



Value for money scorecard



2013-14

Process	Value	Previous	Trend	Median	Diff
Rent collected as % of rent due	99.3%	98.4%	↗	99.4%	↘
Service charges collected as a % of service charges due	111.0%	NoData		99.9%	↗
Average re-let time	16.70	25.70	↕	27.23	↗
Repairs completed at the first visit %	86.5%	77.2%	↕	91.0%	↘

Value	Value	Previous	Trend	Median	Diff
Satisfaction with the quality of new home %	NoData	100.0%		95.0%	
Satisfaction with the service provided %	91.0%	93.0%	↘	86.0%	↗
Satisfaction with repairs and maintenance %	86.0%	89.9%	↘	81.0%	↗
Satisfaction with neighbourhood %	92.0%	93.0%	↘	85.0%	↕
Satisfaction that rent provides value for money %	85.0%	NoData		81.0%	↗
Satisfaction that service charges provide value for money %	NoData	NoData		70.0%	

People	Value	Previous	Trend	Median	Diff
Staff satisfied with organisation as an employer %	96.0%	82.0%	↕	80.5%	↕
Sickness absence average days lost per employee	9.0	5.8	↘	8.7	↗
Staff turnover in the year %	11.8%	8.8%	↘	12.6%	↗

Business Health	Value	Previous	Trend	Median	Diff
Growth in turnover	NoData	10.9%		5.1%	
Operating margin	50.6%	50.6%	↔	26.7%	↕
Adjusted Turnover Overheads Costs %	11.8%	10.7%	↘	10.8%	↘
Total CPP of Housing Management	£368.88	£339.31	↗	£423.50	↘
Total CPP of Major Works & Cyclical Maintenance	£3,697.70	£1,925.96	↕	£1,487.65	↕
Total CPP of Responsive Repairs & Void Works	£947.64	£858.04	↗	£801.91	↕
Total CPP of Overheads	£146.34	£135.07	↗	£160.96	↘
Current tenant arrears as % of rent due	3.02%	2.55%	↘	3.10%	↗
Rent loss due to voids as % of rent due	0.83%	1.45%	↕	1.17%	↗
Gross arrears written off as % of rent due	0.26%	0.12%	↘	0.42%	↗

Trend Indicators

These represent your improvement in comparison to your peer group's improvement.

Performance Indicators

These represent your performance in comparison to your peer group's performance.