

## **PERFORMANCE MONITORING QUARTER 3 - 2012/13**

Report of the Director & Company Secretary

### **1. SUMMARY**

This report details Quarter 3 performance against targets reported to Derby City Council. The Council monitors our progress against these targets on a monthly basis.

### **2. RECOMMENDATION**

2.1 To note and comment on the content of this report.

### **3. MATTER FOR CONSIDERATION**

3.1 Chair's Brief discussed Quarter 3 2012/13 performance at their meeting on 21 January 2013 and this report highlights the main areas of performance to the Board.

3.2 Appendix 1 of this report details progress against the targets and direction of travel.

3.3 In Quarter 3, performance overall was very good with almost all targets met fully and some exceeding target with only a few missing slightly but showing improvement from Quarter 2.

#### **3.4 Repairs**

- 3.4.1 The Repairs Team has a total of 12 targets. In Quarter 3
- 2 targets were blue which indicates performance is 2% or over the target
  - 7 targets are green which indicates performance on or above target, but not by 2%
  - Decent Homes is an annual collection and will be reported in Quarter 4
  - Small adaptations have now been uploaded onto the DORIS performance system and will be included in the Quarter 4 report. Small adaptations are being completed in 8 days against a target of 12 days, which would make this indicator blue
  - There is no quarterly target for large adaptations, these adaptations are being completed in 66 days against a target of 90 days, which would also make this indicator blue
  - No amber or red targets, which would indicate slippage or a decline in performance.

### 3.4.2 Relet times & Voids

The Allocations Team has 7 targets. In Quarter 3

- 5 targets were blue status
- No quarterly target has been set for rent loss on passive voids
- No quarterly target has been set for temporary accommodation(ready to occupy stage), however the target is 10.5 days. In Quarter 3, these were being completed in 4.4 days, which would give a blue status.

### 3.4.3 Rent Arrears

The Income Management Team has 10 targets. In Quarter 3

- 3 targets were blue status
- 1 target was green
- 2 targets were amber indicating slippage in performance
- 1 target has red status - Former Tenant Arrears collected. In this case the target set was to increase collected amount from under £7,400 last year to £80,000 this year. The Income Team is confident that the current rate of collection will mean the target will be met by the end of March
- 2 targets have no quarterly target set
  - o % of tenants who have had a notice served. However the year end target is 17.6% and at Quarter 3 the % was 10.6%, which would give this indicator blue status
  - o % of tenants evicted as a result of rent arrears, the year end target is 0.2% and at Quarter 3 the % was 0.1%, which would give this indicator blue status
- Rechargeables collected does not have a target set, however the year end forecast is £6,990.

### 3.4.4 Enquiry Centre

The Enquiry Centre has 3 targets. In Quarter 3

- 1 target has a blue status
- 1 target has no quarterly target - % of calls received. However the year end target is 9% and in Quarter 3 performance was 6.3% which would give this indicator a blue status
- 1 target is red. Average call wait is performing at 32 seconds against a target of 20 seconds. There have been some technical problems with the CISCO telephone system and the Academy Housing Management system which have affected performance during January and February. Derby Homes Enquiry Centre has gone onto a new shared telephone system with Derby Direct and there are still some minor implementation issues to resolve.

### 3.4.5 Satisfaction

- 2 targets are blue status - source SMS
- 3 targets are greyed out as they are reported at the end of the financial year.

## 4. FINANCIAL AND BUSINESS PLAN IMPLICATIONS

The performance in the areas of satisfaction levels, relet times and rent arrears of current tenants are linked to the incentive payment to Derby Homes from Derby City Council.

The areas listed below have no implications directly arising from this report:

Consultation  
Legal and Confidentiality  
Council  
Personnel  
Environmental  
Equalities Impact Assessment  
Health & Safety  
Risk  
Policy Review

If Board Members or others would like to discuss this report ahead of the meeting please contact:

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Background Information: None

Supporting Information: None.

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**Latest Performance Report**  
**External Partners -> Derby Homes**  
31-Dec-2012

| Description                                                                                             | Good is | Council Scorecard                                                                 | Previous Year End Outturn | Previous Period Year to Date | Year To Date | Quarterly Target | Quarterly Target Status | Year End Forecast | Year End Target | Forecast Status | DoT Status                                                                          | Commentary                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Department  | Frequency | Accountable Officer |
|---------------------------------------------------------------------------------------------------------|---------|-----------------------------------------------------------------------------------|---------------------------|------------------------------|--------------|------------------|-------------------------|-------------------|-----------------|-----------------|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-----------|---------------------|
| <b>Rent Arrears</b>                                                                                     |         |                                                                                   |                           |                              |              |                  |                         |                   |                 |                 |                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |             |           |                     |
| DH Local 01 (old bop 66b)<br>Rent arrears of current tenants as a percentage of rent roll               | Low     |  | 2.2%                      | 3.0%                         | 2.1%         | 2.7%             | Blue                    | 1.8%              | 2.0%            | Blue            |  | Rent free weeks produced a better than expected out come. The reduction was slightly less than last years but this was expected as the arrears levels are substantially lower and there a few outstanding housing benefit issues. The position continues to be good and we expect to be under target at the end of March                                                                                                                                                                                                                         | Derby Homes | Monthly   | Murray Chapman      |
| DH Local 02 Rent arrears of current tenants                                                             | Low     |                                                                                   | 998,349.0                 | 1,491,114.0                  | 1,078,786.0  | 1,365,085.0      | Blue                    | 900,000.0         | 998,348.0       | Blue            |  | The effort put in last year produced lower arrears levels and this continued over the rent free weeks which alone produced a reduction of over £350,000 and overall the reduction for December was over £412,000 The team is being strengthened further to gear up to the challenges ahead and the out turn of the year will be substantially under target.                                                                                                                                                                                      | Derby Homes | Monthly   | Murray Chapman      |
| DH Local 04 FTA arrears written off                                                                     | Low     |                                                                                   | 19,795.0                  | 79,946.0                     | 98,452.0     | 149,994.0        | Blue                    | 185,000.0         | 200,000.0       | Blue            |  | The sundry debt area of work has further strengthened by a full time post. Write offs rose again during December as we continue to work on cases . A substantial number of stat barred debts which are now over 6 years old have been identified and these will be written off during qtr 4                                                                                                                                                                                                                                                      | Derby Homes | Monthly   | Murray Chapman      |
| DH Local 05 Former tenant arrears (FTA) outstanding at the end of the period as a % of total rent debit | Low     |                                                                                   | 2.7%                      | 2.6%                         | 2.6%         | 2.5%             | Amber                   | 2.5%              | 2.5%            | Green           |  | The good news was a slight reduction on Novembers figure and only a slight increase on the qtr. We have increased resources in this area and are working and sorting more cases than before. However as mentioned on previous occasions this figure also depends on how much new former tenant arrears are being created. So far this year there have been 500 tenancies ending with arrears totalling £243,635, this is new fta in addition to the figure carried over from last year. The current level of former tenant arrears is £1,300,056 | Derby Homes | Monthly   | Murray Chapman      |

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| DH Local 07 (BVPI66a) Rent collected as a % of rent due (includes arrears brought forward)                                     | High    |  | 98.3%                     | 97.3%                        | 97.5%        | 98.1%            | Amber                   | 98.3%             | 99.0%           | Amber           |    | The rent free weeks produced the expected increase in income which is well ahead of income collected last year. The team is being strengthened further during qtr 4 to keep this momentum going and prepare for the challenges ahead posed by welfare reforms and the economic environment facing tenants during 2013. Work continues with credit unions on trying to produce a budget account which will help maintain income stream and initiatives are being planned with Welfare Rights during qtr 4 to make tenants for the under occupancy charge and other welfare reforms. | Derby Homes | Monthly   | Murray Chapman      |
| DH Local 08 (BVPI 66b) No. of tenants with more than seven weeks of (gross) rent arrears as a % of the total number of tenants | Low     |                                                                                   | 6.5%                      | 6.3%                         | 6.2%         | 6.3%             | Green                   | 6.2%              | 6.3%            | Green           |    | A significant number of tenants owing more than 7 weeks rent have had action taken against them during November and December as we bring some of these cases to a head. With this pressure we expect these tenants to reduce their arrears balances. Part of the strengthening of the team is to put more focus on monitoring performance and this should also help to produce further reductions.                                                                                                                                                                                 | Derby Homes | Quarterly | Murray Chapman      |
| DH Local 12 FTA collected                                                                                                      | High    |                                                                                   | £7,378.0                  | £23,361.0                    | £34,232.0    | £59,994.0        | Red                     | £65,000.0         | £80,000.0       | Red             |    | Resources have been increased in this area and these figures have improved during qtr 3 and will continue to improve as the volume of cases being dealt with improves.                                                                                                                                                                                                                                                                                                                                                                                                             | Derby Homes | Monthly   | Murray Chapman      |
| DH Local 13 Rechargeables collected                                                                                            | High    |                                                                                   | 0.0                       | 4,695.0                      | 4,956.0      |                  | No Target               | 6,990.0           |                 | No Target       | N/A                                                                                   | We expect the payment cards to be available from Jan 2013. This will enable us to be able to contact debtors and make agreements to repay their debts.                                                                                                                                                                                                                                                                                                                                                                                                                             | Derby Homes | Monthly   | Murray Chapman      |
| DH Local 33 Percentage of tenants in arrears who have had NSP served.                                                          | Low     |                                                                                   | 17.6%                     | 8.8%                         | 10.6%        |                  | No Target               | 15.2%             | 17.6%           | Blue            |  | The level of notices have been lower during qtr 3 than last year. This is not raising any concerns as the levels of notices required is unpredictable and you cannot always predict when changes in circumstances happen or when a tenant may stop paying. We are comfortable with the notion that every tenant who should have a notice has one.                                                                                                                                                                                                                                  | Derby Homes | Monthly   | Murray Chapman      |

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| DH Local 34 Percentage of tenants evicted as a result of rent arrears             | Low     |                                                                                   | 0.0%                      | 0.1%                         | 0.1%         |                  | No Target               | 0.2%              | 0.2%            | Blue            |  | Our levels of evictions carried out continue to remain low although qtr 3 did see a substantial rise in eviction warrants being requested. Most of these will be due in January and February. December sees an amnesty period for a couple of weeks around xmas. Many requests for eviction warrants were made in November and December which will be due to take place in qtr 4. This could see an increase in the number of evictions carried out although we continue to listen to reasonable offers to clear the arrears and are also dependant on the outcome of 'stay hearings' which can vary depending on Judges, circumstances and the role of independent legal advisors.                                                                           | Derby Homes | Monthly   | Murray Chapman      |
| <b>Voids and Relets</b>                                                           |         |                                                                                   |                           |                              |              |                  |                         |                   |                 |                 |                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |             |           |                     |
| DH Local 06 Percentage of rent lost through dwellings becoming vacant             | Low     |                                                                                   | 1.5%                      | 0.9%                         | 0.9%         | 1.3%             | Blue                    |                   | 1.3%            | N/A             | N/A                                                                                 | The slight drop in the indicator is due to the rent free weeks over the christmas period along with the drop in the overall number of voids.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Derby Homes | Monthly   | Maureen Davis       |
| DH Local 09 & 10 Total active voids                                               | Low     |                                                                                   | 57.0                      | 44.0                         | 47.0         | 75.0             | Blue                    |                   | 75.0            | N/A             | N/A                                                                                 | A small increase in the number of voids but still well below the level of the previous year. These properties would have be void over the break and this is where we expect the increase in the re-let time to come from.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Derby Homes | Monthly   | Maureen Davis       |
| DH Local 32 (BVPI 212) Average time taken to relet local authority housing (days) | Low     |  | 23.3                      | 20.7                         | 20.3         | 22.5             | Blue                    |                   | 22.5            | N/A             | N/A                                                                                 | The overall re-let figure fell again in December to 20.30 days, performance for December was the strongest so far with a monthly re-let figure of 15.75 days. Despite the strong performance it has to be noted that December also had the least amount of properties let (61), this can be linked to the Christmas period with people being reluctant to move so fewer sign ups taking place and a drop in the number of people terminating their tenancies. We expect January to show the effect of the Christmas break with regards to the re-let figure as this will include the properties that have been effected by the Christmas break. We fully expect the overall figure to increase but are confident that we will achieve the end of year target. | Derby Homes | Monthly   | Maureen Davis       |
| DH Local 35 Rent loss on passive voids (new indicator 2011/12)                    | Low     |                                                                                   | 27,887.6                  | 11,064.9                     | 8,508.8      |                  | No Target               |                   | 100,000.0       | N/A             | N/A                                                                                 | The overall figure including demolitions increased to £1,902,374.14 for the year to date, the rent loss on passive voids has fallen due to the number of passive voids reducing.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Derby Homes | Monthly   | Maureen Davis       |

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| DH Local 40 Temporary Accommodation (ready to occupy stage)                                                         | Low     |                   | 26.0                      | 4.1                          | 4.4          |                  | No Target               |                   | 10.5            | N/A             | N/A        | The figure increased mainly due to the fact we signed out two tenants at the back end of W/C 17/12/12 and couldn't get them turned around in time to sign anybody before the Christmas break.                                                                                                                                                                                                                                                                             | Derby Homes | Monthly   | Maureen Davis       |
| DH Local 42 Total voids as a % of stock                                                                             | Low     |                   | 0.6%                      | 0.5%                         | 0.4%         | 0.8%             | Blue                    |                   | 0.8%            | N/A             | N/A        | This measure is linked to DH Local 9, 10 and 54.                                                                                                                                                                                                                                                                                                                                                                                                                          | Derby Homes | Quarterly | Maureen Davis       |
| DH Local 54 Total of passive voids                                                                                  | Low     |                   | 22.0                      | 18.0                         | 10.0         | 35.0             | Blue                    |                   | 35.0            | N/A             | N/A        | drop in the number of passives voids as mentioned in last months commentary, I don't envisage this to get any lower than current levels.                                                                                                                                                                                                                                                                                                                                  | Derby Homes | Monthly   | Maureen Davis       |
| <b>Maintenance</b>                                                                                                  |         |                   |                           |                              |              |                  |                         |                   |                 |                 |            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |             |           |                     |
| DH Local 16 Percentage of emergency repairs carried out (attend and make safe within 2 hours and complete in 24hrs) | High    |                   | 98.0%                     | 99.9%                        | 99.8%        | 98.5%            | Green                   | 98.5%             | 98.5%           | Green           | ↗          | Performance in December has again continued to be very strong enabling us to be well above target in all priorities. There has been some improvements in very urgent and urgent repairs and the only decrease being in emergency repairs. This equates to one job that was completed late. Overall during the month 2 jobs were completed late out of 2532 completed jobs. We are confident that this level of performance should continue for the remainder of the year. | Derby Homes | Monthly   | Mick Archer         |
| DH Local 17 Percentage of very urgent repair (complete within 24 hours)                                             | High    |                   | 96.6%                     | 99.4%                        | 99.4%        | 98.0%            | Green                   | 98.0%             | 98.0%           | Green           | ↗          | Performance in December has again continued to be very strong enabling us to be well above target in all priorities. There has been some improvements in very urgent and urgent repairs and the only decrease being in emergency repairs. This equates to one job that was completed late. Overall during the month 2 jobs were completed late out of 2532 completed jobs. We are confident that this level of performance should continue for the remainder of the year. | Derby Homes | Monthly   | Mick Archer         |
| DH Local 18 Percentage of urgent repairs completed within 5 working days                                            | High    |                   | 97.8%                     | 99.9%                        | 99.9%        | 98.0%            | Green                   | 98.0%             | 98.0%           | Green           | ↗          | Performance in December has again continued to be very strong enabling us to be well above target in all priorities. There has been some improvements in very urgent and urgent repairs and the only decrease being in emergency repairs. This equates to one job that was completed late. Overall during the month 2 jobs were completed late out of 2532 completed jobs. We are confident that this level of performance should continue for the remainder of the year. | Derby Homes | Monthly   | Mick Archer         |

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| DH Local 19 Percentage of non urgent repairs completed within 25 working days (44)    | High    |                   | 98.6%                     | 100.0%                       | 100.0%       | 95.0%            | Blue                    | 95.0%             | 95.0%           | Green           |    | Performance in December has again continued to be very strong enabling us to be well above target in all priorities. There has been some improvements in very urgent and urgent repairs and the only decrease being in emergency repairs. This equates to one job that was completed late. Overall during the month 2 jobs were completed late out of 2532 completed jobs. We are confident that this level of performance should continue for the remainder of the year. | Derby Homes | Monthly   | Mick Archer         |
| DH Local 20 Percentage specialist non urgent repairs completed within 60 working days | High    |                   | 99.6%                     | 100.0%                       | 100.0%       | 95.0%            | Blue                    | 95.0%             | 95.0%           | Green           |    | Performance in December has again continued to be very strong enabling us to be well above target in all priorities. There has been some improvements in very urgent and urgent repairs and the only decrease being in emergency repairs. This equates to one job that was completed late. Overall during the month 2 jobs were completed late out of 2532 completed jobs. We are confident that this level of performance should continue for the remainder of the year. | Derby Homes | Monthly   | Mick Archer         |
| DH Local 21 (NI 158) Percentage of non-decent council homes                           | Low     |                   | 0.0%                      |                              |              |                  | Annual Collection       |                   | 0.0%            | N/A             | N/A                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Derby Homes | Annual    | Matt Hands          |
| DH Local 22 Percentage of properties with CP12 Gas Safety certificate                 | High    |                   | 100.0%                    | 100.0%                       | 100.0%       | 100.0%           | Green                   | 100.0%            | 100.0%          | Green           |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Derby Homes | Quarterly | Mick Archer         |
| DH Local 38 Adaptations -average time from referral to small adaptation (days)        | Low     |                   | 7.2                       |                              |              |                  | No Data                 |                   | 12.0            | N/A             | N/A                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Derby Homes | Quarterly | Matt Hands          |
| DH Local 39 Adaptations -average time from referral to large adaptation (days)        | Low     |                   | 147.0                     | 72.0                         | 66.0         |                  | No Target               | 65.0              | 90.0            | Blue            |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Derby Homes | Quarterly | Matt Hands          |
| DH Local 44a Percentage of responsive repairs for which appointment made              | High    |                   | 88.6%                     | 95.3%                        | 95.9%        | 95.0%            | Green                   | 95.0%             | 95.0%           | Green           |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Derby Homes | Monthly   | Murray Chapman      |
| DH Local 44b Percentage of appointments kept                                          | High    |                   | 99.6%                     | 99.5%                        | 99.6%        | 99.0%            | Green                   | 99.0%             | 99.0%           | Green           |  | Pleasingly performance has slightly improved in December remaining well above the target and ahead of the same month and quarter last year. We also remain on upper quartile performance. This was a decrease in the number of appointments missed in December with only 7 appointments missed out of 2532 completed jobs. We are expecting to maintain this level of performance for the rest of the 2012/13 period.                                                     | Derby Homes | Monthly   | Mick Archer         |

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| DH Local 55 (BV211a)<br>Proportion of planned repairs and maintenance expenditure compared to responsive maintenance expenditure<br><b>Enquiry Centre</b> | High    |                                                                                   | 70.0%                     |                              | 70.0%        | 70.0%            | Green                   | 70.0%             | 70.0%           | Green           |    | This target continues to be consistent and is in line with the levels of budget expenditure set at the beginning of the year.                                                                                                                                                                                                                           | Derby Homes | Quarterly | Mick Archer         |
| DH Local 25 Percentage of calls answered in less than 10 seconds                                                                                          | High    |                                                                                   | 67.2%                     | 76.6%                        | 74.3%        | 70.0%            | Blue                    | 70.0%             | 70.0%           | Green           |    | Good performance on this and ahead of target for the month                                                                                                                                                                                                                                                                                              | Derby Homes | Monthly   | Maureen Davis       |
| DH Local 26 Average Call Wait (in seconds)                                                                                                                | Low     |                                                                                   | 31.9                      | 19.0                         | 32.0         | 20.0             | Red                     | 25.0              | 20.0            | Red             |    | We did not meet target for this in December. As I have explained before, this indicator is extremely sensitive to pinch points occurring. The move to the Council House and operating out of 3 locations has impacted on performance in December because as this was a shorter working month there were less 'normal' days to even out the pinch points | Derby Homes | Monthly   | Maureen Davis       |
| DH Local 47 Percentage of abandoned calls as a % of calls received<br><b>Satisfaction</b>                                                                 | Low     |                                                                                   | 8.5%                      | 4.8%                         | 6.3%         |                  | No Target               | 8.0%              | 9.0%            | Blue            |    | Abandoned call levels remain low and ahead of target - though no target has been posted in DORIS                                                                                                                                                                                                                                                        | Derby Homes | Monthly   | Maureen Davis       |
| DH Local 27 (NI 160) Tenant satisfaction with Landlord (All - Status Survey)                                                                              | High    |  | 83.1%                     |                              | 83.4%        |                  | Annual Collection       |                   | 88.0%           | N/A             | N/A                                                                                   | Overall satisfaction with Derby Homes has increased significantly from 72.7% in 2008 (STATUS) to 86% in 2010/11. Although there has been a decrease in satisfaction to 83.4%, this is not a significant drop. Dissatisfaction has also seen a decrease from 12.4% in 2008 to 8.6% in 2012.                                                              | Derby Homes | Annual    | Julie Eyre          |
| DH Local 28 Tenant satisfaction with repairs (last completed repair)                                                                                      | High    |                                                                                   | 97.6%                     | 97.5%                        | 99.0%        | 95.0%            | Blue                    |                   | 95.0%           | N/A             | N/A                                                                                   | This figure is reported from SMS text surveys. During December 1416 were sent with 15 saying they were dissatisfied. Trend information has been forwarded to the Repairs Team.                                                                                                                                                                          | Derby Homes | Monthly   | Mick Archer         |
| DH Local 29 Tenant satisfaction with views taken into account (Status)                                                                                    | High    |                                                                                   | 64.4%                     | 64.4%                        | 64.4%        | 68.0%            | Annual Collection       |                   | 68.0%           | N/A             | N/A                                                                                   |                                                                                                                                                                                                                                                                                                                                                         | Derby Homes | Annual    | Jim Joyce           |
| DH Local 30 Customer satisfaction with the Enquiry Centre                                                                                                 | High    |                                                                                   | 97.5%                     | 96.4%                        | 97.0%        | 94.0%            | Blue                    | 95.0%             | 94.0%           | Green           |  | Customer satisfaction levels remain extremely high                                                                                                                                                                                                                                                                                                      | Derby Homes | Monthly   | Murray Chapman      |
| DH Local 31 Satisfaction with the opportunities for participating in decision making.<br><b>Miscellaneous</b>                                             | High    |                                                                                   | 51.4%                     | 51.4%                        | 51.4%        |                  | Annual Collection       |                   | 90.0%           | N/A             | N/A                                                                                   |                                                                                                                                                                                                                                                                                                                                                         | Derby Homes | Annual    | Murray Chapman      |

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| DH Local 23 Invoices paid within 30 days (BV8)                        | High    |                   | 97.0%                     |                              |              | 97.0%            | No Data                 |                   | 97.0%           | N/A             | N/A        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Derby Homes | Monthly   | Michael Kirk        |
| DH Local 24 Energy Efficiency -average SAP rating of dwellings (BV63) | High    |                   |                           | 71.2                         | 71.2         | 72.0             | Amber                   | 71.5              | 72.0            | Amber           | N/A        | <p>Currently we are unable to run energy efficiency report, due to a fault with the energy reporting sotware on Keystone.</p> <p>However its looking extremely unlikely that we will achive the average SAP target of 72, set for this financial year. In the future it will be become extremely difficult to raise the average SAP rating by more than 0.5 percent each year, without replacing our current stock with newly built property which is more energy efficient.</p> | Derby Homes | Quarterly | Matt Hands          |

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