

## VFM Scorecard Year 2015-2016

### Process

	Value	Previous	Trend	Median	KPI
Rent collected from current and former tenants as % rent due (excl. arrears b/f)	99.8%	99.8%	★	99.7%	👉
Average re-let time (standard re-lets)	12.81	20.09	★	24.61	★
Repairs completed at the first visit %	99.2%	88.0%	★	92.1%	★
Service charges collected as % service charges due (excl. arrears b/f)	103.7%	98.0%	★	101.6%	👉

### Business & Financial

	Value	Previous	Trend	Median	KPI
Total CPP of Housing Management	£349.95	£349.58	↓	£442.78	↓
Total CPP of Responsive Repairs & Void Works	£890.68	£942.24	↓	£802.87	👈
Total CPP of Major Works & Cyclical Maintenance	£2,635.95	£2,942.44	↓	£1,502.19	👈
Total overhead costs as % adjusted turnover	10.5%	10.3%	👈	11.1%	👉
Current tenant arrears as % rent due (excluding voids)	1.99%	1.82%	●	2.59%	👉
Rent loss due to voids as % rent due	0.66%	1.14%	★	0.90%	👉
Gross arrears written off as % rent due	0.16%	0.22%	★	0.40%	★
Growth in turnover	NoData	2.0%	●	5.0%	●
Operating margin	NoData	50.0%	●	28.9%	●

### People

	Value	Previous	Trend	Median	KPI
Staff turnover in the year %	15.8%	15.0%	★	15.8%	○
Sickness absence average days/shifts lost per employee	7.5	5.4	●	8.8	👉
Staff satisfied with organisation as an employer %	94.0%	96.0%	●	84.0%	★

### Value

	Value	Previous	Trend	Median	KPI
Satisfaction with quality of new home %	93.8%	NoData	●	95.0%	👉
Satisfaction with service provided %	91.0%	91.0%	★	87.5%	★
Satisfaction with repairs & maintenance %	86.0%	86.0%	★	82.2%	👉
Satisfaction with neighbourhood %	92.0%	92.0%	★	86.7%	★
Satisfaction rent provides value for money %	85.0%	85.0%	★	84.0%	👉
Satisfaction service charges provide value for money %	NoData	NoData	●	73.8%	●

**Trend Indicators:** This represents your improvement in comparison to your peer groups's improvement.

**Performance Indicators:** These represent your performance in comparison to your peer group's performance.

**Trend:** This represents your improvement in comparison to your peer groups's improvement.

**KPI:** This shows how your actual performance or cost compares with your peer group