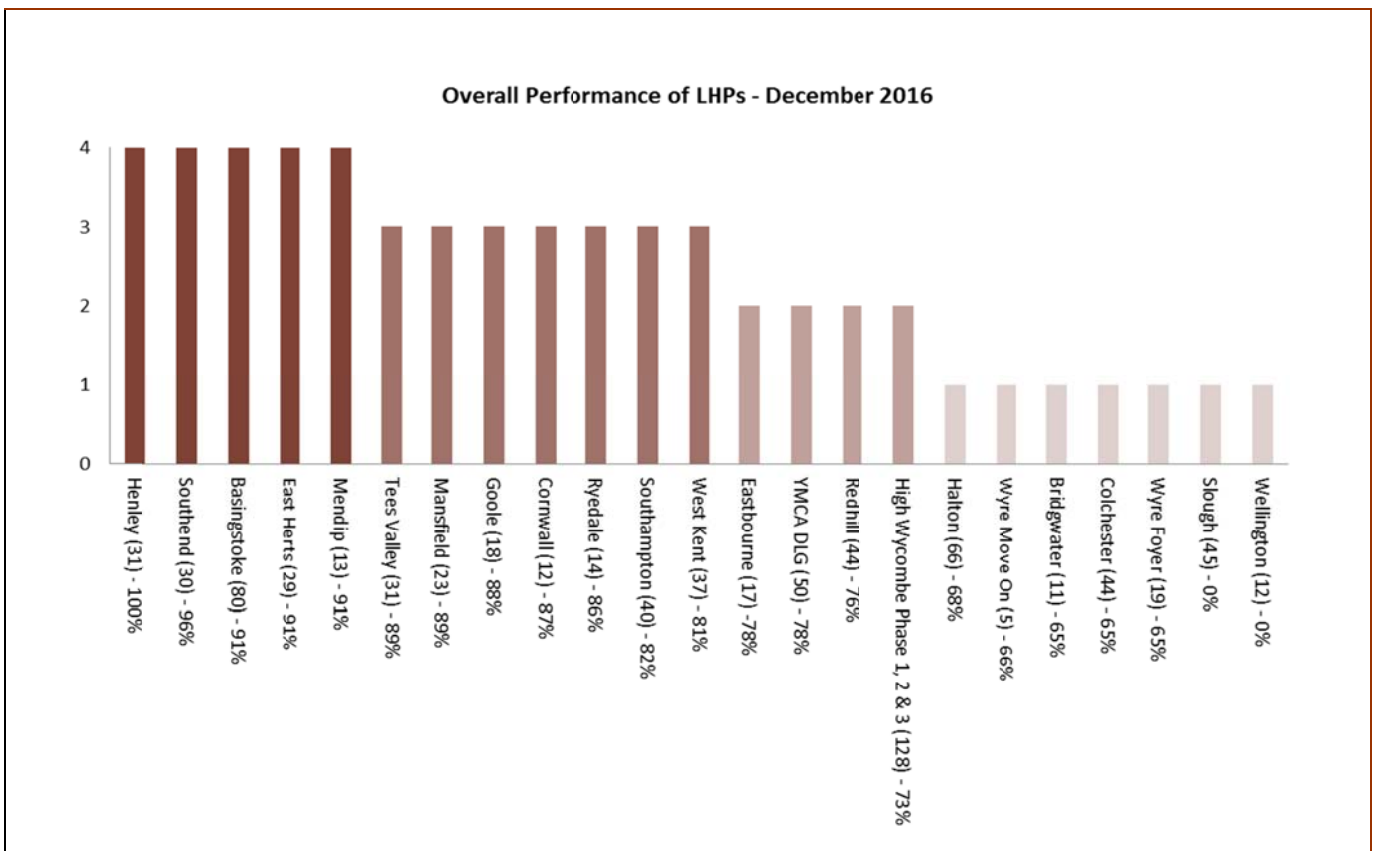


PI Report to the Housing Business Division Board for Quarter 3 2016-17


Consolidated Portfolio Performance

- G Performance met target
- A Performance missed target by up to 30%
- R Performance missed target by more than 30%
- 😊 Satisfaction level met target
- 😐 Satisfaction level missed target by up to 30%
- 😞 Satisfaction level missed target by more than 30%
- ↑ Improvement from last quarter
- ↔ No change from last quarter
- ↓ Deterioration since last quarter

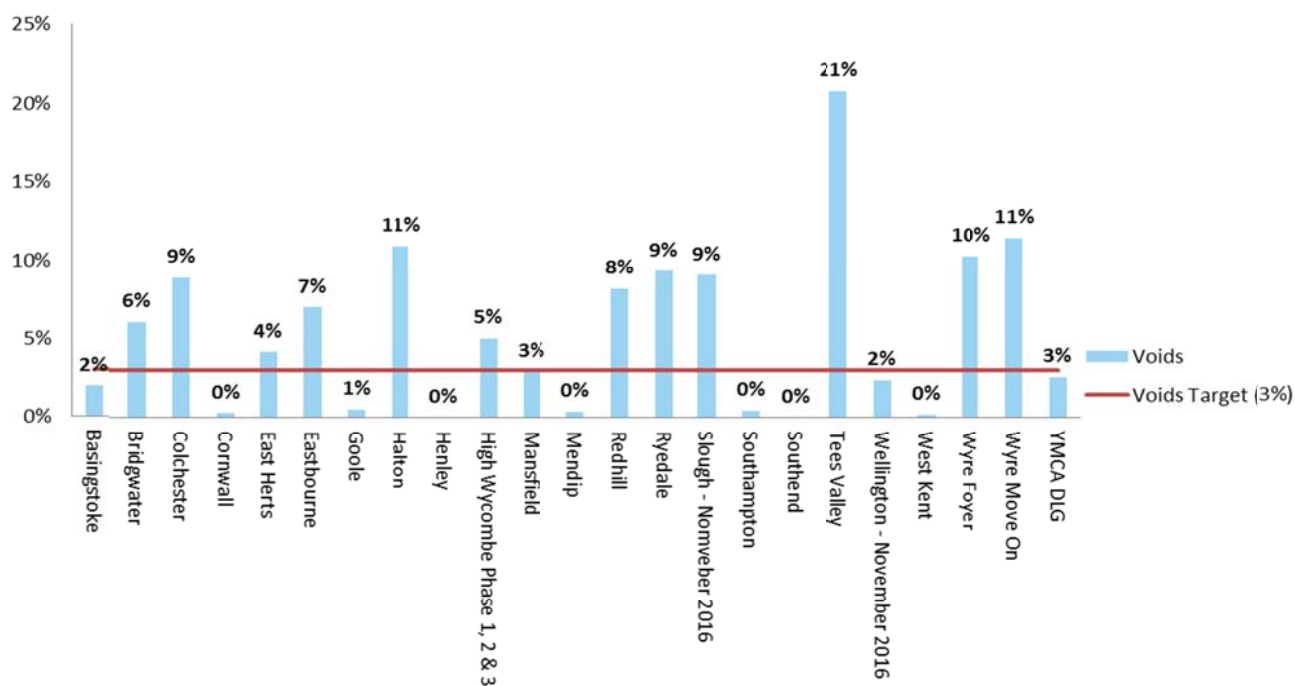
Top	90% or more
Upper Middle	80% to 89%
Lower Middle	70% to 79%
Bottom	69% or below



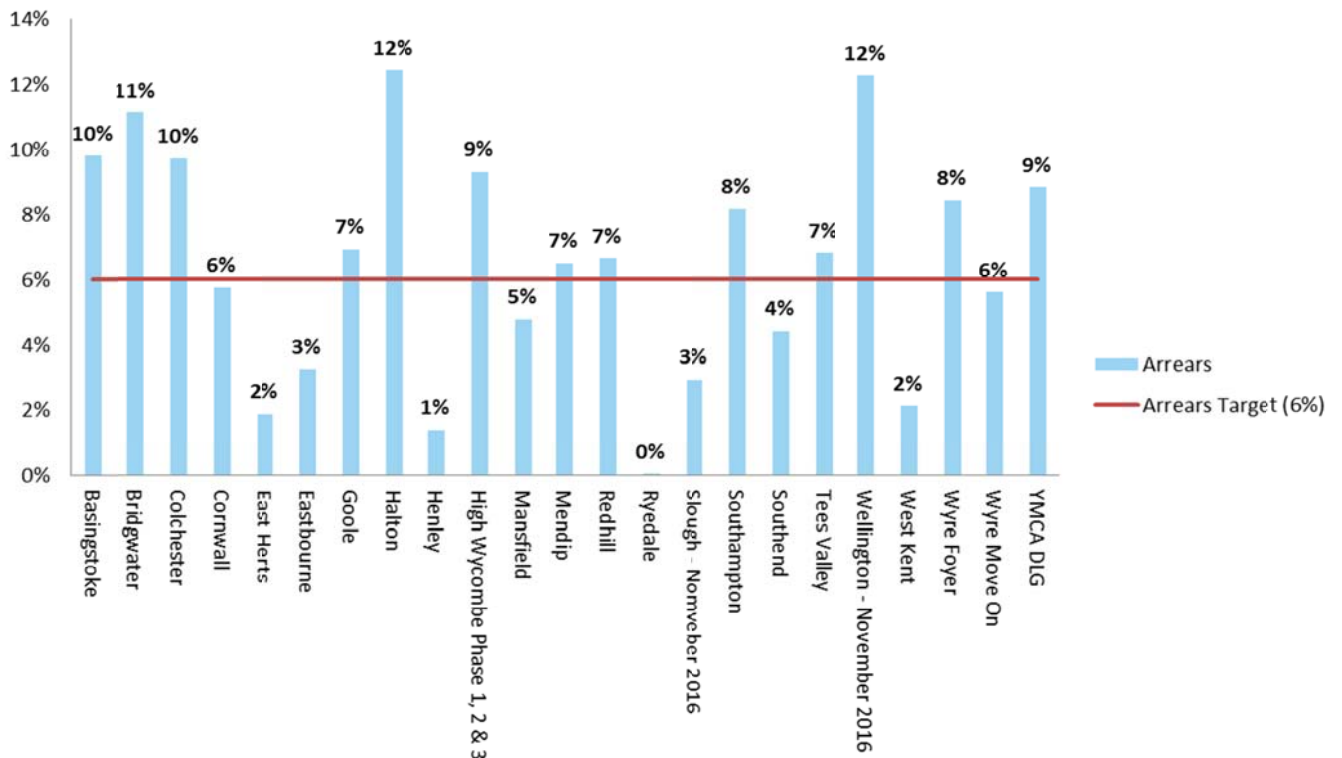
YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.



	Value for Money	Target	As at end of Qtr. 3	PI against Target	Trend
	Rent and service charges owed by current residents, as percentage of annual rent debit	4%	4.2% (£306K)	A	↔
	Rent and service charges owed by former residents, as percentage of annual rent debit	2%	2.6% (£188K)	A	↑
	Rent arrears written off as bad debts	2%	0.6%	G	↔
	Rent income lost due to voids	3%	5.4%	R	↔

Voids - December 2016

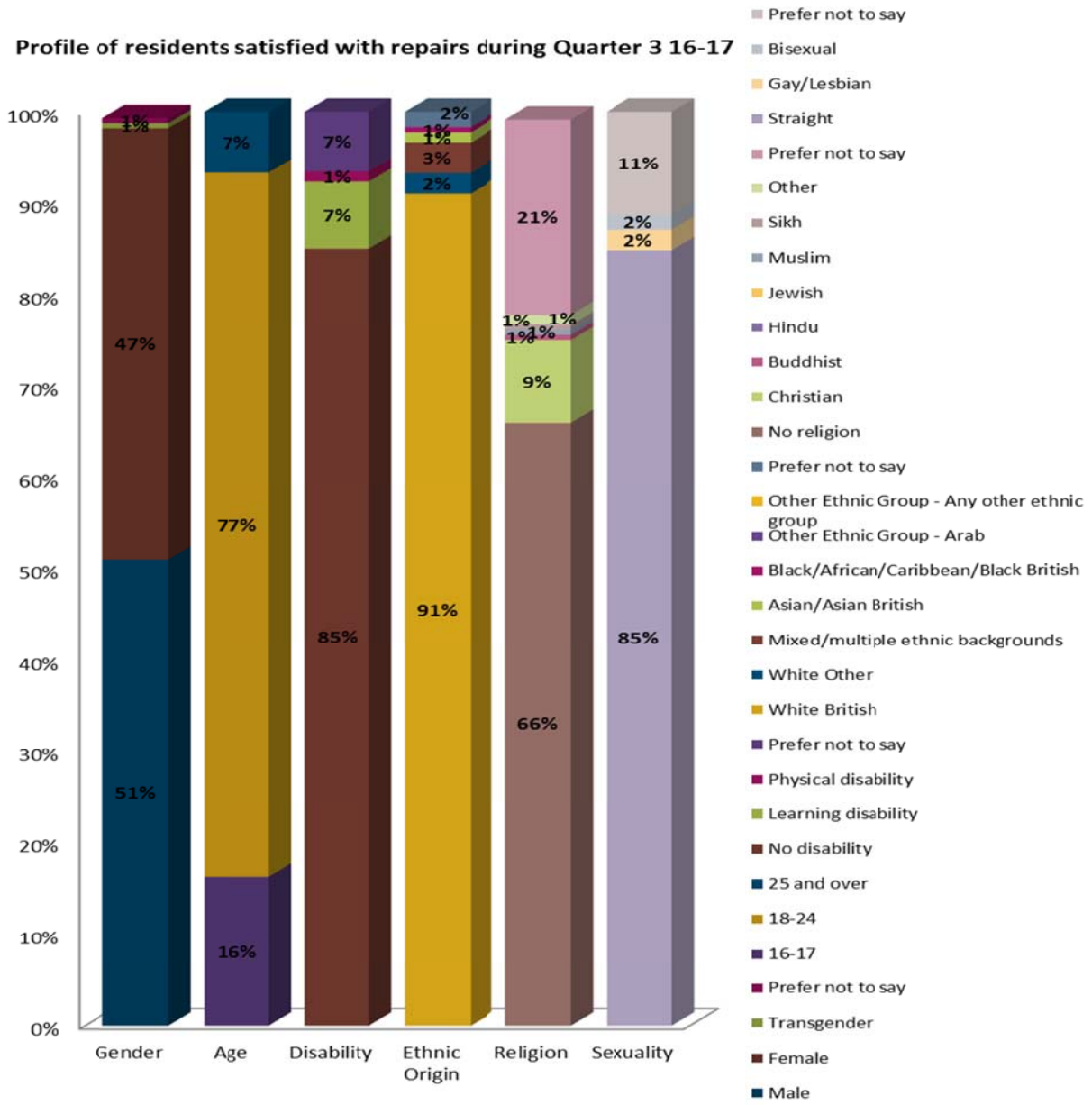


Arrears - December 2016

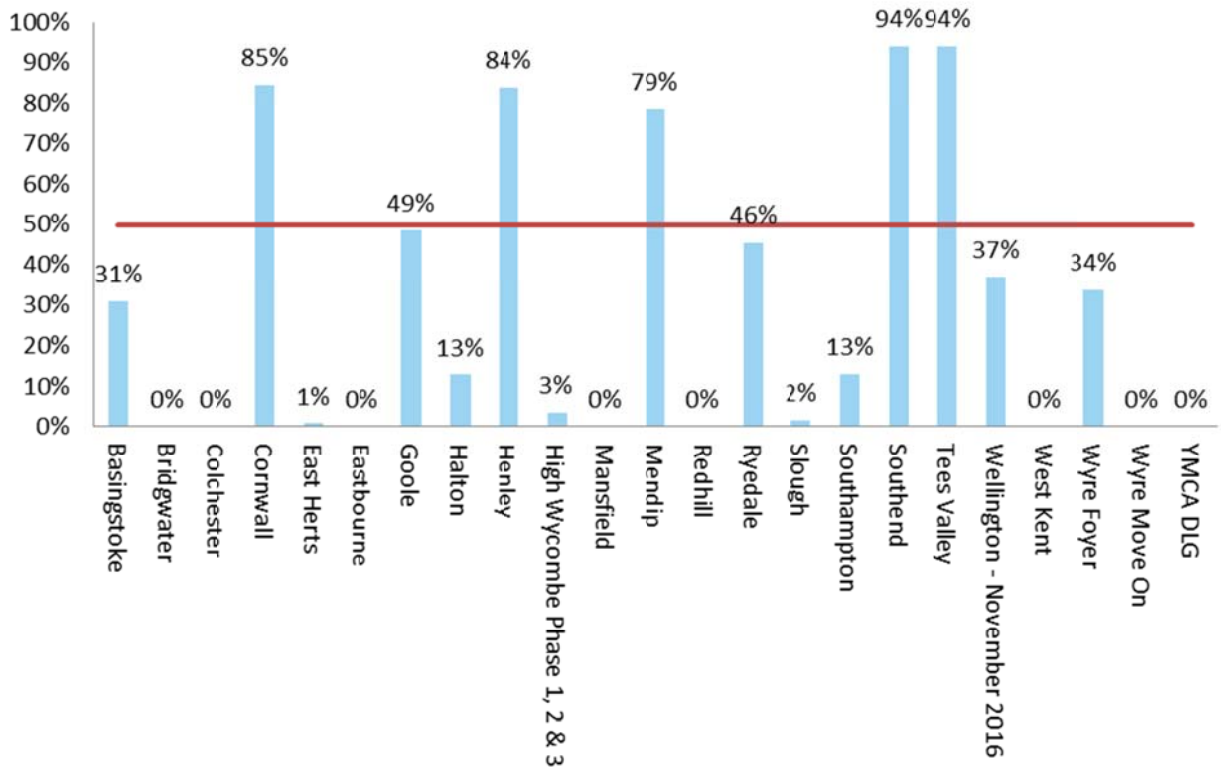



	Home	Target	As at end of Qtr. 3	PI against Target	Trend
Percentage of emergency repairs completed within 24 hours		100%	95.9%	A	↔
Percentage of urgent repairs completed within 5 days		100%	94.2%	A	↔
Percentage of routine repairs completed within 28 days		100%	95.5%	A	↔
Of those who fed back, percentage satisfied with overall repairs service		80%	99.6%		↔

Profile of residents satisfied with repairs during Quarter 3 16-17

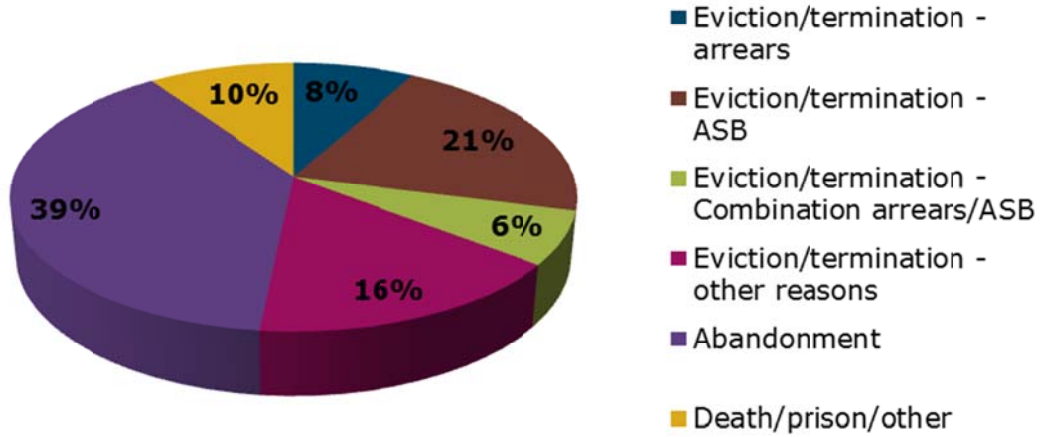


Cumulative feedback response rates for all Categories - Quarter 3 2016-17

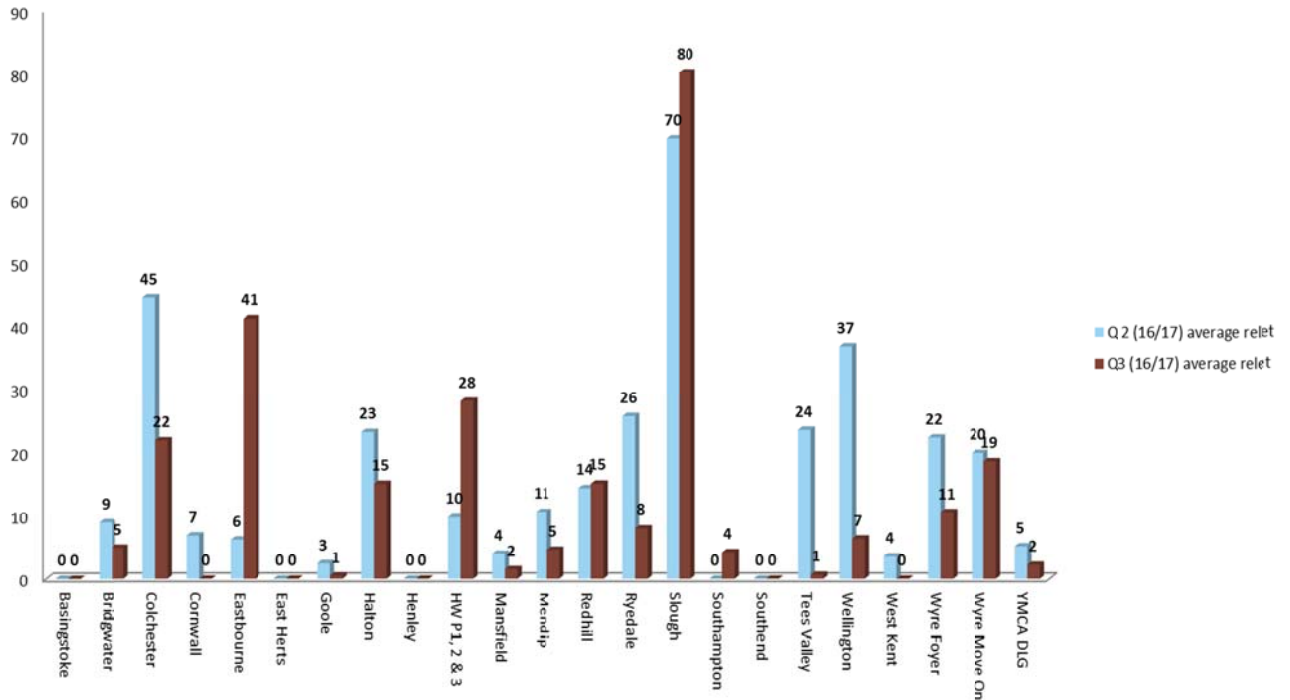



 Tenancy	Target	As at end of Qtr. 3	PI against Target	Trend
BME lettings	5%	12.1%	G	↔
Lettings to residents with a disability	5%	7.2%	G	↔
Percentage of new residents given all Residents' Charter move in commitments	100%	97.6%	A	↔
Planned positive move-ons as a percentage of all move-ons	75%	73.8%	A	↔
Court Evictions as a percentage of turnover	5%	1.1%	G	↔
Terminations of licence as a percentage of turnover	5%	12.7%	R	↔

Category of Unplanned Move Ons during Quarter 3 16-17

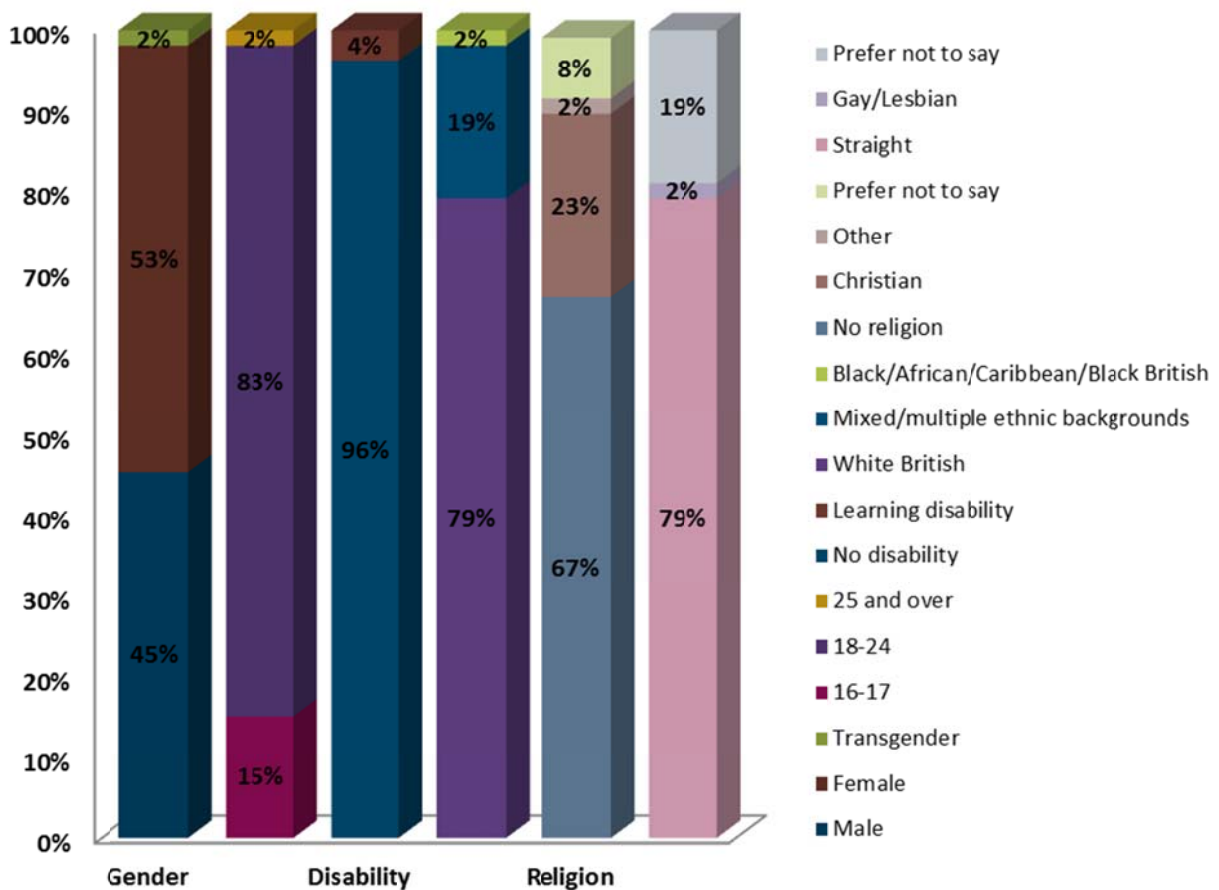



Comparison of average days to relet a property in Q2(16/17) and 3(16/17)



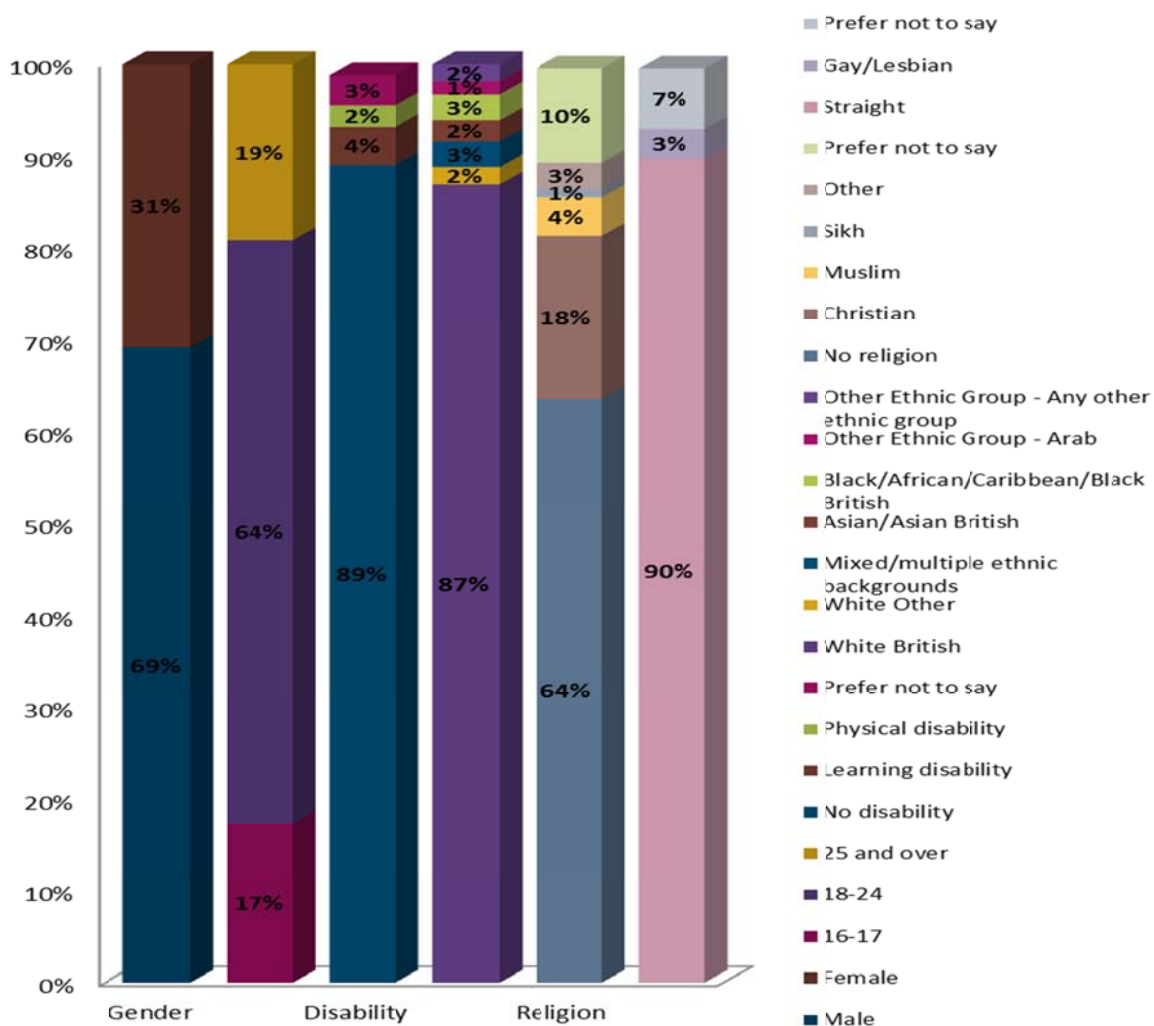
	Neighbourhood and Community	Target	As at end of Qtr. 3	PI against Target	Trend
	% of antisocial behaviour reports handled within Residents' Charter timescales	100%	87.5%	A	↔
	Of those who fed back, percentage of those satisfied with YMCA's management of antisocial behaviour	80%	100%	😊	↔

Profile of ASB Complainants in Quarter 3 16-17



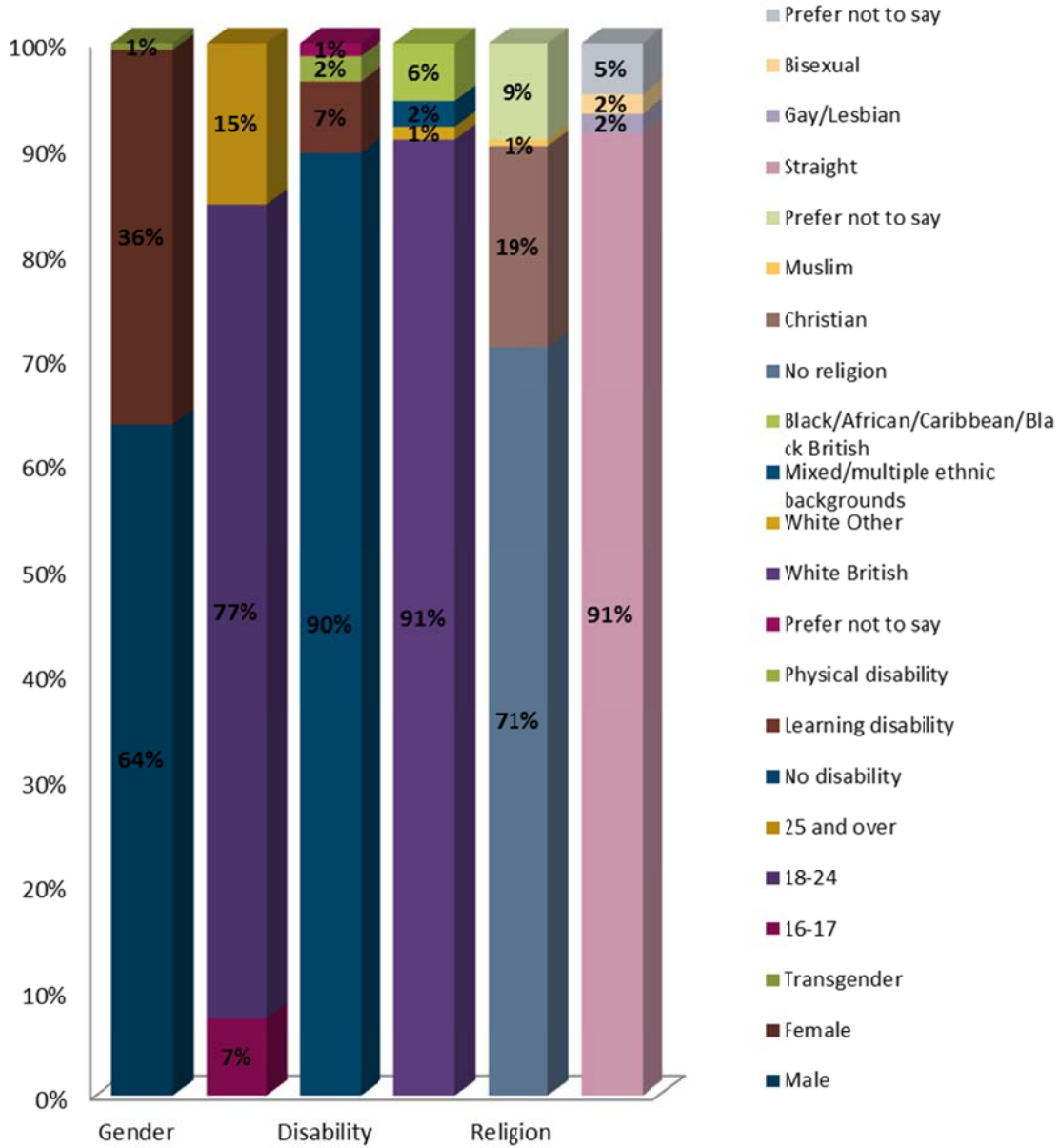
	Involvement and Empowerment	Target	As at end of Qtr. 3	PI against Target	Trend
	Percentage of complaints handled within Residents' Charter timeframes	100%	100%	G	↔
	Of those who fed back, percentage satisfied with complaints procedure	100%	100%	😊	↔
	Of those who fed back, percentage satisfied with complaints outcome	80%	100%	😊	↔

Profile of new residents during Quarter 3 16-17



During the third quarter we had 214 new residents move in to our schemes.

Profile of planned Move Ons in Quarter 3 16-17



We had 163 planned move ons during the third quarter.