

Our Key Performance Indicators 2017-18

Our Mission: Wellingborough Homes will work successfully with its customers and communities to provide great services and high quality living

Our Values:



Objective	KPI	Q3 Target	Mar 2017	Jun 2017	Sept 2017	Dec 2017	Trend
To ensure investments generate optimum social and financial value	Number of development units completed against target (count)	12	92	0	2	23	↑
	Number of sales completions achieved within target (count)	9	NA	8	9	18	↑
	Number of units started on site against target (count)	150	NA	69	114	134	↑
To ensure operational performance is maintained at a high level	% satisfaction with complaint handling (%)	73.7	NA	59.09	64.00	57.58	↓
	% dwellings with a valid gas safety certificate (%)	100	100	100	100	100	↔
	% dwellings that are non-decent (%)	1	0	0	0	0	↔
	Average re let time of all properties (GN and HfOP) (exl. MR) (days)	25	31.2	24.8	23.76	23.96	↔
	Current rent arrears as % of annual net rent (%)	2.9	3.02	2.80	2.55	2.64	↔
	% customer satisfied with repairs service (%)	90	95.1	92.95	93.93	96.96	↑
	Completed first visit as % repairs completed (%)	85	91.9	94.67	93.74	94.7	↔
	Emergency Repairs completed in target as % repairs complete (%)	98	99.2	99.66	98.23	97.91	↔
	Repairs completed in target as % repairs complete (%)	96	97.5	96.94	97.36	95.78	↔
To reduce costs and drive efficiency	Debt per Unit Owned (£)	8229	7185	7220	6955	7082	↔
	Operating Margin (as per FVA) (%)	>37	35.7	35.6	37.48	38.09	↑
	Interest Cover EBITDA (MRI) (as per FVA) (%)	286.92	457.5	347.1	378.1	420.51	↔
	Loan to Asset Cover Ratio (%)	1.10	NA	3.17	3.28	3.21	↔
	Operating expenses (£)	10,985k	NA	11,208k	10,906k	10,920k	↔
	Unit cost (£)	2869	NA	2862	2786	2756	↔
	Average number of sick days per employee per annum (days) *Reporting methodology changed in April 2017)	2	10.0 *	1.83	1.63	1.68	↔

(Trend based on comparison of last two quarters)