

KPIs	Approved WGHC Benchmark 2024-25	Previous Benchmarks 2023-24	Explanation of KPI
Gross rent arrears	1.30%	1.30%	Rent owed by tenants and former tenants (before write offs) excluding payments (primarily Housing benefit) due to be received shortly after the end of the rent week.
ASB cases resolved within target times	90%	90%	WGHC aims to investigate and respond to reports of anti social behaviour within 20 days.
Service Complaints finalised within SPSO requirements	95%	95%	Stage 1 complaints are required to be resolved within 5 working days, unless an extension is applied. Stage 2 complaints are required to be resolved within 20 working days, unless an extension is agreed with the complainant. Using Case Management Area of Homemaster.
Tenant Support or Sustainment Visits	2 per week, 8 per month or 24 per quarter	2 per week, 8 per month or 24 per quarter	ALL identified vulnerable tenants to receive HO visits to ascertain needs, requirements and liaison with as many external agencies as is required, for as long as is needed to close down case management and increase / improve tenant sustainment.
Average days to relet	14	14	Time from when a tenancy ends to new tenancy beginning (excluding extreme exceptional circumstances.)
Stock turnover	24	24	All changes of tenancy including relets, exchanges, assignments and successions.
Void spend per unit	£3,500	£3,500	The cost of making a house lettable.
Stair Inspections	1 per month or 3 per quarter	1 per month or 3 per quarter	Inspection, recording and logging of stair inspections within ALL 13 common stairs across the WGHC estate, using the I-Auditor software
Estate Management Visits	1 per week, 4 per month or 12 per quarter	1 per week, 4 per month or 16 per quarter	Total WGHC estate (17 streets) to be visited with photos and items logged for further operational management using the I-Auditor software. i.e. vandalism, poorly kept gardens, damaged drains, roads, paths, abandoned vehicles etc.
Bi-Annual Asset Management Visit	4 per week, 16 per month or 48 per quarter	4 per week, 16 per month or 48 per quarter	ALL WGHC properties visited at least once, every 2 years) to assess condition, externally and internally. 372 properties over 104 weeks, less 12 weeks for holiday periods, equates to 92 weeks, divided over 2 years averages 46 weeks / 372 = 4
Average days for a non-emergency repair	5.0	5.0	Average time for a non emergency repair from report to completion.
Average hours to attend for an emergency repair	3.0	3.0	Average time taken to make safe or repair (if possible at first visit) from report until completion.
Repairs Inspections	10% of undertaken quarterly total	10% of undertaken quarterly total	Post-inspection visits following reactive repairs ascertain work quality and contractor performance
Contractor Management	3 per month or 9 per quarter	1 per week, 4 per month or 16 per quarter	Bi-Annual Contractor Management / KPI meetings for contractors on approved contractor list, in accordance with audit findings, best business practice and procurement regulation
Satisfaction with home when moving in	95%	95%	Based on ongoing surveys and/or Post Allocation Visit. Benchmark is based on WGHC past performance.
Void loss	0.5%	0.5%	Rent & service charges lost due to houses lying empty as percentage of total rents due.
Interest Cover (DBS Covenant)	110%	110%	Ratio of operating surplus to interest payable. It is a condition of our loans that this is more than 110%.