



# Quarter 4 Performance Results (April 2017 to March 2018)





# Business Strategy

Objective #	Business Strategy
1	Providing good and cost effective management of our properties
2	Increasing our portfolio
3	Developing commercial and partnership opportunities
4	Improving the running of our business








# Managing our properties (1)

Measures / Owners	2017-18 Target	Quarter 4 Result	Direction of Travel	Comments	Benchmarking Position
% current rent and arrears collected <b>(Housing)</b>	100.5%	100.2%	↑	Better than performance last year (100.17%) but marginally behind target.	
% rent arrears <b>(Housing)</b>	1.5%	1.32%	↑	Arrears reduced by £74k from last year.	
% of rent loss due to empty properties/average days to let a property <b>(Housing &amp; Assets)</b>	0.6% / 13 days	0.46% / 13.1 days	↑	Rent loss of £68k compared to £106k last year.	
Ratio of responsive to planned maintenance spend <b>(Assets)</b>	0.22	0.27	↑	0.27 last year.	
Headline social housing costs <b>(all)</b>	£4.2k	£3.8k	↑	£4.43k in 16/17.	




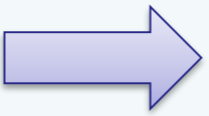


# Managing our properties (1)

Measures / Owners	2017-18 Target	Quarter 4 Result	Direction of Travel	Comments	Benchmarking Position
% of properties with a valid gas safety certificate ( <b>Assets</b> )	100%	100%		All homes have an current gas certificate.	
% of customer 'self service' ( <b>Customer Service</b> )	25%	23%		Cx Tenant Portal being configured – to be tested by tenants in February/March 2018.	N/A
% of repairs jobs completed in time ( <b>CH&amp;PS</b> )	95%	91%		Sickness levels affecting this indicator.	N/A
% of general needs homes occupied ( <b>Housing &amp; Assets</b> )	99%	99%		12 voids at the end of the third quarter.	
% of dwellings failing to meet the 'decent homes' standard ( <b>Assets</b> )	0%	8.4%		Programme to maintain decent levels by March 2018 – 14.76% in Q1, 12.8% in Q2.	



# Increasing our portfolio (2)

Measures / Owners	2017-18 Target	Quarter 4 Result	Direction of Travel	Comments	Benchmarking Position
Number of homes owned ( <b>Assets</b> )	3109	3089		20 sales and 24 new developments.	N/A
Units developed – all tenures ( <b>Assets</b> )	44	24		14 new developments and 10 acquisitions. Others delayed until 18/19.	
RTB/RTA sales ( <b>Housing</b> )	20	20		20 sales compared to 25 last year.	N/A
% customer satisfaction with new home ( <b>Assets</b> )	95%	100%		High satisfaction levels based on 3 completed surveys.	N/A





# Commercial opportunities (3)

Measures / Owners	2017-18 Target	Quarter 4 Result	Direction of Travel	Comments	Benchmarking Position
Savings generated by the Cost Sharing Vehicle ( <b>Assets</b> )	£0k	£268k	N/A	Cumbria Housing & Property Services (CH&PS) operational from January 2017, working with Castles & Coasts Housing Association.	N/A
Income from Independent Living Service ( <b>Independent Living</b> )	£0k	N/A	N/A	6 months pilot of new service approved by September 2017 Board meeting. The new service went live in mid January 2018.	N/A



# Improving the running of our business (4)

Measures / Owners	2017-18 Target	Quarter 4 Result	Direction of Travel	Comments	Benchmarking Position
Average number of days lost due to sickness ( <b>All</b> )	5.5	9.8		Review of sickness policy underway. A few long term sick employees this year, all successfully returned to work.	
Compliance with financial covenants ( <b>Corporate services</b> )	Yes	Yes		All financial covenants met.	N/A
Compliance with Health & Safety legislation ( <b>All</b> )	Yes	Yes	N/A	Electrical condition testing every 5 years for tenant stock.	N/A



# SLH in Numbers

Measures	Latest Position
RTB Sales since transfer (March 2012)	143
RTB/RTA Sales this year	20
New development/acquisitions since transfer (March 2012)	76
Current tenant arrears	£194k (£269k at same stage last year)
Former tenant arrears	£208k (£185k at same stage last year)
New homes developed this year	24
Number of units at transfer (March 2012)	3,156
Current number of units	3,089
Improvement programme for 2017/18	£5.6M (target £6.2M)





## Future Priorities

- New development / acquisitions
- Cumbria Housing & Property Services growth
- Quality of empty properties
- Repair completion times
- Digital services – new tenant portal
- Independent Living Service expansion
- Sickness management