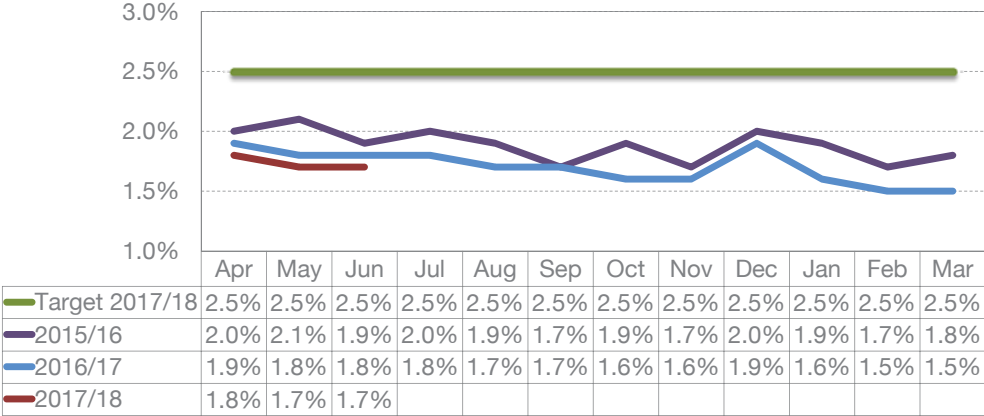


3b. Income management

Key Performance Indicator (KPI)	Radian target	Q2	Q3	Q4	Q1	Housemark upper quartile	
	17/18	16/17	16/17	16/17	17/18	15/16	---
H22. All net current tenant arrears (as percentage of annualised debt)*	2.5%	1.7%	1.9%	1.5%	1.7%	---	---
H23. Social & Affordable only net current arrears (as percentage of annualised debt)	2.2%	1.7%	2.0%	1.6%	1.6%	1.7%	---

* Includes Sheltered, Supported, General Needs, Market Rent, Intermediate Rent, Shared Ownership and Leasehold debt and other charges such as sewerage and mobile home pitch fees.

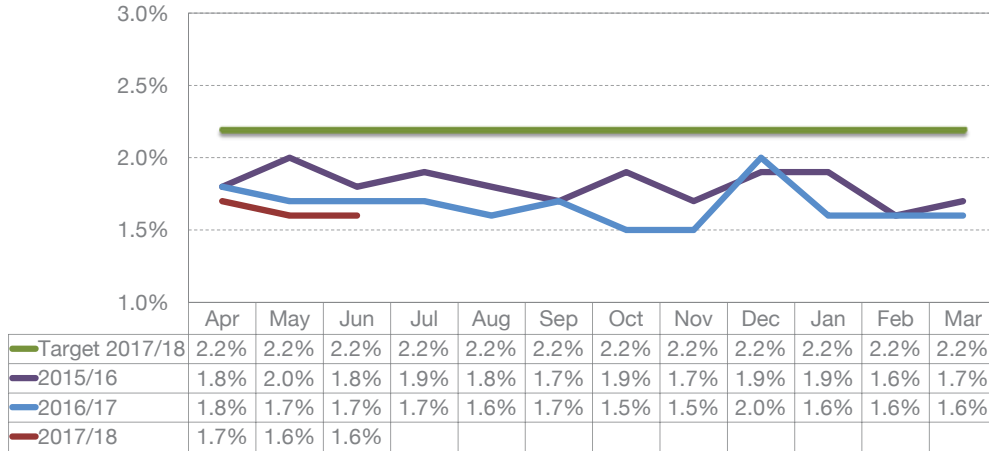
All Net Current Arrears as a Percentage of Debt Comparison over Three Years



Graph 3b:1



Social and Affordable Net Current Arrears as a % of Debit Comparison over Three Years



- Performance has improved on the same time last year with rent arrears reducing.
- With further roll outs of Universal Credit across the Radian geography, we are closely monitoring the accounts of those residents affected.

Graph 3b:2



4. Satisfaction with landlord service

4a. Satisfaction with the landlord service

Key Performance Indicator (KPI)	Radian target	Q2	Q3	Q4	Q1	Housemark upper quartile	
	17/18	16/17	16/17	16/17	17/18	15/16	---
H30. Overall satisfaction with the landlord service* (Combined tenants and owners)	84.9%	85.6%	85.3%	85.5%	---	---	---

- Following the appointment of a new organisation to complete the rolling programme of STAR surveys, we are not able to report a satisfaction figure as at 30th June 2017.
- At 10th July, 398 surveys had been undertaken (half of those as at this time last year) and overall satisfaction stood at 86.9%.
- Our new contractor is working to catch up the number of surveys and an update will be included in the Q2 edition of this report.

