

## OUR PERFORMANCE 1 APRIL 2017 - 31 MARCH 2018

We are members of a benchmarking club within the South West to allow us to compare our performance against other small registered housing providers.

Performance Indicator	Year 2018	Year 2017
Current tenant arrears General Needs only (%)	2.19	2.29
Former Tenants arrears General Needs only (%)	0.15	0.01
Urgent repairs completed withing target (%)	98.7	98
Satisfaction with overall services (%)	92	92
Satisfaction with quality of home (%)	94	94
Cost per Property of Housing Management (£)	231	455
Cost per Property of responsive repairs and void works (£)	410	357
Re-let time (days)	9.19	11.59

## STATEMENT OF COMPREHENSIVE INCOME

1 APRIL 2017 - 31 MARCH 2018

	2017/2018	2016/2017
	£000's	£000's
Turnover	4,250	3,279
Operating Costs	(2,795)	(2,175)
Operating Surplus	1,455	1,104
Interest receivable and other income	-	1
Interest payable and smaller charges	(474)	(403)
<b>SURPLUS FOR THE FINANCIAL YEAR</b>	<b>981</b>	<b>702</b>

