















Trends: performance and costs 2018/19

Indicator	Measure	BECHA 16-17	BECHA 2017/18	BECHA 2018/19	Peer Group	Direction of travel for BECHA
Voids & lettings	Average re-let time - GN (days)	20	34	71	4	
Income	% rent collected	102	100	101	1	
	Current arrears as % of rent due - all tenants	3.82	3.62	3.33	2	
Maintenance	Repairs fixed on first visit	100	100	99	1	
	Repairs completed in target time	98	99	97	1	
	Average days to complete all responsive repairs	6.5	6	5.13	1	
	Satisfaction with repairs	95 %	100%	100%	1	
	Properties with a valid gas safety certificate	100%	100%	100%	1	
	Reactive maintenance spend per property	13	15.00	5.00	1	
	Cyclical maintenance spend/ property p.w./ £	2.00	2.24	4	2	
	Major works maintenance spend/ property p.w./ £	34.00	25.00	18.00	2	

Indicator	Measure	BECHA 16-17	BECHA 2017/18	BECHA 2018/19	Peer Group	Direction of travel
Value for money	Weekly operating cost per unit	93.83	92.67	89	2	
	Annual cost per property - Housing Management	476	672	470	3	
	Annual cost per property - Responsive repairs & voids	1225	936	669	2	
	Annual cost per property - major & cyclical works	1944	1456	993	2	
Social housing regulator	Operating margin (overall)	13.19%	16	14.2	4	
	Return on capital employed (ROCE)	3.2%	1.8	1.4	4	
	Reinvestment %age		1.6	25%	1	
	Gearing	15.3	4	18.1	N/A	
	EBITDA MRI (as a percentage of interest)		328.6%	261%	N/A	
	New supply		0	5.9	1	
	Headline social housing cost		£4,884	£4,303	1	