



Trends: performance and costs 2018/19

Benchmarking

Using key performance indicators and individual targets the Association measures its performance to ensure appropriate action can be taken to maintain efficiency and effectiveness in line with the efficiency agenda.

Benchmarking is a useful tool in determining issues for review and in identifying potential areas of high costs. BECHA is a member of the g320 group and continues to benchmark its performance against the other member organisations on cost and performance.

The information below is taken from the 2017/18 benchmarking report.

Key findings

- Our void losses last year were among the lowest but our relet time among the highest: this is generally because of the condition in which our empty properties have been left.
- Our arrears performance continues to be good, due mainly to very early intervention, but has slipped slightly due to Universal Credit and changes to the benefits system.
- We are expensive – but we provide a good service and satisfaction is high
- We are safe – our gas safety, fire risk assessment and electrical tests are all compliant.
- Tenants think we are value for money
- Our rents are among the lowest in the sector

Indicator	Measure	BECHA 2014/15	BECHA 2015/16	BECHA 2016/17	BECHA 2017/18	Peer Group Quartile ²	
	VFM of rent - Gen Need			95%	95%	1	↔
Voids & lettings	Average relet time - GN (days)	49	37	20	34	4	↓
	Lettings to BME households			10	-	n/a	
People	Average days lost to sickness			1	1	1	↔
Income	% rent collected	102	102	102	100	3	↓
	Current arrears as % of rent due - all tenants	4.5	3.44	3.82	3.62	3	↑
Maintenance	Repairs fixed on first visit			100	100	1	↔
	Repairs completed in target time			98	99		↑
Indicator Measure						Peer Group Quartile ²	
Maintenance (cont.)	Average days to complete all responsive repairs			6.5	6	2	↑
	Satisfaction			95%	100%	1	↑
	Properties with a valid gas safety certificate	100%	100%	100%	100%	1	↔
	Reactive maintenance spend/ property p.w./ £	N/A	14.92	13	15.00	3	↓
	Cyclical maintenance spend/ property p.w./ £	N/A	2.87	2.00	3.00	1	↓
	Major works maintenance spend/ property p.w./ £	N/A	£14.19	34.00	25.00	4	↑
	Void works spend/ property p.w.	N/A	3.50	9.00	3	4	↑



Indicator	Measure	BECHA 14/15	BECHA 15-16	BECHA 16-17	BECHA 2017/18	Peer Group Quartile ²	
Sector Scorecard Costs	Weekly operating cost per unit/ £	87	100	93.83	92.67	2	↑
	Weekly management cost per unit/ £	17	21	47.44	45.28	4	↑
	Cost per property p.a. - Housing Management/ £	N/A	4	476	672	2	↓
	Cost per property p.a. - Responsive repairs & voids/ £	N/A	1226	1225	936	4	↑
	Cost per property p.a. - Major & cyclical works/ £	N/A	1994	1944	1456	4	↑
	Operating margin (overall)			13.19%	16	1	↑
	Return on capital employed (ROCE)			3.2%	26.2	1	↑
	Gearing			15.3	4		
	Occupancy			100	100		