

Unity Performance 2021-22 Quarter 1

1st April – 30th June 2021

	Actual 2019/20	Actual 2020/21	Target 2020/21	Quarter 1 1 st April-30 th June 2021						
				Target	Actual					
Rents - UHA										
Arrears (%)	4.18%	3.71%	4.2%	4.2%	4.34%					
Income collection (%)	101.46%	100%	100.3%	100%	104.8%					
Voids & Lettings - UHA										
Voids (rent loss)	0.56%	1%	0.75%	0.75%	0.93%					
Turnover of stock (cumulative)	3.98%	<10%	<10%	<2.5%	0.97%					
New developments letting times	9.3 days	0 days	0 days	0 days	0 days					
GN re-let times	28.8 days	20 days	26 days	20 days	38 days					
Long term voids	0.17%	0%	0%	0%	0.08%					
% of lets to nominations	78.2%	50%	50%	50%	100%					
GN lettings to BME tenants	44.9%	50%	50%	50%	50%					

	Actual 2017/18	Actual 2018/19	Actual 2019/20	Actual 2019/20	Target 2021/22	Quarter 1 1 st April-30 th June 2021			
						Actual			
Responsive Repairs, Servicing, Void Period & rd SAP Rating									
Emergency	93.9%	99.2%	99.1%	98.5%	99%	100%			
Urgent	92.1%	99.1%	99.0%	98.8%	99%	97.6%			
Routine	94.0%	99.3%	98.9%	99.3%	99%	100%			
Av. No. of Days to Complete Repairs	8.9 days	5.2 days	6.2 days	13.5 days	10 days	10 days			
Av. No. of Days Void in Repairs	20.5 days	16.1 days	20.9 days	21.6 days	14 days	12 days			
First Time Fix	90.6%	92.4%	91.3%	81.3%	95%	91.5%			
Appointments Kept	93.8%	96.7%	95.1%	95.3%	99%	97.8%			
Monthly Maintenance Satisfaction	97.2%	97.0%	95.1%	94.6%	95%	95.9%			
Gas Servicing	100%	100%	98.7%	99.7%	100%	99.8%			
Electric Testing	99%	98.8%	98.5%	99.6%	100%	99.4%			
Average rd SAP Rating	74.2	74.3	74.4	74.8	74.8	74.9			