

VFM Scorecard Year 2014-2015

Process	Value	Previous	Trend	Median	KPI
Rent collected from current and former tenants as % rent due (excl. arrears b/f)	99.8%	99.3%		99.6%	
Average re-let time (standard re-lets)	20.09	16.70		26.00	
Repairs completed at the first visit %	88.0%	86.5%		91.7%	
Service charges collected as % service charges due (excl. arrears b/f)	98.0%	111.0%		100.8%	

Business & Financial

	Value	Previous	Trend	Median	KPI
Total CPP of Housing Management	£349.58	£368.88		£446.53	
Total CPP of Responsive Repairs & Void Works	£942.24	£947.64		£805.78	
Total CPP of Major Works & Cyclical Maintenance	£2,942.44	£3,697.70		£1,500.93	
Total overhead costs as % adjusted turnover	10.3%	11.8%		10.9%	
Current tenant arrears as % rent due (excluding voids)	1.82%	3.02%		2.81%	
Rent loss due to voids as % rent due	1.14%	0.83%		0.97%	
Gross arrears written off as % rent due	0.22%	0.26%		0.47%	
Growth in turnover	2.0%	NoData		5.1%	
Operating margin	50.0%	50.6%		27.7%	

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.

People	Value	Previous	Trend	Median	KPI
Staff turnover in the year %	15.0%	11.8%		14.2%	
Sickness absence average days/shifts lost per employee	5.4	8.9		9.1	
Staff satisfied with organisation as an employer %	96.0%	96.0%		81.0%	

Value

	Value	Previous	Trend	Median	KPI
Satisfaction with quality of new home %	NoData	NoData		97.0%	
Satisfaction with service provided %	91.0%	91.0%		87.0%	
Satisfaction with repairs & maintenance %	86.0%	86.0%		81.2%	
Satisfaction with neighbourhood %	92.0%	92.0%		85.1%	
Satisfaction rent provides value for money %	85.0%	85.0%		82.3%	
Satisfaction service charges provide value for money %	NoData	NoData		71.1%	

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