

HELENA QUARTER 4 PERFORMANCE 2017/18

Assets & Growth



Helena is committed to making sure our customers know how we are performing in our key areas of service delivery.

If you have any comments or questions regarding the performance information

please contact One Call onecall@helenapartnerships.co.uk

Key Performance Indicator (KPI)	Q4 2017/18 Performance	Target	Trend
% of dwellings with a valid gas certificate	99.97%	100%	↔

NB: % of dwellings with a valid gas certificate is not a cumulative indicator

Neighbourhoods

Key Performance Indicator (KPI)	Q4 2017/18 Performance	Target	Trend
Number of people intensively supported towards work	1093	770	↑
First steps to accessing services digitally (%)	49.8%	58%	↑

NB: The above measures in the Neighbourhood section represent Torus performance

Key

↑	To date 'actual' increased in the right direction
↑	To date 'actual' increased in the wrong direction
↓	To date 'actual' decreased in the right direction
↓	To date 'actual' decreased in the wrong direction
↔	No change

Tenancy

Key Performance Indicator (KPI)	Q4 2017/18 Performance	Target	Trend
Average relet time (days)	48	28	↑
Tenancy turnover	7%	8.5%	↑
Rent loss due to empty properties %	1.97%	1.80%	↑
Proportion of rent collected	98.42%	97.50%	↑
Current Arrears	4.23%	4.50%	↑
Former Arrears	1.24%	1.26%	↑
Complaints completed in timescale	84.54%	94%	↑
Satisfaction with repairs	85%	90%	↓

**Performance information is based on the Torus Group Performance Management Framework*

***Please note that all performance is cumulative performance unless stated and trend analysis is against previous month's performance*