

FWH PERFORMANCE DASHBOARD			April	May	June	July	August	September	October	Target 2024 -2025
Re-let Minor void turnaround	Monthly	Numerator		513		681	155		106	35 days
		Denominator		2		2	1		1	
		Performance		257		341	155			
	YTD	Numerator		513	513	1194	1349	1349	1455	
		Denominator		2	2	4	5	5	6	
		Performance		257	257	299	270	270	243	
Re-let Major void turnaround (days)	Monthly	Numerator	127	289	443	491			372	72 days
		Denominator	1	2	2	1			1	
		Performance	127	145	222	491				
	YTD	Numerator	127	416	859	1350	1350	1350	1722	
		Denominator	1	3	5	6	6	6	7	
		Performance	127	139	172	225	225	225	246	
Properties with a valid gas safety certificate (%)	Monthly	Numerator	195	196	198	204	204	204	203	100%
		Denominator	195	196	198	204	204	204	203	
		Performance	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Fire Risk Assessment (%)	Monthly	Numerator	2	2	2	2	2	2	2	100%
		Denominator	2	2	2	2	2	2	2	
		Performance	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Fire Risk Assessment Recommendations (%)	Monthly	Numerator	17	17	17	17	17	17	17	100%
		Denominator	17	17	17	17	17	17	17	
		Performance	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Water Risk Assessment Recommendations (%)	Monthly	Numerator				22	20	20	19	100%
		Denominator				22	20	20	19	
		Performance				100.0%	100.0%	100.0%	100.0%	
Electrical Risk Assessment Recommendations (%)	Monthly	Numerator				185	183	192	192	100%
		Denominator				213	211	212	212	
		Performance				87%	87%	91%	91%	
Emergency repairs completed within 24 hours (%)	Monthly	Numerator	14	16	20	11	7	7	10	100%
		Denominator	14	16	20	11	7	7	10	
		Performance	100%	100%	100%	100%	100%	100%	100%	
	YTD	Numerator	14	30	50	61	68	75	85	
		Denominator	14	30	50	61	68	75	85	
		Performance	100%	100%	100%	100%	100%	100%	100%	
Urgent repairs completed within 7 days (%)	Monthly	Numerator	2	4	4	11	6	15	10	95%
		Denominator	2	5	4	11	6	15	10	
		Performance	100%	80%	100%	100%	100%	100%	100%	
	YTD	Numerator	2	6	10	21	27	42	52	
		Denominator	2	7	11	22	28	43	53	
		Performance	100%	86%	91%	95%	96%	98%	98%	
Routine repairs completed within 28 days (%)	Monthly	Numerator	25	19	17	30	39	50	61	95%
		Denominator	32	26	21	30	45	52	66	
		Performance	78%	73%	81%	100%	87%	96%	92%	
	YTD	Numerator	25	44	61	91	130	180	241	
		Denominator	32	58	79	109	154	206	272	
		Performance	78%	76%	77%	83%	84%	87%	89%	
Rent collected (% of rent due) NB: based on a 4 weekly cycle	Monthly	Numerator	£ 298,852.73	£ 236,190.71	£ 218,728.39	£ 358,045.72	£ 242,820.37	£ 280,344.40	£ 238,896.87	98.50%
		Denominator	£ 320,482.93	£ 258,765.84	£ 261,045.45	£ 328,421.05	£ 262,592.04	£ 329,479.45	£ 263,986.44	
		Performance	93.25%	91.28%	83.79%	109.02%	92.47%	85.09%	90.50%	
	YTD	Numerator	£ 298,852.73	£ 535,043.44	£ 753,771.83	£ 1,111,817.55	£ 1,354,637.92	£ 1,634,982.32	£ 1,873,879.19	
		Denominator	£ 320,482.93	£ 579,248.77	£ 840,294.22	£ 1,168,715.27	£ 1,431,307.31	£ 1,760,786.76	£ 2,024,773.20	
		Performance	93.25%	92.37%	89.70%	95.13%	94.64%	92.86%	92.55%	