

Appendix 6 - Performance and satisfaction benchmarks and cost per property benchmarks

Benchmarking for each year is completed and available from Housemark annually in the October following the year end. It is used to look back on performance already delivered as well as forming part of the context for the target setting process for future years.

Performance and Satisfaction Metrics	2020/21 benchmark quartile
Housing Management	
Satisfaction with services provided	Q2
Satisfaction that rent provides value for money	Q1
Satisfaction that views are listened to and acted upon	Q2
Void loss	Q1
Average re-let time	Q1
Tenancy turnover	Q2
Evictions %	Q1
Current and former tenant arrears	Q2
Repairs and Maintenance	
Satisfaction with repairs and maintenance	Q2
Satisfaction with overall quality of home	Q2
Average time taken to complete repairs	Q1
Emergency repairs as a % of all repairs	Q1
Other	
% of contact centre calls answered	Q1
Average days to respond to complaints	Q2
Average days lost to sickness per employee	Q2

Cost per Property Metrics	2020/21 benchmark quartile
Housing Management	Q3
Repairs and Maintenance	Q2
Finance	Q2
IT	Q2
HR	Q3
Premises	Q3

compared to peer group of 1k to 7.5k stock, any organisation with or without DLO, anywhere in England.