trend
Average days between approval for aids and adaptations and completion of work MODERATE (Indicator 23)			200
	Value	Target	175 -
Apr 2020	N/A		150
May 2020	N/A		
Jun 2020	N/A		125
Jul 2020	N/A		100
Aug 2020	N/A		100
Sep 2020	N/A		75 -
Oct 2020	N/A		
Nov 2020	N/A		50
Dec 2020	N/A		25
Jan 2021	N/A		
Feb 2021	N/A		
Mar 2021	N/A		here here yes yes to bridge being of the Describe Service being being being being being being
			— 2017/18 — 2018/19 — 2019/20 — 2020/21 — 2021/22

Indicator			Trend
Average days and adaptati COMPLEX (In	s between appons and complicator 23)	proval for aids pletion of work	
	Value	Target	
Apr 2020	N/A		
May 2020	N/A		
Jun 2020	N/A		
Jul 2020	N/A		
Aug 2020	N/A		
Sep 2020	N/A		
Oct 2020	N/A		
Nov 2020	N/A		
Dec 2020	N/A		
Jan 2021	N/A		
Feb 2021	N/A		
Mar 2021	N/A		her her the July bridger chiefing Offsta December Jerney Espine, Water
			by chie, or Tong Dag, Jay, Hay,
			— 2017/18 — 2018/19 — 2019/20 — 2020/21 — 2021/22

Indicator			Trend
Average length of time taken to complete emergency repairs (hours) (Indicator 11)			20
	Value	Target	17.5
Apr 2020	10.59	2	15
May 2020	4.37	2	
Jun 2020	5.66	2	12.5
Jul 2020	3.08	2	
Aug 2020	4.31	2	10
Sep 2020	11.99	2	
Oct 2020	2.9	2	7.5
Nov 2020	2.89	2	5
Dec 2020	3.61	2	
Jan 2021	1.77	2	2.5
Feb 2021	15.26	2	
Mar 2021	10.43	2	0 1
			Adril Was June July Walter Chaffeling Ortopas Desember Justine, Espiring, Spring,
			— 2017/18 — 2018/19 — 2019/20 — 2020/21 — 2021/22

Indicator			Trend
Percentage of reactive repairs carried out in the last year completed right first time (Indicator 13)			90.00%
	Value	Target	80.00%
Apr 2020	64.90%	86.00%	70.00%
May 2020	98.65%	86.00%	
Jun 2020	100.00%	86.00%	60.00%
Jul 2020	50.70%	86.00%	50.00%
Aug 2020	58.44%	86.00%	40.00%
Sep 2020	97.01%	86.00%	30.00%
Oct 2020	72.75%	86.00%	
Nov 2020	77.24%	86.00%	20.00%
Dec 2020	82.02%	86.00%	10.00% -
Jan 2021	50.00%	86.00%	.00%
Feb 2021	40.78%	86.00%	
Mar 2021	42.04%	86.00%	Ref. ther Just Just Just Berker Capterlier Capter Inchested Perfected Perfect, Perfect, Perfect,
			— 2017/18 — 2018/19 — 2019/20 — 2020/21 — 2021/22

Indicator			Trend
Rent collected as a percentage of total rent due in the reporting year (Indicator 30)			110.00% -
	Value	Target	105.00%
Apr 2020	82.46%	99.00%	
May 2020	106.89%	99.00%	102.50%
Jun 2020	100.38%	99.00%	100.00%
Jul 2020	101.83%	99.00%	97.50%
Aug 2020	99.08%	99.00%	95.00% -
Sep 2020	99.88%	99.00%	92.50% -
Oct 2020	101.88%	99.00%	90.00% -
Nov 2020	100.09%	99.00%	
Dec 2020	100.93%	99.00%	87.50%
Jan 2021	100.96%	99.00%	85.00% -
Feb 2021	101.06%	99.00%	82.50%
Mar 2021			
			Been they June July Breker, Chapter Craper, December Pering, Espine, France,
			— 2017/18 — 2018/19 — 2019/20 — 2020/21 — 2021/22