

bm320 annual benchmarking report April 2016 to March 2017

Participants

Report code	Organisation	GN properties	Supported properties	HfOP properties	Leasehold & Shared Ownership	Other (managed for others)	Turnover	Rent receivable	FTE Staff
Barnsbury	Barnsbury Housing Association	255	0	0	0		1,881,000	1886000	7.0
BECHA	Bexley Community Housing Association	128	0	0		63	1,072,384		3.8
CHISEL	CHISEL Ltd	225	0	0	0	18	1,562,073	1269611	3.8
Co-op	Co-op Homes (South) Ltd	296				1144	2,900,190		17.2
Ducane	Ducane Housing Association	261	0	0	0		2,801,192	2483284	12.0
GCHA	Gravesend Churches HA	550	30						9.0
H4W	Housing for Women	838	32						
Keniston	Keniston Housing Association	582		139	39		5,266,852	4731099	30.0
KCHA	Kingston Churches Housing Association	181		91			1,849,952	1817550	6.5
PCHA	Penge Churches HA	251	13				1,617,204	1446869	4.1
Teachers	Teachers' Housing Association	304	0	273	12	54	4,086,722	3036412	33.9
CDS	The Co-operative Development Society	689			253				42.0
Hyelm	The Hyelm Group	125	0	0	0	0	2,112,000	2112000	6.6
WECH	Walterton & Elgin Community Homes	455	0	0	0		3,041,012	2784737	13.0
Median	Median for the above peer group								
SPBM	The national median for all smaller HA SPBM members								
HouseMark	The national median for all social housing providers taken from HouseMark PI Tracking								

Please note that organisations who have not submitted data for a particular PI have not been included in the tables or charts to avoid having too many blanks.

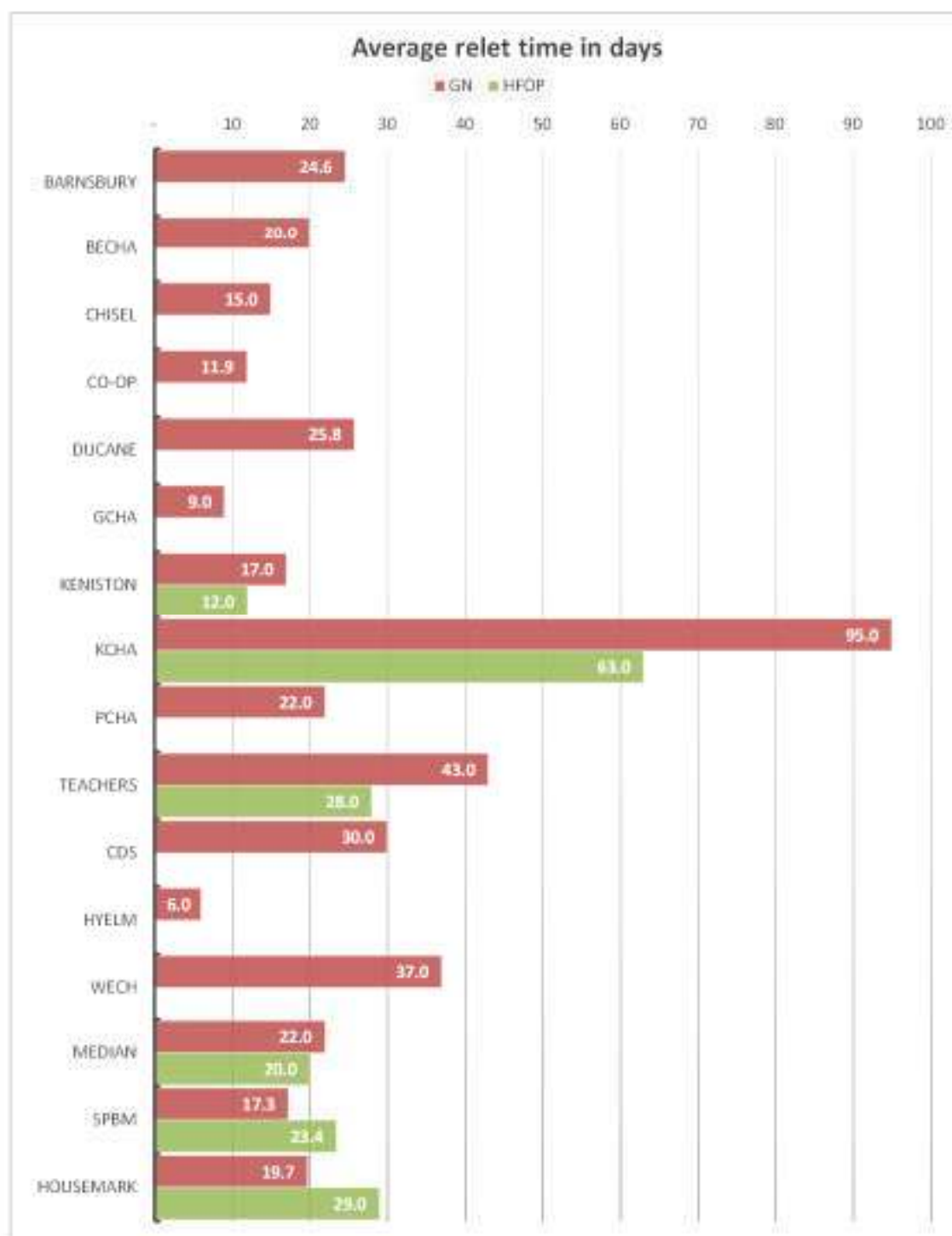
If your organisations does not appear it means that there was no data when we ran the extract on 8 July.

		HA Name	Barnsbury	BECHA	CHSEL	Co-op	Ducane	EOCHA	Keniston	KCHA	PCHA	Teachers	CDS	Hyem	MECH	Peer group lower Q	Peer group median	Peer group upper Q	SPBM lower Q	SPBM median	SPBM upper Q	HouseMark lower Q	HouseMark median	HouseMark upper Q
		Stock managed	255	128	225	296	261	580	721	272	264	577	689	125	455									
		Turnover 000	1881	1072	1562	2900	2801	5266	1849	1617	4086		2112	3041										
STA 001 GN	Satisfaction	Satisfaction - overall services - GN	89	76	84		88	98	94	80	92	86	82	90		83	88	91	84	89	95	82	87	90
STA 002 GN		Satisfaction - quality of home - GN	84	78	91		83	97	91	86	90	84	79			83	85	91	84	88	92	81	84	87
STA 003 GN		Satisfaction - neighbourhood - GN	89	95	89		91	95	89	89	85	81	85			85	89	91	83	90	94	82	86	89
STA 004 GN		Satisfaction - VFM rent - GN	76	95	82		81	98	87	80	92	87	90	76		81	87	91	81	87	92	79	83	86
STA 005 GN		Satisfaction - VFM service charges - GN	67	95	70		81	95	82			66	69	76		69	76	82	68	76	85	64	71	77
STA 006 GN		Satisfaction - repairs and maintenance - GN	79		77	85	89	93	91	74	86	78	68	90		78	85	90	79	85	91	74	80	85
STA 007 GN		Satisfaction - listens to views and acts - GN	64	80	61	86	67	92	86	50	85	51	55	87		58	74	86	68	80	86	65	69	75
STA 001 OP		Satisfaction - overall service - OP		95	85				97	92	92	92				92	92	95	88	93	98	88	91	94
STA 002 OP		Satisfaction - quality of home - OP							98	87		96				92	96	97	91	96	99	91	94	95
STA 003 OP		Satisfaction - neighbourhood - OP							93	94		96				94	94	95	91	95	98	90	93	95
STA 004 OP		Satisfaction - VFM rent - OP							94	87		95				91	94	95	87	94	96	86	90	92
STA 005 OP		Satisfaction - VFM service charges - OP							92			87				87	90	92	81	91	95	76	81	86
STA 006 OP		Satisfaction - repairs and maintenance - OP							98	80		88				84	88	93	83	92	95	82	87	91
STA 007 OP		Satisfaction - listens to views and acts - OP							88	54		67				61	67	78	76	83	89	69	75	80
GNPI 30	Allocations and Lettings	% void losses - GN	0.81	4.7	0.38	0.1	3.28	1.65	0.14	1.1	0.89	1.89	0.41	0.82	1.92	1.89	0.89	0.41	0.92	0.48	0.3	0.41	0.61	0.88
GNPI 36		Ave re-let time - GN	24.6	20	15	11.9	25.77	9	17	95	22	43	30	6	37	30	22	15	28.4	17.25	12	14.9	19.73	29.95
HMH0 36		Ave re-let time - HIOP				0			12	63		28				45.5	20	6	43	23.44	9.65	20.66	29	42.4
BV 12	Capacity	Ave days lost due to sickness absence	3.93	1	3.5	0.5	5.62	2.08	12.8	9.13	6	2.52	11.47	1.44		7.57	3.72	1.76	7.88	5.4	2.39	7.27	9.33	11.08
GNPI 33	Equality and Diversity	% of lettings to BME households	23.08	10	25			17	24.2	12		16.4		54.84		14.2	20.04	24.6	10	23.08	54.84			
HMPI 210	Income Management	% rent collected - GN & HIOP	101	102	103.25	99.7	101.25	101.95	99.63	97.1	100.06	96.97	100.55		101.6	99.67	100.78	101.78	99	99.97	101	99.49	99.94	100.34
HMPI 220		Current tenant arrears - GN & HIOP	4.2	3.82	5.5	4.08	0.91	2.93	3.23	5	3.71	1.84	2.8	0.45	5.3	4.2	3.71	2.8	3.95	2.65	1.37	1.76	2.55	3.55
HMPI 320		% Rent written off - GN & HIOP		0.4	0	0	0	0.14	1.38	0.46	0.89	0.57	0.4	0	0.04	0.52	0.27	0	0.46	0.25	0	0.23	0.4	0.69
GNPI 25		Weekly Operating Cost per unit		93.82	92	76.21	121.4	64.68	102.98	97.29	83	112.01		117.31	88.97	107.5	93.82	85.99	115.38	88.97	69.51			
GNPI 28		Operating Cost as % of Turnover		86.9	73.9	54	53.39	56	75.9	73.94	68	84.23		74.11	78.3	77.1	73.94	62	84	74.11	66.3			
GNPI 03		Ave weekly management cost per dwelling		9.17	21.42	22.66	24.72	12.64	14	16.05	16.96	31.34		32.2	34.84	28.03	21.42	15.03	24.71	16.96	11.83			
GNPI 01		Average GN weekly gross rent	140.28	111.27	106.36	132.73	206.84	100.2	124.78	128.62	117.1	127.01	106.52	132	111.48	111.27	124.78	132	90.42	101.98	117.1			
SWBM 030		Average GN 2 bed net rent	142.97	109.8	106.82	127.69	250.24	98.62	115.57	133.17	123.98	128.9	99.44		86	103.13	119.78	131.04	86.21	97.24	110.6			
GNPI 27		Weekly investment per unit		78.07	30	35.68	21.84		66.05	53.27	37.05	41.33			23.76	30	37.05	53.27	20.58	24.12	38.56			
HMH0 30		Void losses - HIOP	0		0.24	0	0		0.14	1.8	0.88	1.36				1.12	0.19	0	1.34	0.82	0.33	0.81	1.98	2.75
HMPI 101	Stock Condition and Asset Management	Repairs fixed on first visit		100	100	99.45	100		90.7			99.99		98.2	81	94.45	99.72	100	87	93.04	98.2	86.65	92.39	95.98
HMPI 102		Percentage of tenants satisfied with repairs and maintenance based on repairs com	79	95	81	94.49	88	93	93.8		92	82		90	95	85	92	94.15	92.79	96.5	98.07	89.2	94.15	97.4
HMPI 70		% repairs completed within target time		98	72	99.2	100	97.8	95.3	99	95.25	98		100	92	95.28	98	99.1	92.43	96.15	99			
GNPI 18		% emergency repairs completed within target		98	75	100	100	100	98	100	100	100	100	100	100	95.5	100	100	96	100	100			
GNPI 19		% urgent repairs completed within target		90	82	95.45	100		95.7	99	97	99		100	98	95.45	97.5	99	93.8	97.1	98.51			
GNPI 20		% routine repairs completed within target		98	63	92.69	96.88		93.5	99	92	95		100	94	92.69	94.5	98	93.41	96	98.55			
SWBM200		Number of responsive repairs completed in the period		305	476	1614	909	1358	2816	646	849	1199	1948	105	1295	561	1054	1486	565	1194.5	2218	1.05	3.52	6.21
G15C0		% dwellings with a valid gas safety cert	100	100	100	100	100	99.83	100	98.35	100	100	100	100	100	100	100	100	100	100	100	99.96	100	100
HMPI 90		Average end-to-end time for all reactive repairs		6.5	14.47			11	6.6				6.6	3.16	6	8.8	6.6	6.25	7.95	6.6	5.05	6.72	9.11	12
LVC30	Tenancy and Estate Management	Number of lettings	13	13	12	16	86	40	33	17	17	71	28	62	22	16	22	40	17	28	61			
SOL 010		Number of evictions	0	0	0	1	1	0	1	1	0	6	6	4	1	1	1	0	1	1	1			
HMPI 200		Satisfaction - estate services		70	88		93	96	93	83		82		90	87	83	88	93	83	88	93			
CPP 01	Value for Money	Cost per property of Housing Management		487	561		682.47		347.7	886		302	461.5		386	621.74	474.25	366.85	526.26	415.36	302	237	275.21	321.4
CPP 02		Cost per property of responsive repairs and void works		1226	849	796	1003.56	589	744.82	961	844	588.94				961	844	744.82	849	643.38	523.7	609.61	705.58	824.38
CPP 03		Cost per property - Major and cyclical works		1944	1043	1982	58.89		1776.45	1121	1263	1554.11				1860.23	1408.56	1082	1331.83	983	559.4	1122.88	1405.34	1853.24
CPP 04		Overhead costs as a percentage of turnover		15.9	49.5	30.4	53.39		11	26.52	15.7	14.2				39.95	21.21	14.95	18.44	14.7	11.52	8.56	10.57	13.08
RC 01		Reactive spend per property per week	12.24	13	16	10.19	0	8.4	9.9	11.32	12.68	8.26	8.93		50	12.84	10.76	8.67	11.66	8.4	6.56			
RC 02		Cyclical maintenance spend per property per week	26.62	2	6	0.83	16.46	2.27	3.08	16.12	12.4	5.88	5.85		8.66	14.26	5.94	2.68	7.14	3.82	1.82			
RC 03		Major works spend per property per week	29.64	34	14	33.43	0		27.39	5.43	10.16	13.59	10.11		14.34	28.52	14	10.14	17.96	10.95	5.43			
RC 04		Overheads (repairs) spend per property per week		5	9	9.36	24.7		7.27	19.31	4.44	7.61			2.98	9.36	7.61	5	8.37	5.11	2.39			
RC 05		Fees spend per property per week		0	0.68	0	0		2.16		3.51	1.03	1.38		0.62	1.38	0.68	0	1.01	0.04	0			
RC 06		Void works spend per property per week		9	0	1.45	4.25	2.48	2.14	1.72		2.04	4.29	2.15	5.93	4.27	2.15	1.88	3.97	2.04	1.2			
RC 07		Other repairs spend per property per week		0	0	3.88	0	0.51	0.73		0	1.72			0	0.73	0	0	0.43	0	0			

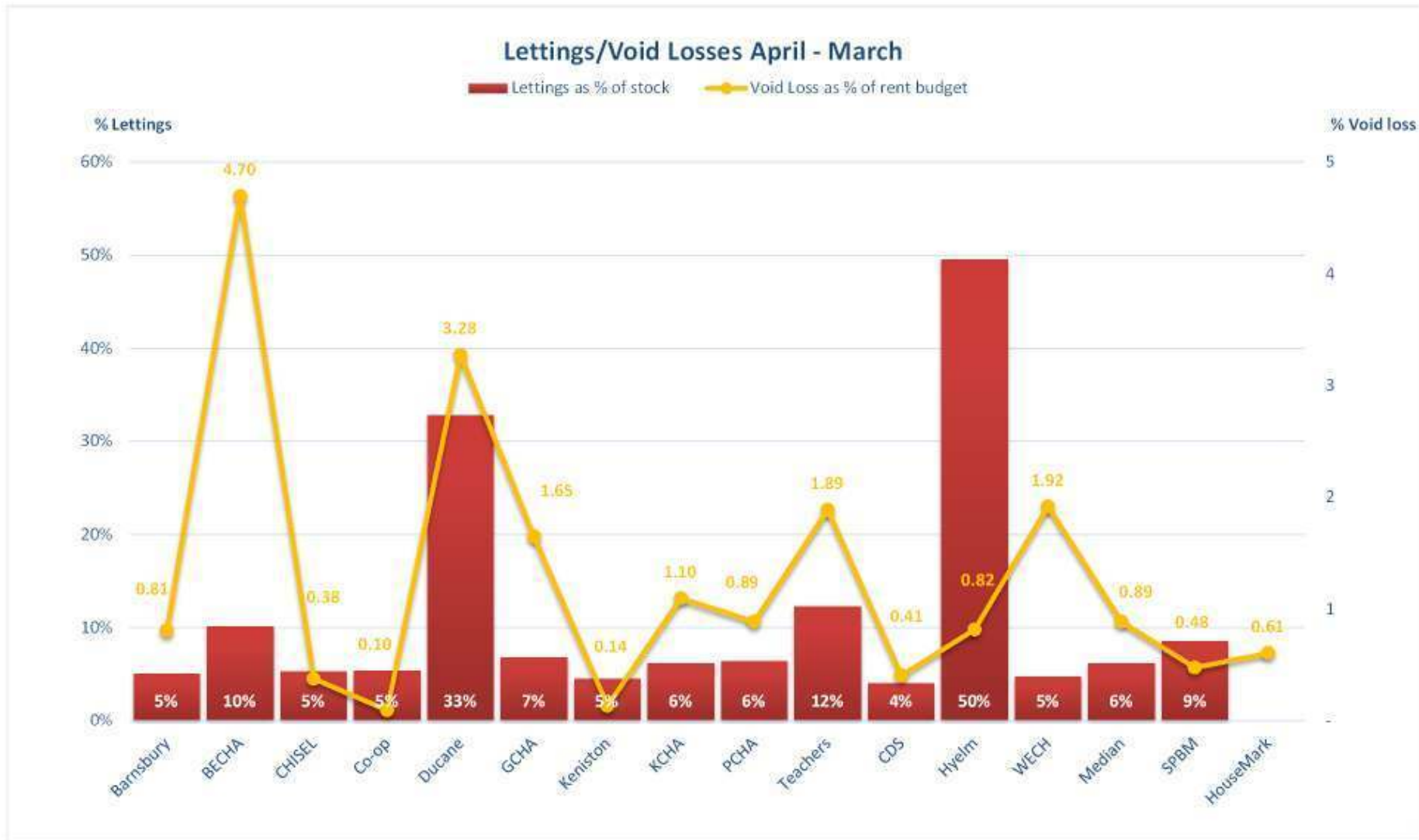
LVC30 Number of lettings	2016/17 Q4	Lettings/ Stock
Barnsbury	13.00	5%
BECHA	13.00	10%
CHISEL	12.00	5%
Co-op	16.00	5%
Ducane	86.00	33%
GCHA	40.00	7%
Keniston	33.00	5%
KCHA	17.00	6%
PCHA	17.00	6%
Teachers	71.00	12%
CDS	28.00	4%
Hyelm	62.00	50%
WECH	22.00	5%
Median		6%
SPBM		9%
HouseMark		

Void Losses	GN	HFOP
Barnsbury	0.81	
BECHA	4.70	
CHISEL	0.38	0.24
Co-op	0.10	
Ducane	3.28	
GCHA	1.65	
Keniston	0.14	0.14
KCHA	1.10	1.80
PCHA	0.89	0.88
Teachers	1.89	1.36
CDS	0.41	
Hyelm	0.82	
WECH	1.92	
Median	0.89	0.19
SPBM	0.48	0.82
HouseMark	0.61	1.98

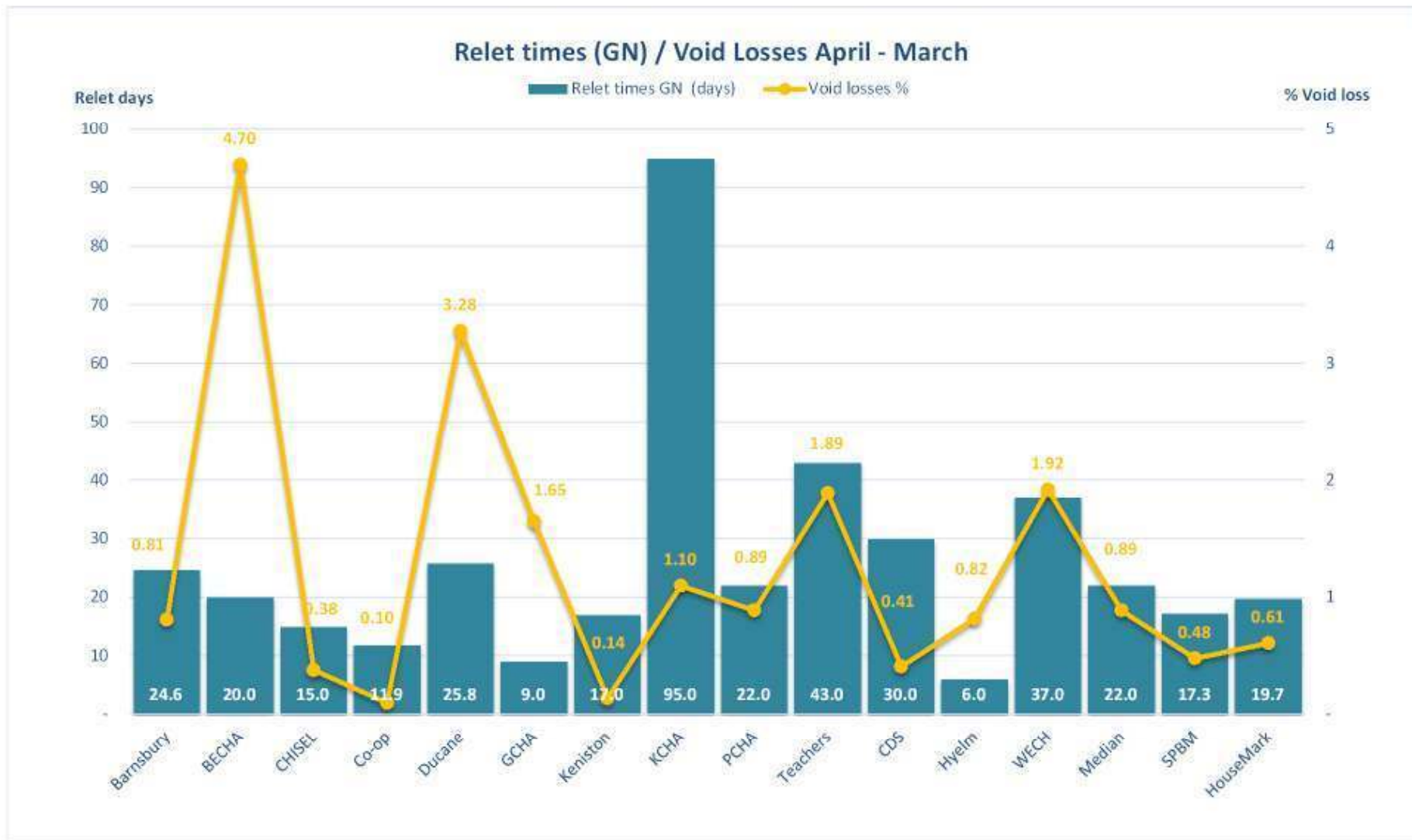
Average re-let time (calendar days)	GN	HFOP
Barnsbury	24.6	
BECHA	20.0	
CHISEL	15.0	
Co-op	11.9	
Ducane	25.8	
GCHA	9.0	
Keniston	17.0	12.0
KCHA	95.0	63.0
PCHA	22.0	
Teachers	43.0	28.0
CDS	30.0	
Hyelm	6.0	
WECH	37.0	
Median	22.0	20.0
SPBM	17.3	23.4
HouseMark	19.7	29.0



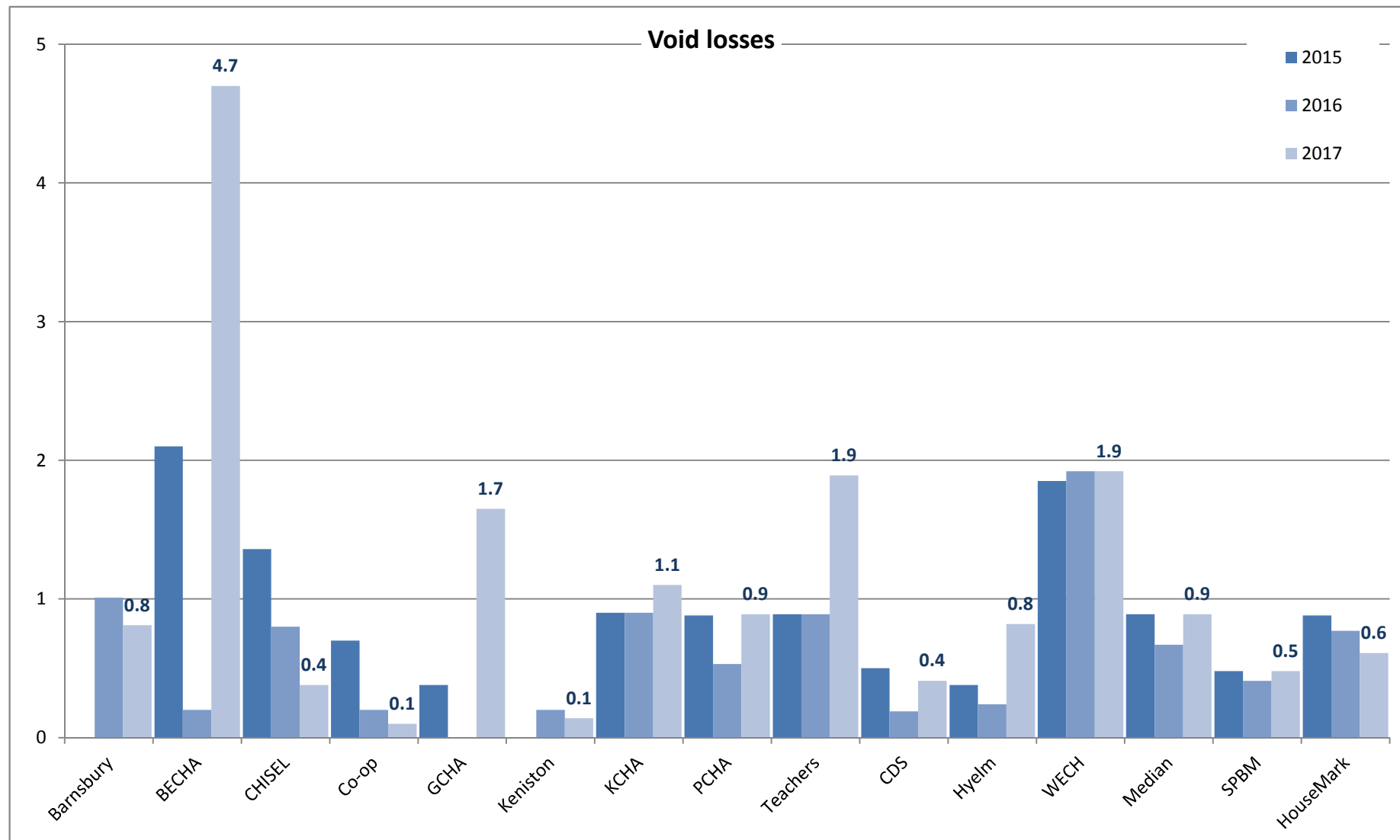
Void Losses



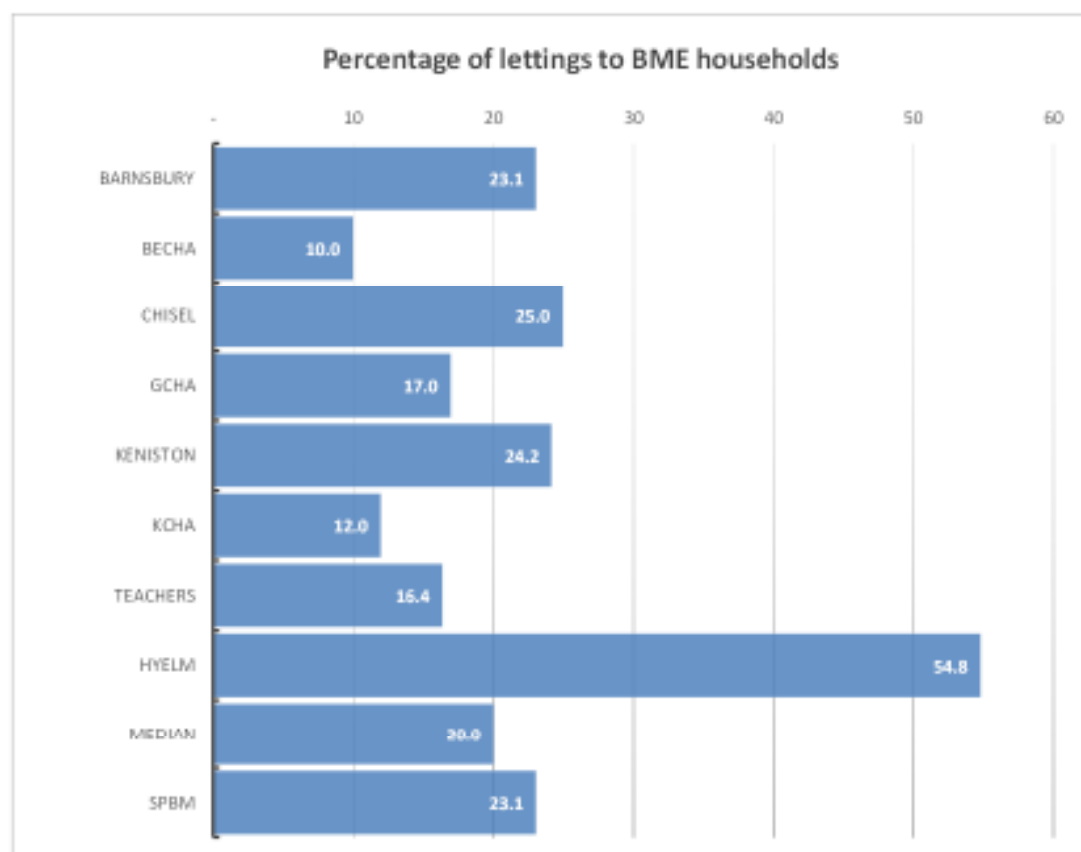
Void Losses



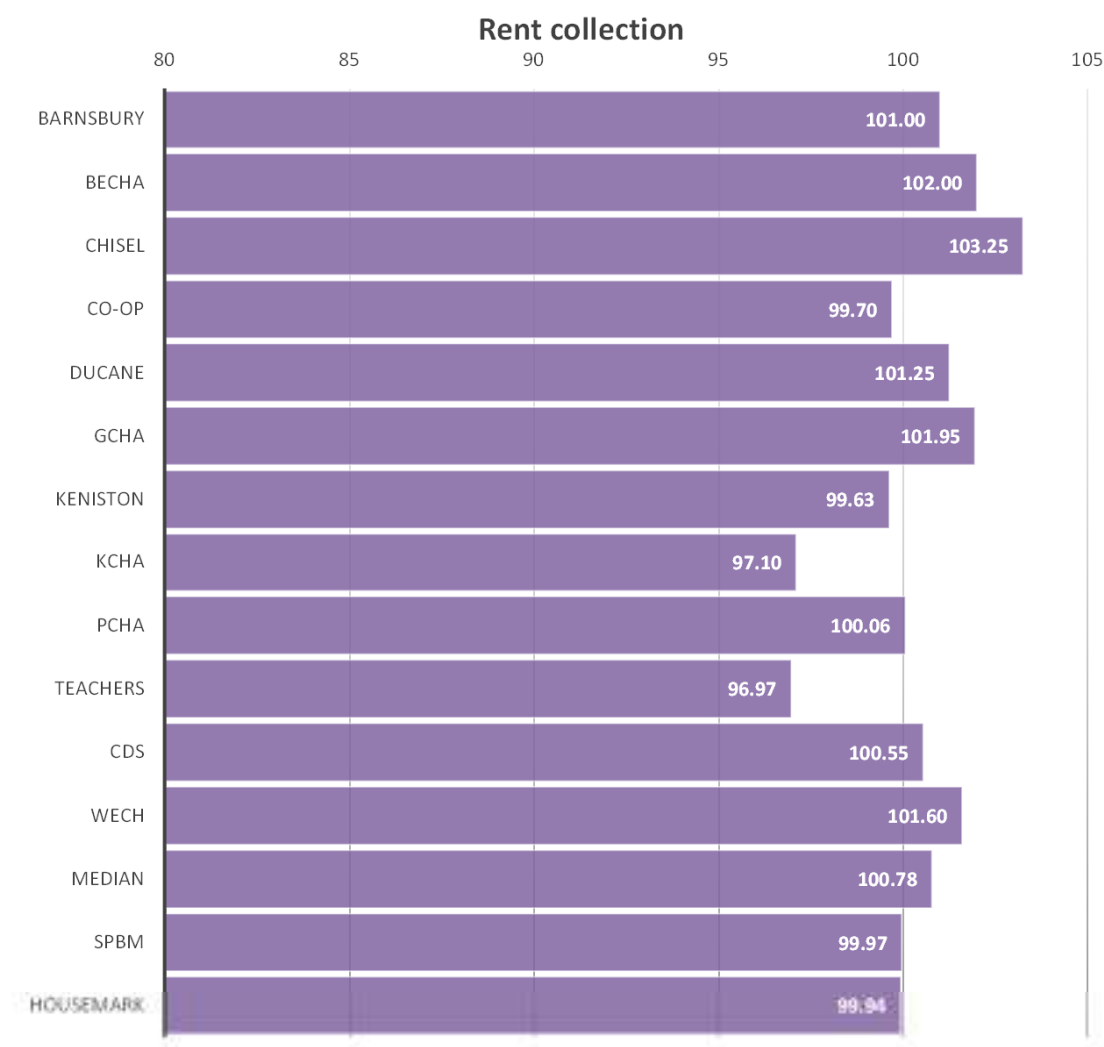
GNPI 30 Percentage of rent lost through dwellings being vacant - GN only	2014	2015	2016	2017	
Barnsbury	0.69	0	1.01	0.81	▼
BECHA	0.8	2.1	0.2	4.7	▲
CHISEL	1.13	1.36	0.8	0.38	▼
Co-op	0.4	0.7	0.2	0.1	▼
Ducane	2.51	1.41	6.54	3.28	▼
GCHA	0.3	0.38		1.65	
Keniston			0.2	0.14	▼
KCHA	1.2	0.9	0.9	1.1	▲
PCHA	1.4	0.88	0.53	0.89	▲
Teachers	1.45	0.89	0.89	1.89	▲
CDS	0.27	0.5	0.19	0.41	▲
Hyelm	0	0.38	0.24	0.82	▲
WECH	1.2	1.85	1.92	1.92	▶
Median	0.97	0.89	0.67	0.89	▲
SPBM	0.51	0.48	0.41	0.48	▲
HouseMark	0.74	0.88	0.77	0.61	▼



GNPI 33 Percentage of lettings to BME households	2017	Total number of Lettings
Barnsbury	23.08	13
BECHA	10.00	13
CHISEL	25.00	12
Co-op		16
Ducane		86
GCHA	17.00	40
Keniston	24.20	33
KCHA	12.00	17
PCHA		17
Teachers	16.40	71
CDS		28
Hyelm	54.84	62
WECH		22
Median	20.04	
SPBM	23.08	

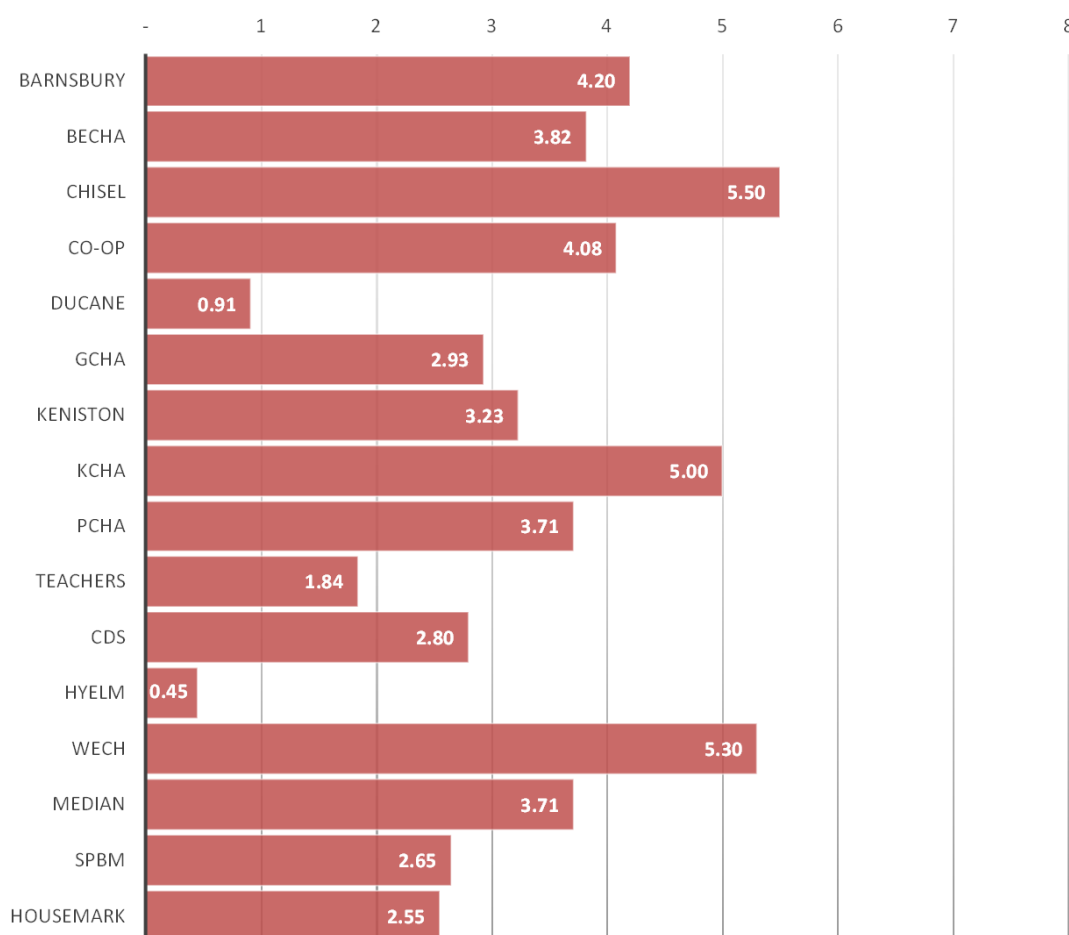


HMPI 210 Rent collected as a percentage of rent owed (excluding arrears b/f) - GN & HfOP	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4
Barnsbury	101.10	103.90	101.30	101.00
BECHA	97.00	108.00	104.00	102.00
CHISEL	102.14	104.00	101.45	103.25
Co-op				99.70
Ducane				101.25
GCHA	110.70	106.10	102.90	101.95
Keniston				99.63
KCHA				97.10
PCHA				100.06
Teachers	87.78	93.92	95.69	96.97
CDS				100.55
Hyelm				
WECH				101.60
Median	101.10	104.00	101.45	100.78
SPBM	98.10	99.56	99.54	99.97
HouseMark				99.94



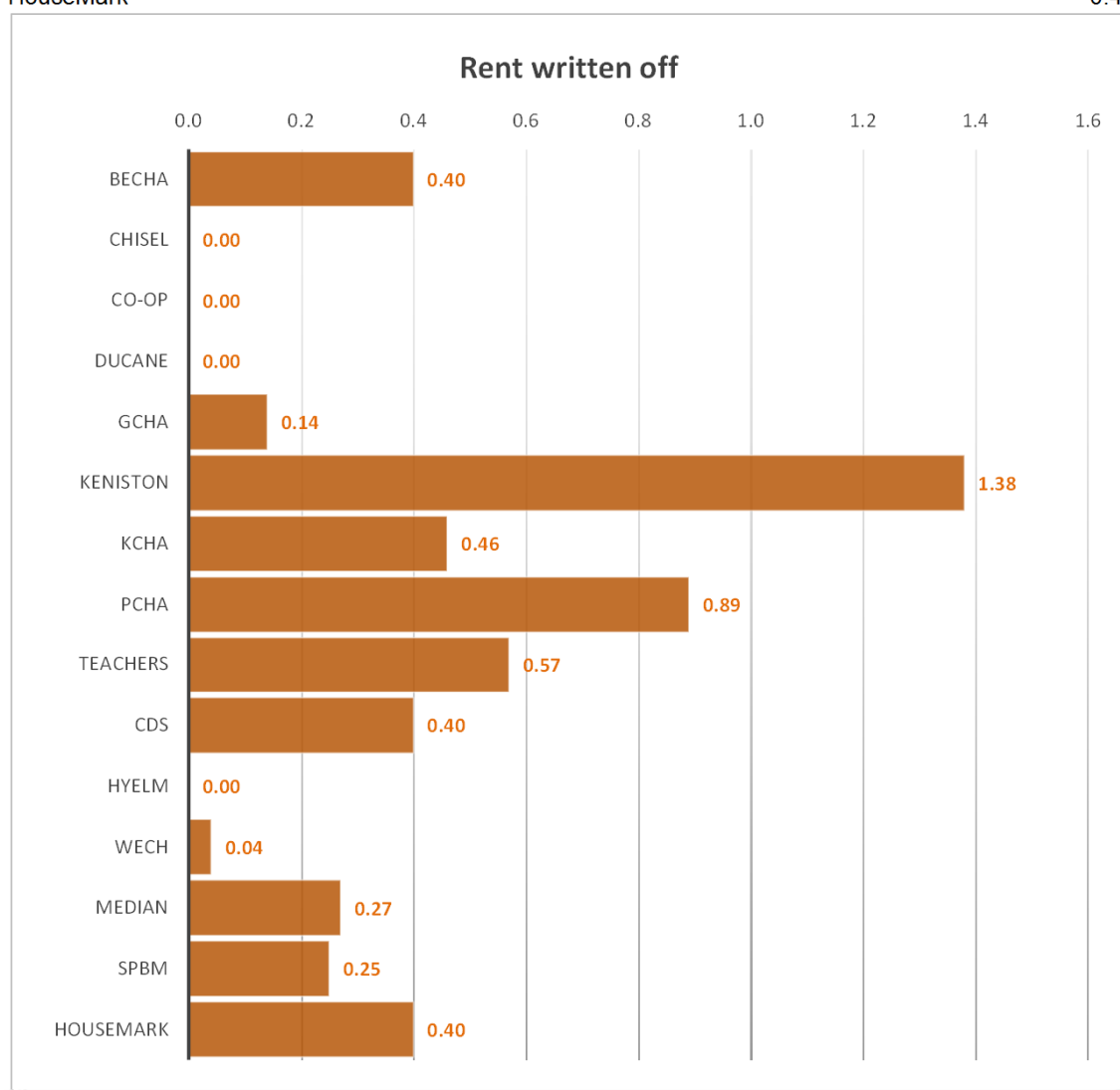
HMPI 220 Current tenant arrears as a percentage of the annual rent debit (excluding HB adjustment) - GN & HfOP	2016/17			
	Q1	Q2	Q3	Q4
Barnsbury	5.00	3.30	4.00	4.20
BECHA	4.17	2.16	3.06	3.82
CHISEL	6.47	6.93	5.74	5.50
Co-op				4.08
Ducane				0.91
GCHA	2.78	2.18	2.40	2.93
Keniston				3.23
KCHA				5.00
PCHA				3.71
Teachers	2.11	2.02	2.01	1.84
CDS				2.80
Hyelm				0.45
WECH				5.30
Median	4.17	2.18	3.06	3.71
SPBM	2.95	2.16	2.11	2.65
HouseMark				2.55

Current arrears



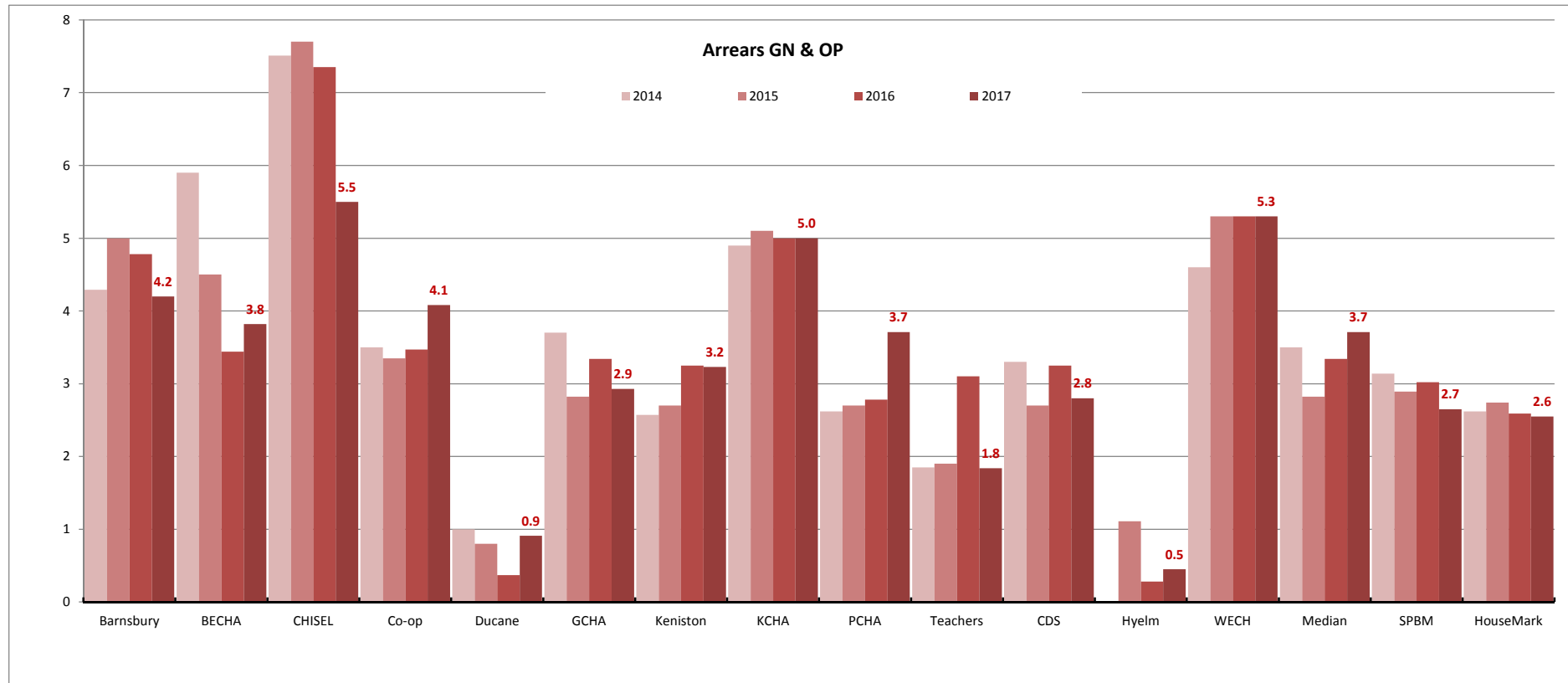
HMPI 320 Rent written off as a percentage of the annual rent roll - GN & HfOP

	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4
Barnsbury				
BECHA	0.00	0.00	0.00	0.40
CHISEL	0.00	0.00	0.00	0.00
Co-op				0.00
Ducane				0.00
GCHA				0.14
Keniston				1.38
KCHA				0.46
PCHA				0.89
Teachers	0.00	0.14	0.36	0.57
CDS				0.40
Hyelm				0.00
WECH				0.04
Median	0.00	0.00	0.00	0.27
SPBM	0.00	0.01	0.11	0.25
HouseMark				0.40



HMPI 210 Rent collected as a percentage of rent owed (excluding arrears b/f) - GN & HfOP	2014	2015	2016	2017
Barnsbury	98.17	100.03	99.94	101.00 ▲
BECHA	99.00	102.00	102.00	102.00 ►
CHISEL	101.30	99.50	100.80	103.25 ▲
Co-op	99.90	99.60	99.80	99.70 ▼
Ducane	99.85	90.00	100.76	101.25 ▲
GCHA	100.40	100.10	100.00	101.95 ▲
Keniston	102.10	99.91	99.25	99.63 ▲
KCHA	96.60	102.50	98.80	97.10 ▼
PCHA	101.33	102.02	103.09	100.06 ▼
Teachers	99.21	100.07	99.53	96.97 ▼
CDS	99.60	100.28	99.81	100.55 ▲
Hyelm		98.51	100.25	
WECH	104.00	101.20	101.60	101.60 ►
Median	99.88	100.07	100.00	100.78 ▲
SPBM	99.76	99.92	99.94	99.97 ▲
HouseMark	99.79	99.62	99.80	99.94 ▲

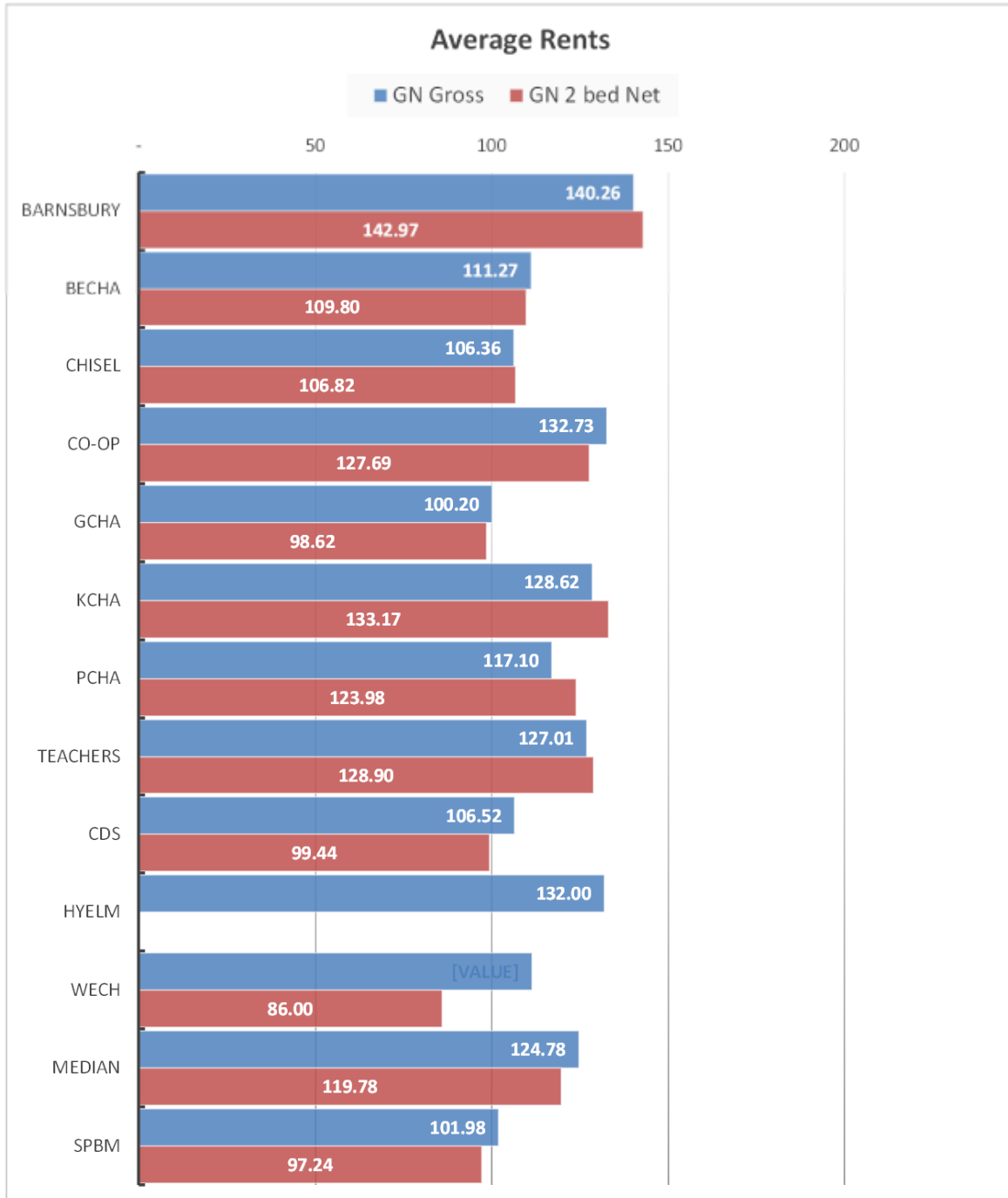
HMPI 220 Current tenant arrears as a percentage of the annual rent debit - GN & HfOP	2014	2015	2016	2017
Barnsbury	4.29	5	4.78	4.2 ▼
BECHA	5.9	4.5	3.44	3.82 ▲
CHISEL	7.51	7.7	7.35	5.5 ▼
Co-op	3.5	3.35	3.47	4.08 ▲
Ducane	1	0.8	0.37	0.91 ▲
GCHA	3.7	2.82	3.34	2.93
Keniston	2.57	2.7	3.25	3.23 ▼
KCHA	4.9	5.1	5	5 ►
PCHA	2.62	2.7	2.78	3.71 ▲
Teachers	1.85	1.9	3.1	1.84 ▼
CDS	3.3	2.7	3.25	2.8 ▼
Hyelm	0	1.11	0.28	0.45 ▲
WECH	4.6	5.3	5.3	5.3 ►
Median	3.5	2.82	3.34	3.71 ▲
SPBM	3.14	2.89	3.02	2.65 ▼
HouseMark	2.62	2.74	2.59	2.55 ▼



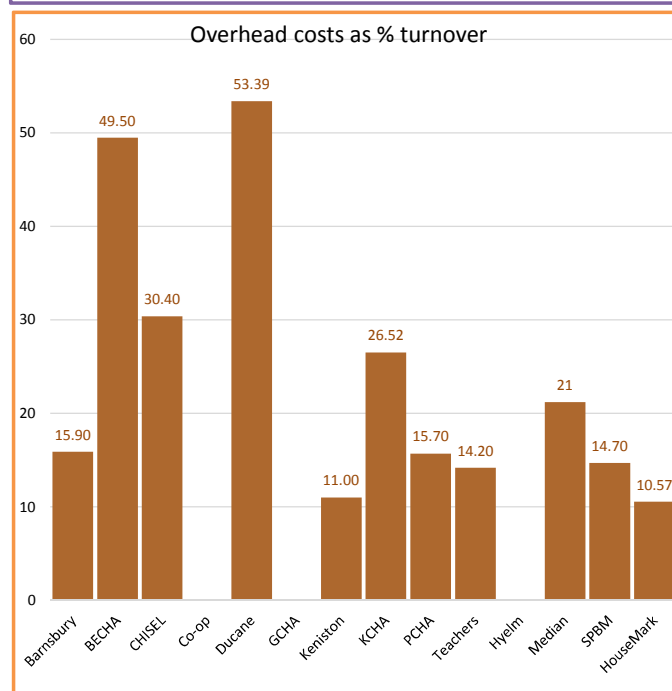
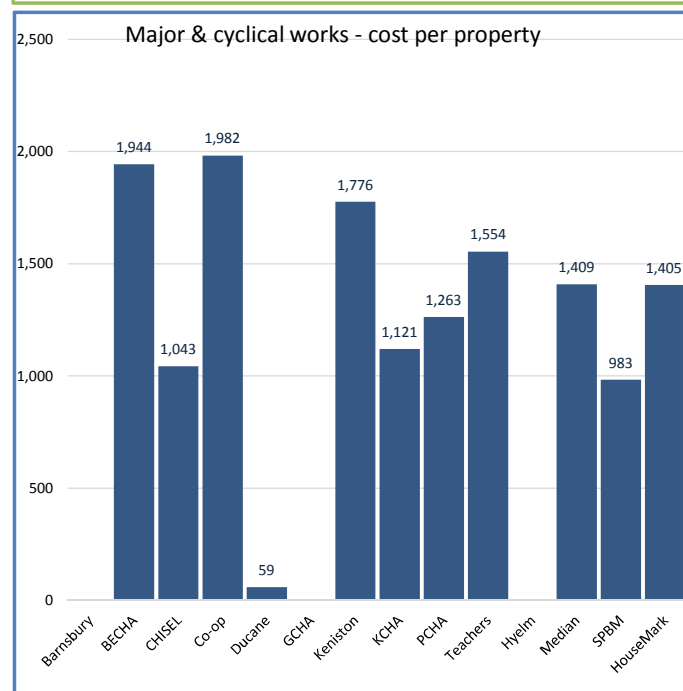
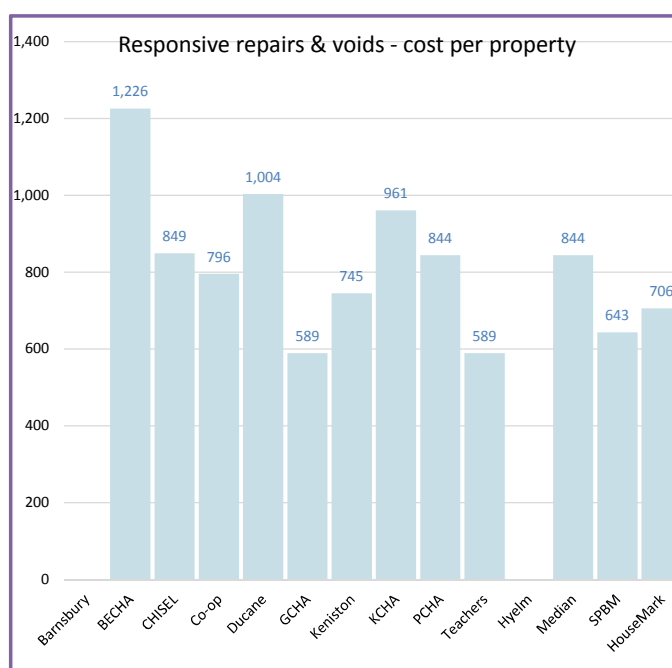
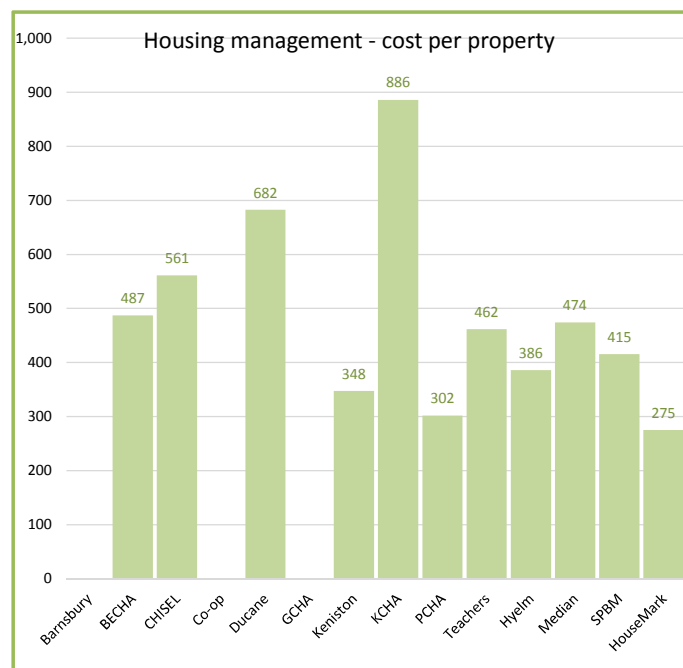
SOL 010 Evictions (number of evictions during period)	2016	2017	Change	Evictions / Stock
Barnsbury	0.00	0.00	▶	0.00%
BECHA	0.00	0.00	▶	0.00%
CHISEL	1.00	0.00	▼	0.00%
Co-op	0.00	1.00	▲	0.34%
Ducane	0.00	1.00	▲	0.38%
GCHA	1.00	0.00	▼	0.00%
Keniston	4.00	1.00	▼	0.14%
KCHA	0.00	1.00	▲	0.37%
PCHA	1.00	0.00	▼	0.00%
Teachers	1.00	6.00	▲	1.04%
CDS	0.00	6.00	▲	0.87%
Hyelm	5.00	4.00	▼	3.20%
WECH	1.00	1.00	▶	0.22%
Median	1.00	1.00	▶	0.22%
SPBM	1.00	1.00	▶	

GNPI 01 Average GN weekly gross rent	2016/17 Q4
Barnsbury	140.26
BECHA	111.27
CHISEL	106.36
Co-op	132.73
Ducane	206.84
GCHA	100.20
Keniston	124.78
KCHA	128.62
PCHA	117.10
Teachers	127.01
CDS	106.52
Hyelm	132.00
WECH	111.48
Median	124.78
SPBM	101.98

SWBM 030 Average GN 2 bed net rent	2016/17 Q4
Barnsbury	142.97
BECHA	109.80
CHISEL	106.82
Co-op	127.69
Ducane	250.24
GCHA	98.62
Keniston	115.57
KCHA	133.17
PCHA	123.98
Teachers	128.90
CDS	99.44
Hyelm	
WECH	86.00
Median	119.78
SPBM	97.24



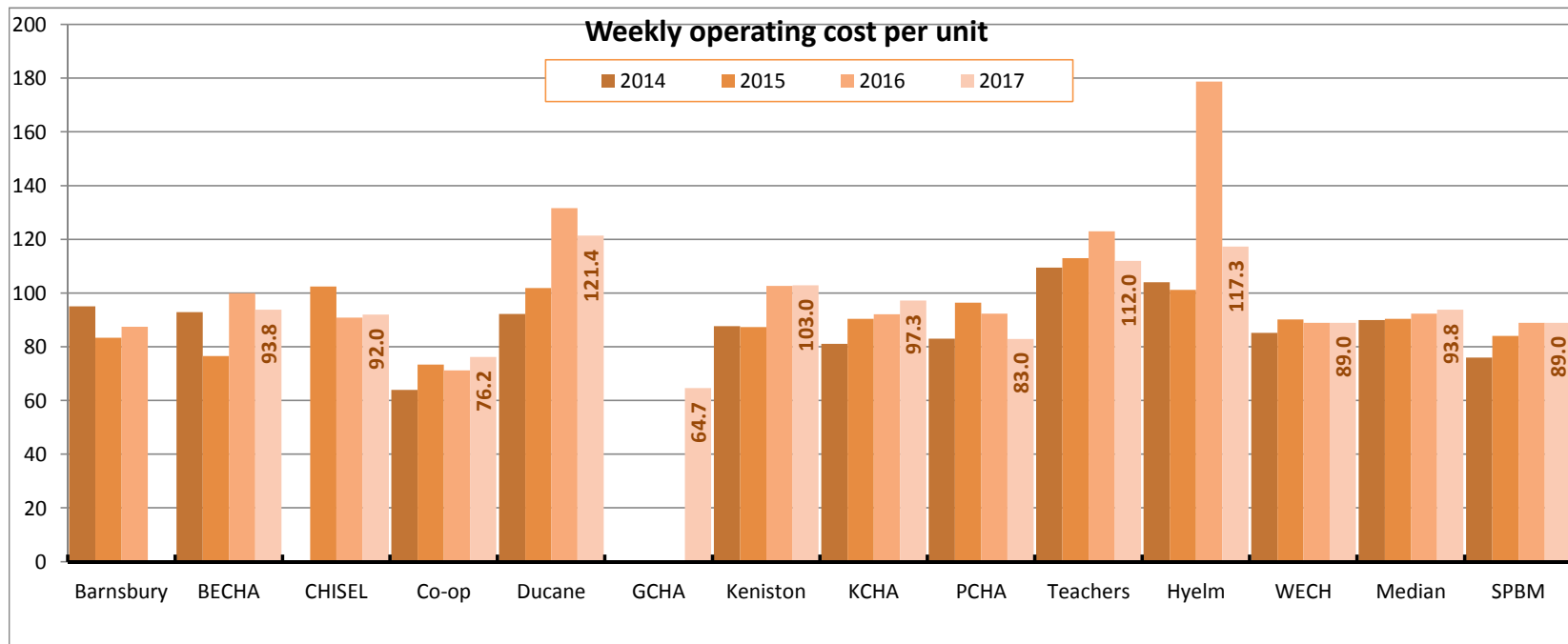
Cost per property	Housing Management	Responsive repairs & voids	Major & cyclical works	Overhead costs as % T/O
Barnsbury				15.90
BECHA	487	1,226	1,944	49.50
CHISEL	561	849	1,043	30.40
Co-op		796	1,982	
Ducane	682	1,004	59	53.39
GCHA		589		
Keniston	348	745	1,776	11.00
KCHA	886	961	1,121	26.52
PCHA	302	844	1,263	15.70
Teachers	462	589	1,554	14.20
CDS				
Hyelm	386			
WECH				
Median	474	844	1,409	21
SPBM	415	643	983	14.70
HouseMark	275	706	1,405	10.57



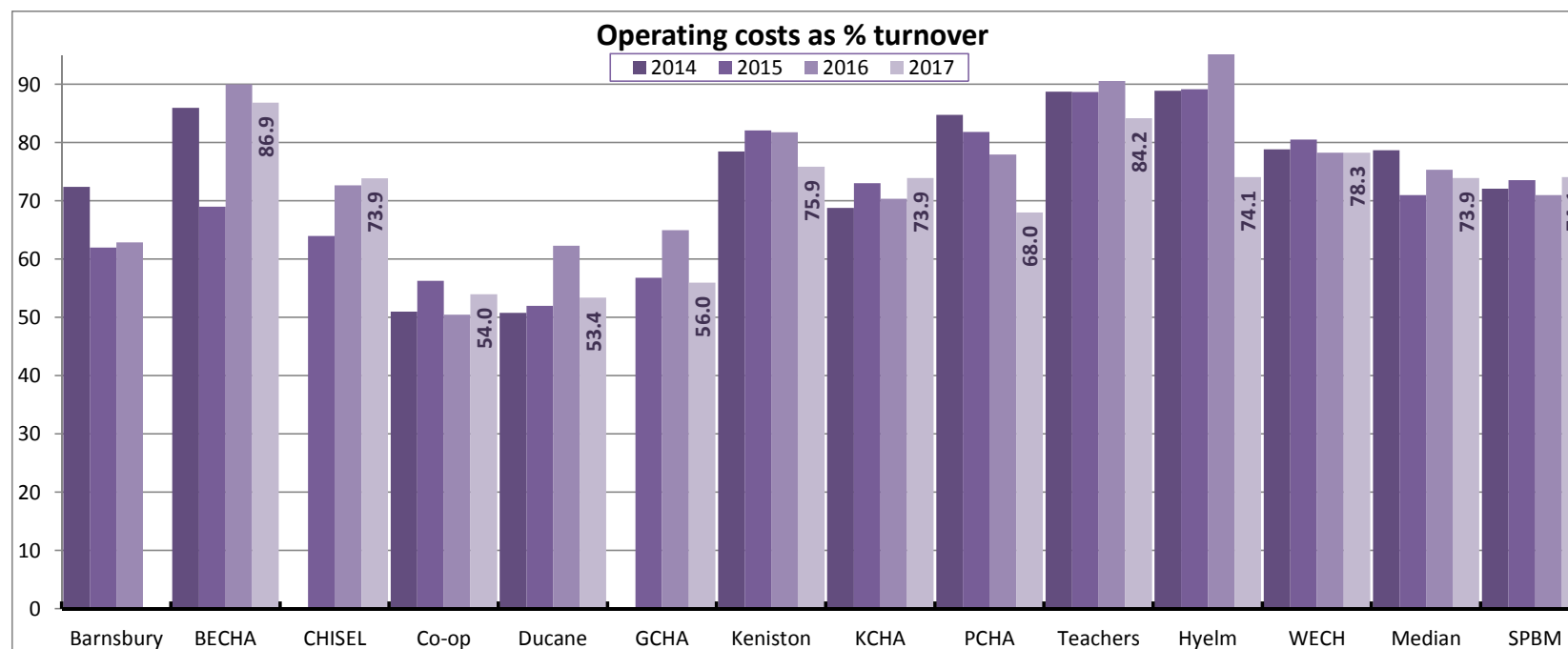
These new (2016) cost PIs have been developed with HouseMark to enable sector comparisons and are more robust than those derived from the statutory accounts because they require members to apportion costs to a consistent methodology.

GNPI 25 Weekly Operating Cost per unit	2014	2015	2016	2017
Barnsbury	95.08	83.36	87.53	▼
BECHA	93.00	76.55	100.00	▼
CHISEL		102.46	90.94	92.00
Co-op	64.00	73.38	71.29	▲
Ducane	92.22	101.89	131.71	121.40
GCHA				64.68 ▲
Keniston	87.68	87.41	102.70	102.98 ▲
KCHA	81.11	90.50	92.12	97.29 ▲
PCHA	83.04	96.44	92.36	83.00 ▼
Teachers	109.48	113.01	123.01	112.01 ▼
CDS				
Hyelm	104.09	101.22	178.82	117.31 ▼
WECH	85.27	90.24	88.97	88.97 ►
Median	89.95	90.50	92.36	93.82 ▲
SPBM	75.97	84.11	88.97	88.97 ►

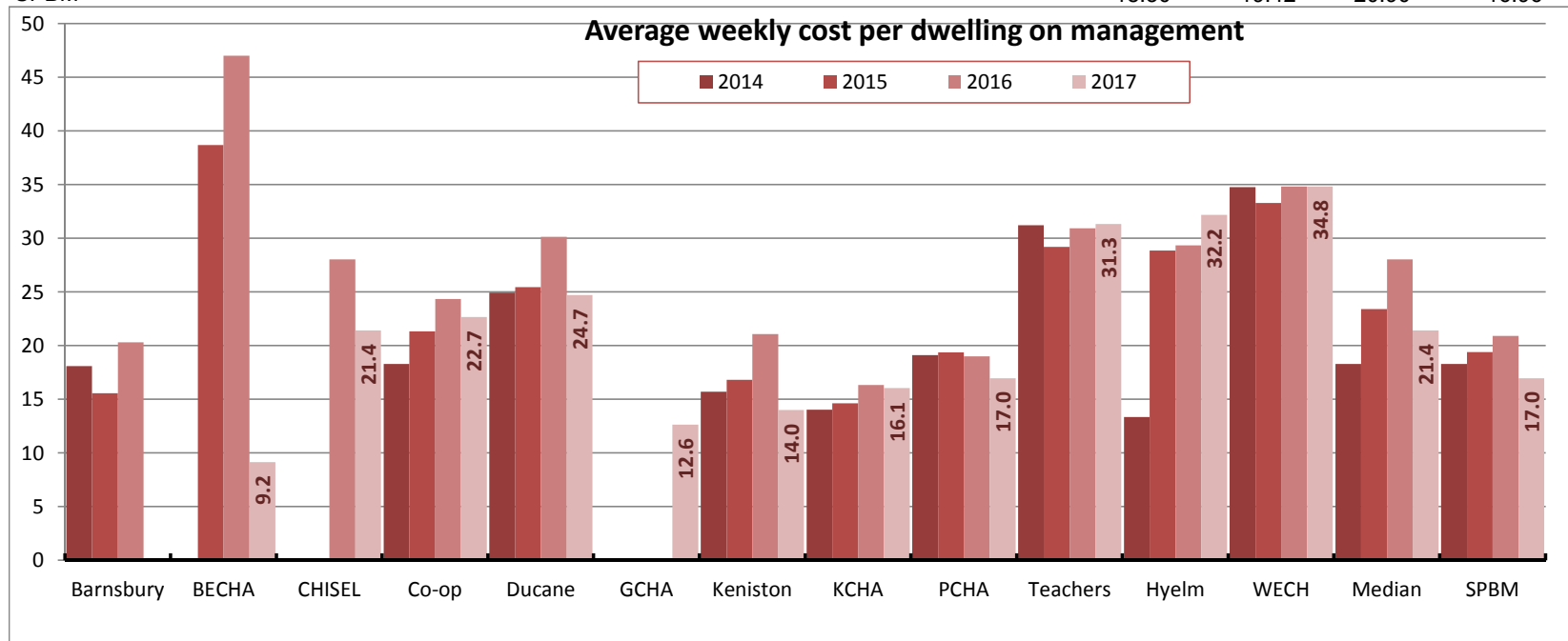
These indicators are all taken from statutory accounts.
They are useful for monitoring trends but should not be
used to make comparisons between organisations.



GNPI 26 Operating Cost as % of Turnover	2014	2015	2016	2017	
Barnsbury	72.40	62.00	62.90		▼
BECHA	86.00	69.00	90.00	86.90	▼
CHISEL		64.00	72.70	73.90	▲
Co-op	51.00	56.30	50.50	54.00	▲
Ducane	50.82	52.02	62.30	53.39	▼
GCHA		56.80	65.00	56.00	▼
Keniston	78.50	82.10	81.80	75.90	▼
KCHA	68.80	73.06	70.36	73.94	▲
PCHA	84.78	81.87	78.00	68.00	▼
Teachers	88.75	88.73	90.60	84.23	▼
CDS					
Hyelm	88.92	89.20	103.67	74.11	▼
WECH	78.87	80.53	78.30	78.30	▶
Median	78.69	71.03	75.35	73.94	▼
SPBM	72.10	73.56	71.03	74.11	▲



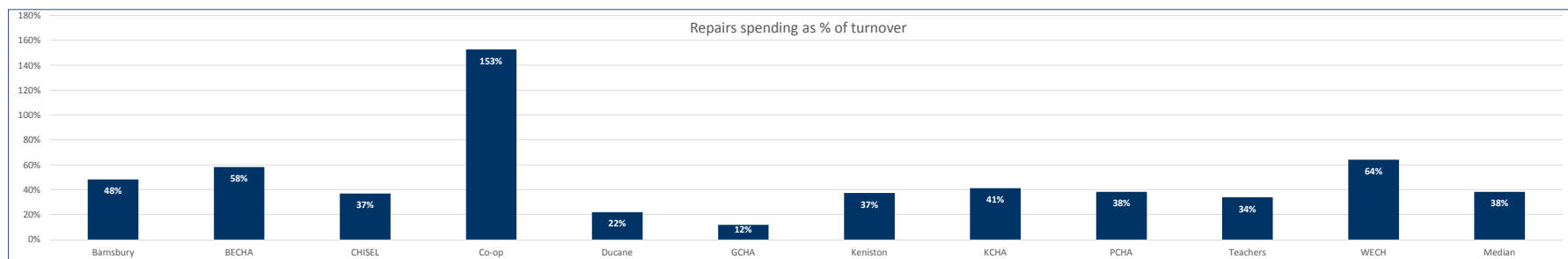
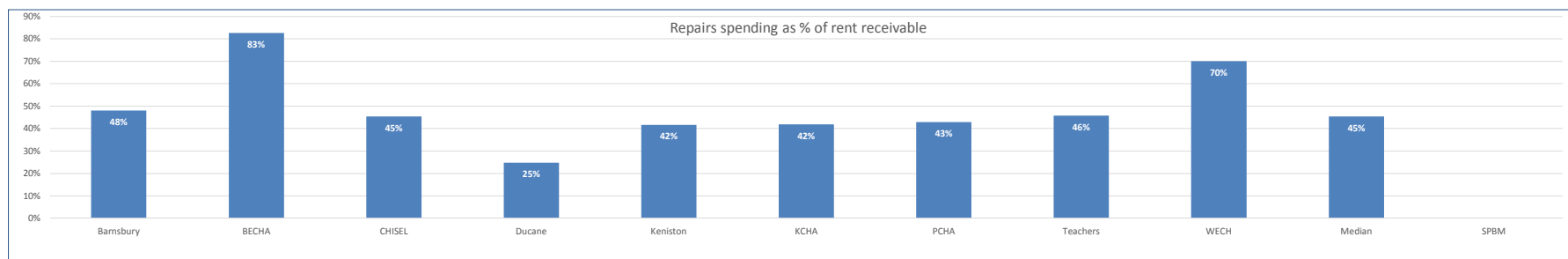
GNPI 03 Average weekly cost per dwelling on management	2014	2015	2016	2017
Barnsbury	18.10	15.57	20.33	
BECHA		38.70	47.00	9.17 ▼
CHISEL			28.05	21.42 ▼
Co-op	18.30	21.35	24.35	22.66 ▼
Ducane	24.94	25.47	30.15	24.72 ▼
GCHA				12.64
Keniston	15.71	16.82	21.09	14.00 ▼
KCHA	14.03	14.64	16.33	16.05 ▼
PCHA	19.12	19.37	19.00	16.96 ▼
Teachers	31.22	29.21	30.94	31.34 ▲
CDS				
Hyelm	13.37	28.85	29.36	32.20 ▲
WECH	34.76	33.29	34.84	34.84 ►
Median	18.30	23.41	28.05	21.42 ▼
SPBM	18.30	19.42	20.90	16.96 ▼

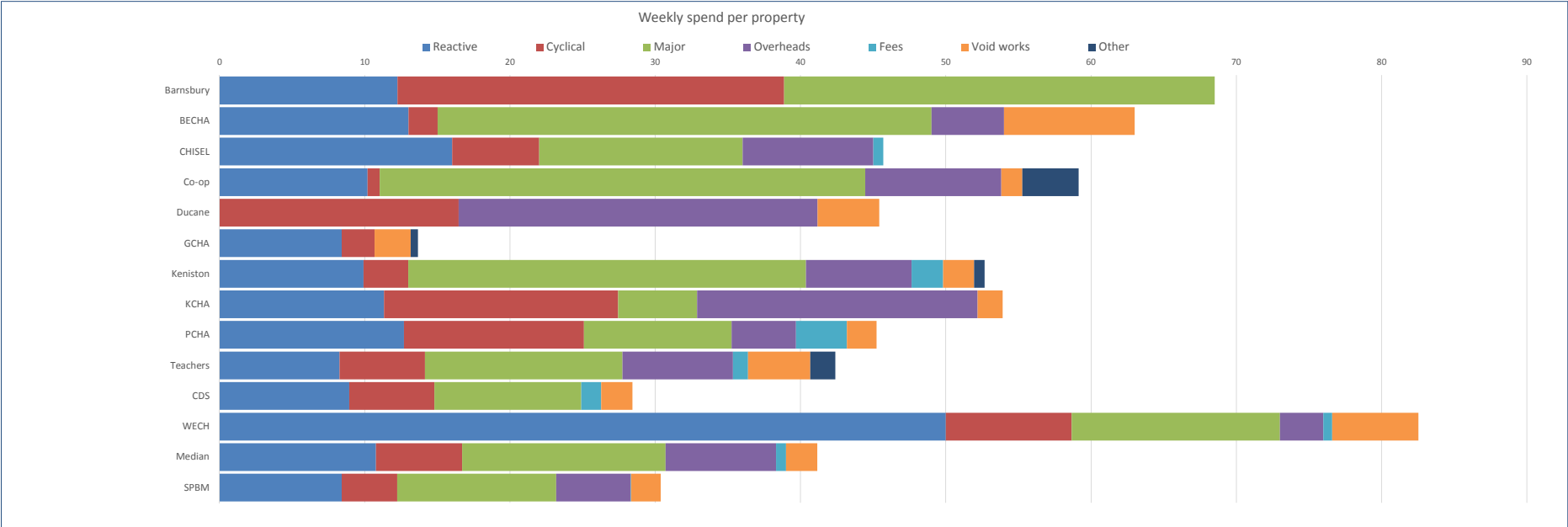


SPEND PER PROPERTY PER WEEK	Barnsbury	BECHA	CHISEL	Co-op	Ducane	GCHA	Keniston	KCHA	PCHA	Teachers	CDS	Hyelm	WECH	Median	SPBM
Properties	255	191	243	1440	261	580	721	272	264	631	689	125	455		
Turnover	1881000	1072384	1562073	2900190	2801192	3491649	5266852	1849952	1617204	4086722		2112000	3041012		
Rent receivable	1886000	756918	1269611		2483284		4731099	1817550	1446869	3036412		2112000	2784737		
Reactive	12.24	13	16	10.19	0	8.4	9.9	11.32	12.68	8.26	8.93		50	10.76	8.4
Cyclical	26.62	2	6	0.83	16.46	2.27	3.08	16.12	12.4	5.88	5.85		8.66	5.94	3.82
Major	29.64	34	14	33.43	0		27.39	5.43	10.16	13.59	10.11		14.34	14	10.95
Overheads		5	9	9.36	24.7		7.27	19.31	4.44	7.61			2.98	7.61	5.11
Fees		0	0.68	0	0		2.16		3.51	1.03	1.38		0.62	0.68	0.04
Void works		9	0	1.45	4.25	2.48	2.14	1.72	2.04	4.29	2.15		5.93	2.15	2.04
Other		0	0	3.88	0	0.51	0.73		0	1.72			0	0	0
Total spend per property per week	68.5	63	45.68	59.14	45.41	13.66	52.67	53.9	45.23	42.38	28.42	0	82.53	45.68	30.36

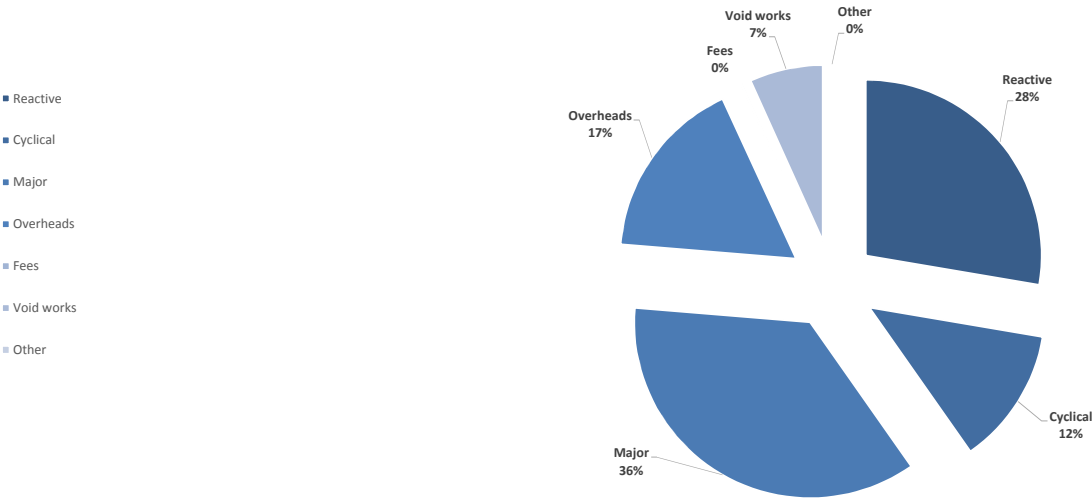
NB these metrics are derived from members' analysis of their management accounts

Total spend x no. of units x 52	908,310	625,716	577,212	4,428,403	616,305	411,986	1,974,704	762,362	620,917	1,390,573	1,018,232	-	1,952,660		
Repairs spending as a percentage of rent roll	48%	83%	45%		25%		42%	42%	43%	46%			70%	45%	
Repairs spending as a percentage of T/O	48%	58%	37%	153%	22%	12%	37%	41%	38%	34%			64%	38%	



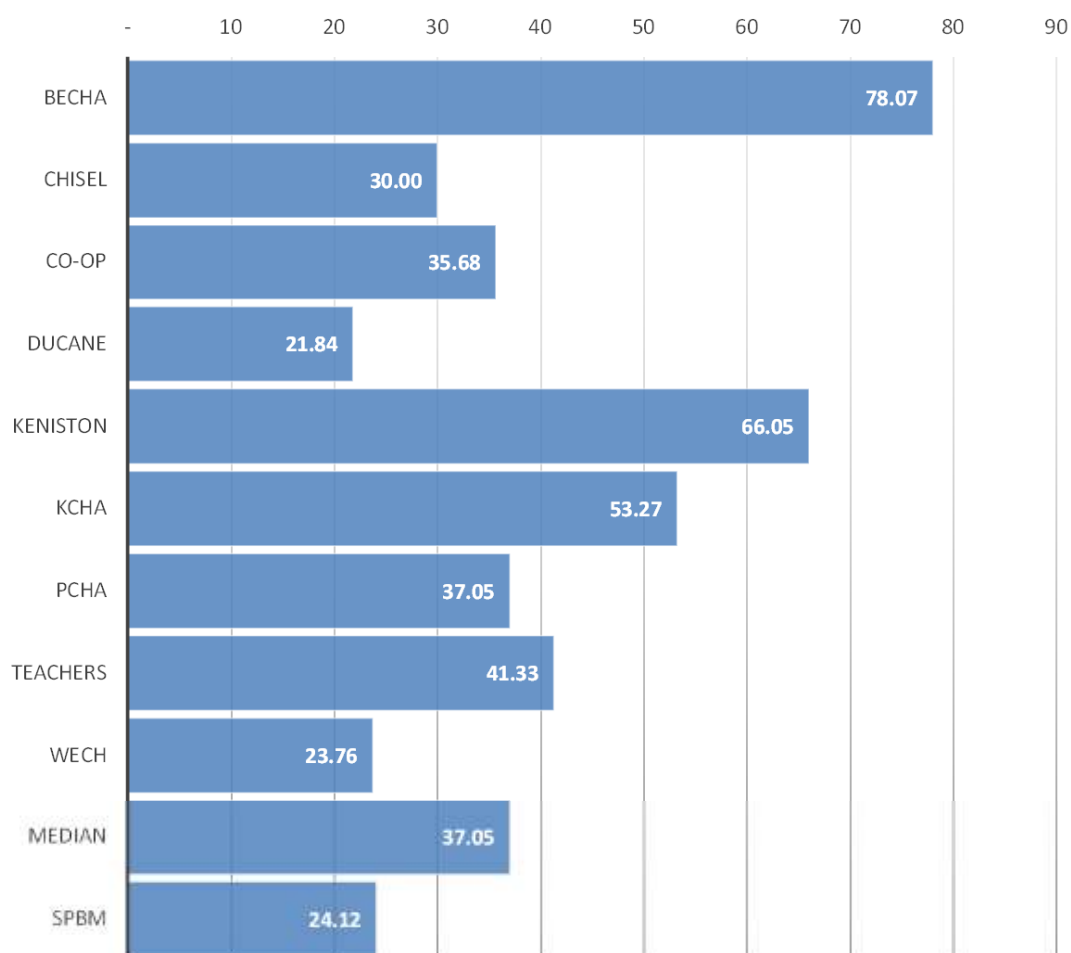


Repairs spending per property per week (national average)



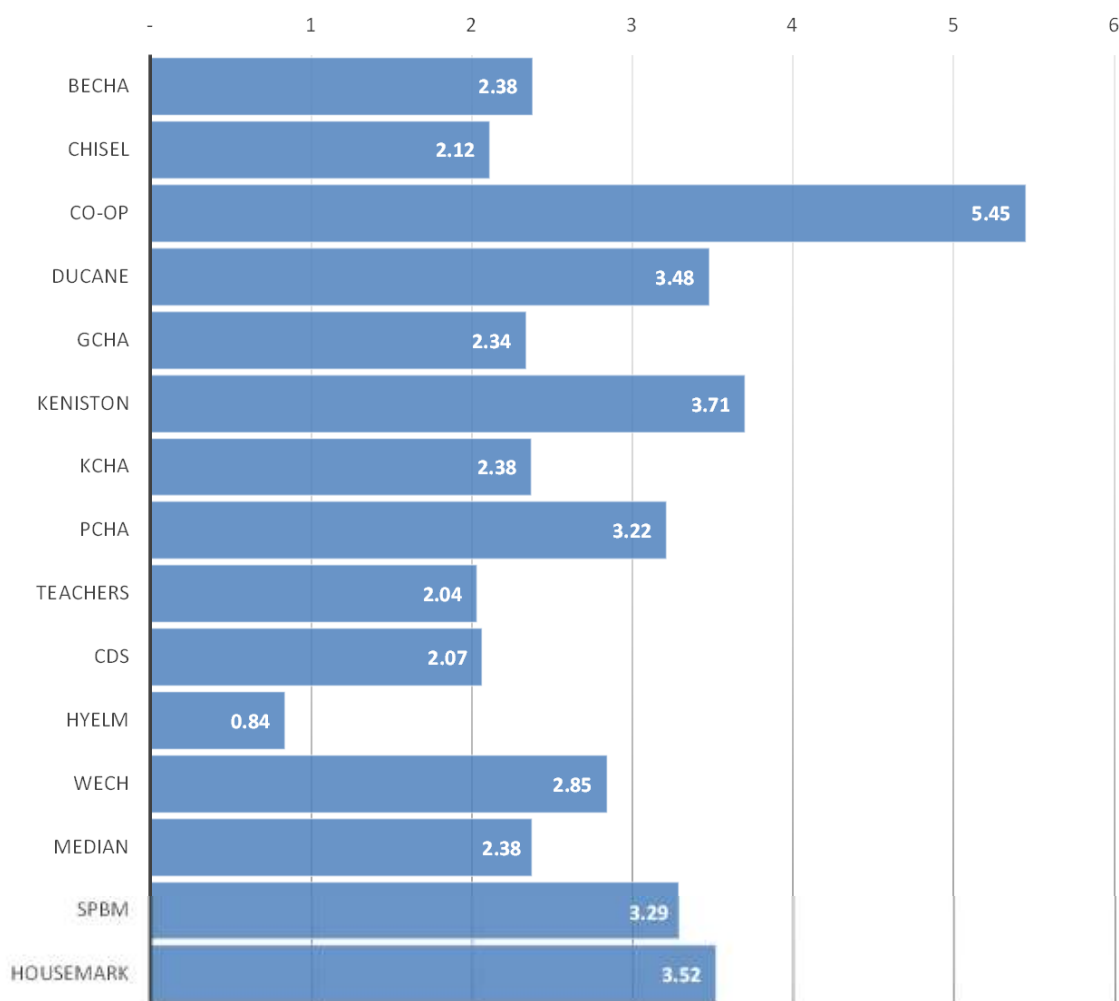
GNPI 27 Weekly investment per unit	2016/17 Q4
Barnsbury	
BECHA	78.07
CHISEL	30.00
Co-op	35.68
Ducane	21.84
GCHA	
Keniston	66.05
KCHA	53.27
PCHA	37.05
Teachers	41.33
CDS	
Hyelm	
WECH	23.76
Median	37.05
SPBM	24.12

Weekly investment per unit

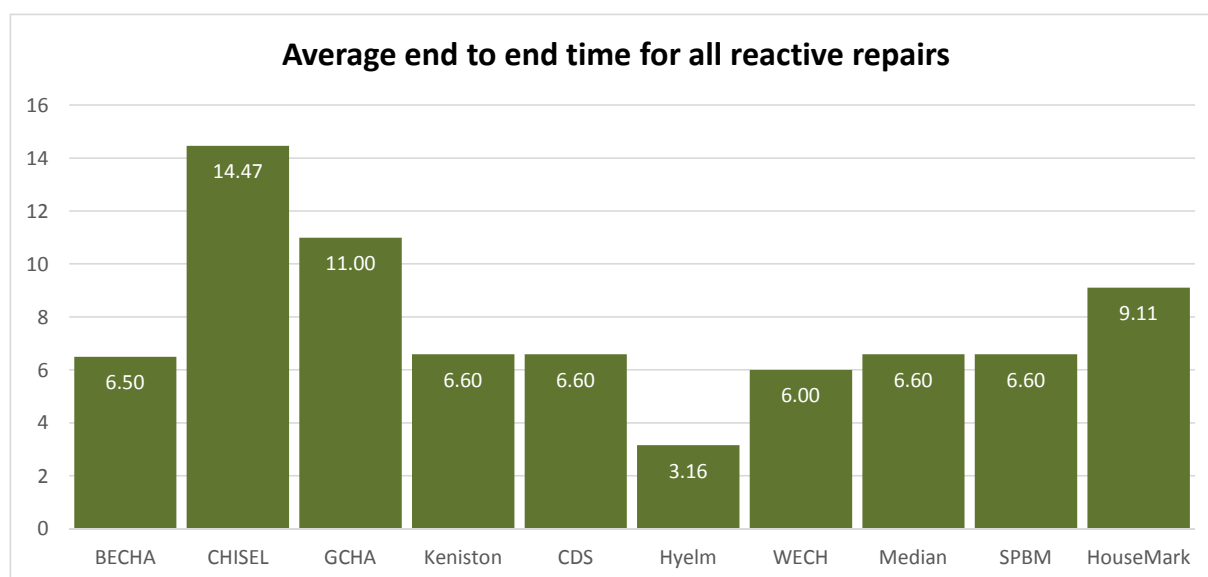


SWBM200 Number of responsive repairs completed in the period	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4	Annual repairs per property
Barnsbury					
BECHA	80.00	138.00	196.00	305.00	2.38
CHISEL	113.00	225.00	409.00	476.00	2.12
Co-op				1,614.00	5.45
Ducane				909.00	3.48
GCHA				1,358.00	2.34
Keniston				2,816.00	3.71
KCHA				646.00	2.38
PCHA				849.00	3.22
Teachers	213.00	582.00	852.00	1,199.00	2.04
CDS				1,948.00	2.07
Hyelm				105.00	0.84
WECH				1,295.00	2.85
Median					2.38
SPBM					3.29
HouseMark					3.52

Number of responsive repairs completed per property / year
(calculated)



HMPI 90 Average end-to-end time for all reactive repairs	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4
Barnsbury				
BECHA	8.00	7.50	6.50	6.50
CHISEL	11.70	14.70	14.00	14.47
Co-op				
Ducane				
GCHA				11.00
Keniston				6.60
KCHA				
PCHA				
Teachers				
CDS				6.60
Hyelm				3.16
WECH				6.00
Median	9.85	11.10	10.25	6.60
SPBM	5.55	5.45	5.90	6.60
HouseMark				9.11

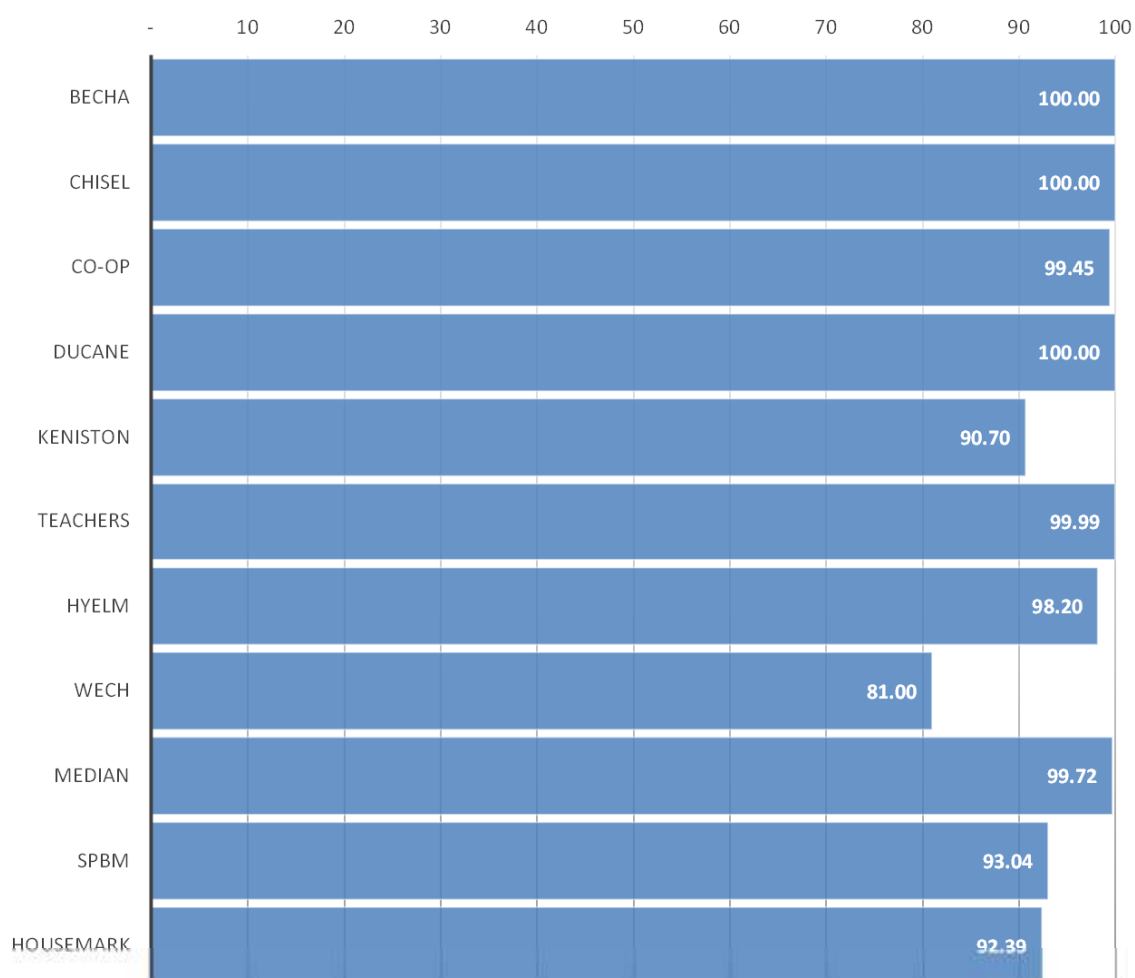


G15C0 Percentage of dwellings with a valid gas safety certificate	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4
Barnsbury	100.00	100.00	100.00	100.00
BECHA	100.00	100.00	100.00	100.00
CHISEL	100.00	100.00	100.00	100.00
Co-op			100.00	100.00
Ducane				100.00
GCHA	99.82	100.00	99.31	99.83
Keniston				100.00
KCHA				98.35
PCHA				100.00
Teachers	100.00	100.00	100.00	100.00
CDS				100.00
Hyelm				
WECH				100.00
Median	100.00	100.00	100.00	100.00
SPBM	100.00	100.00	100.00	100.00
HouseMark				100.00



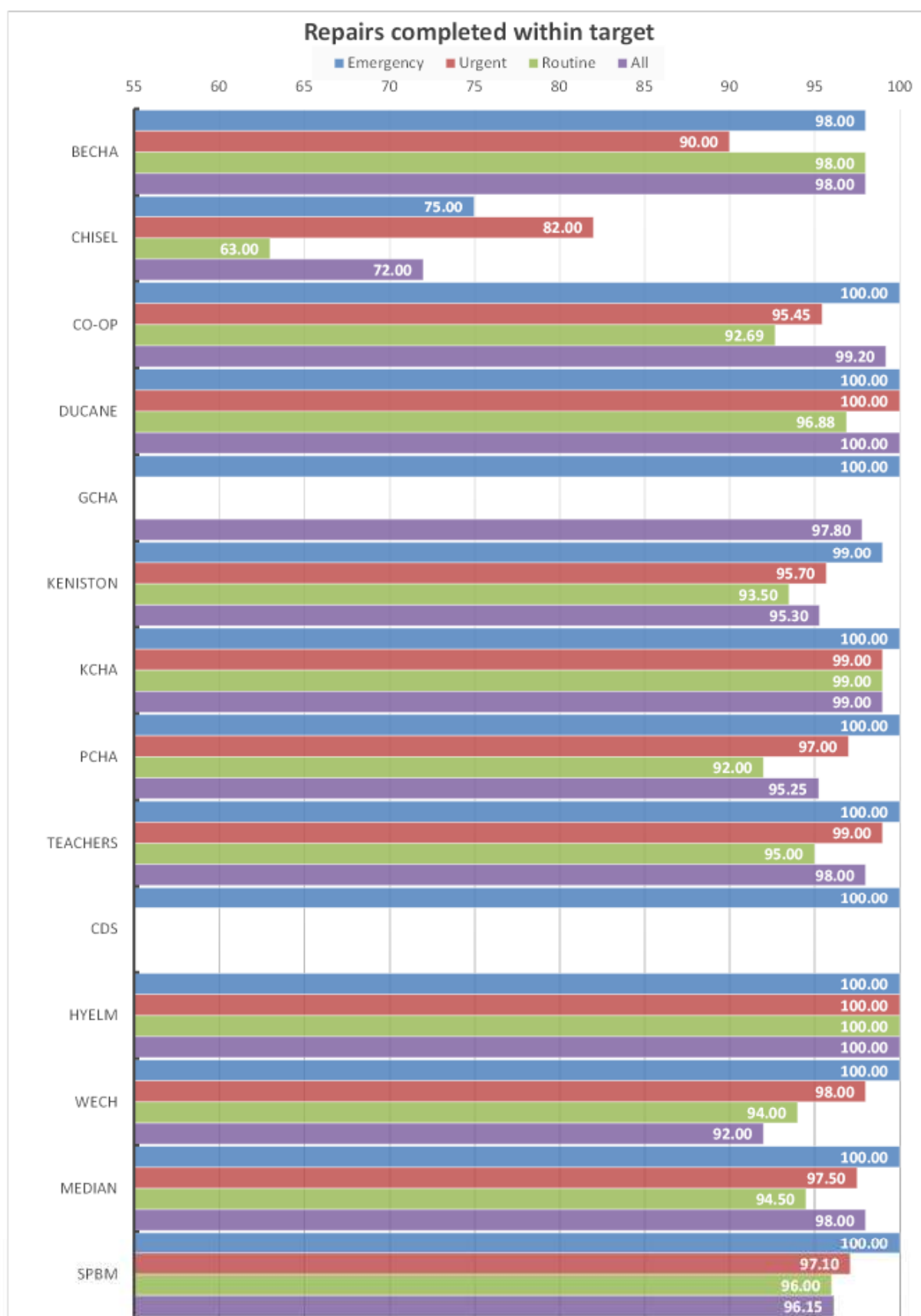
HMPI 101 Percentage of repairs completed at the first visit	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4
Barnsbury				
BECHA	100.00	100.00	100.00	100.00
CHISEL	100.00	100.00	100.00	100.00
Co-op				99.45
Ducane				100.00
GCHA				
Keniston				90.70
KCHA				
PCHA				
Teachers	100.00	99.99	99.99	99.99
CDS				
Hyelm				98.20
WECH				81.00
Median	100.00	100.00	100.00	99.72
SPBM	92.59	93.81	95.66	93.04
HouseMark				92.39

Percentage of repairs completed on first visit

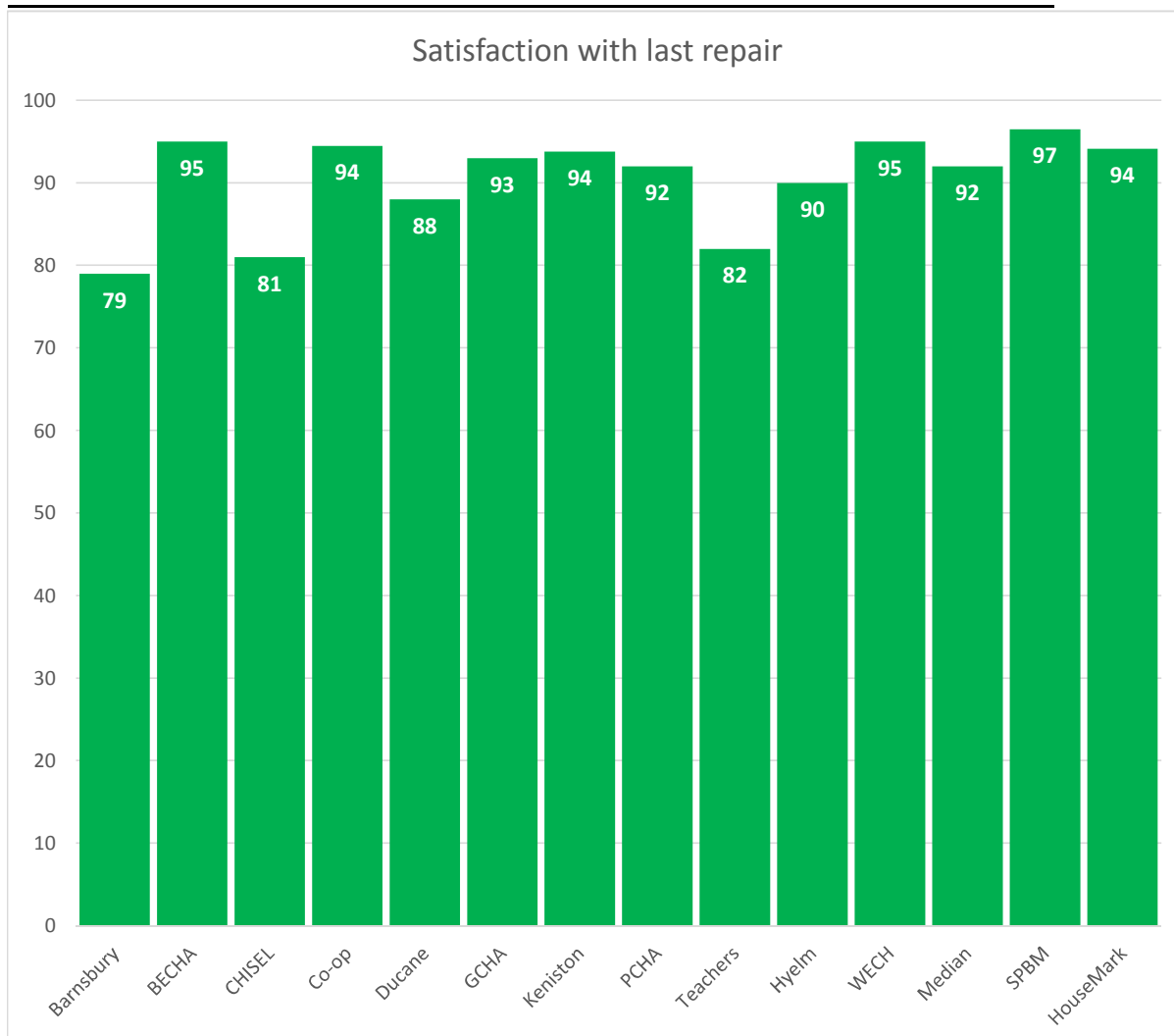


Percentage of reactive repairs completed within target time	Routine	Urgent	Emergency	ALL
Barnsbury				
BECHA	98.00	90.00	98.00	98.00
CHISEL	63.00	82.00	75.00	72.00
Co-op	92.69	95.45	100.00	99.20
Ducane	96.88	100.00	100.00	100.00
GCHA			100.00	97.80
Keniston	93.50	95.70	99.00	95.30
KCHA	99.00	99.00	100.00	99.00
PCHA	92.00	97.00	100.00	95.25
Teachers	95.00	99.00	100.00	98.00
CDS			100.00	
Hyelm	100.00	100.00	100.00	100.00
WECH	94.00	98.00	100.00	92.00
Median	94.50	97.50	100.00	98.00
SPBM	96.00	97.10	100.00	96.15

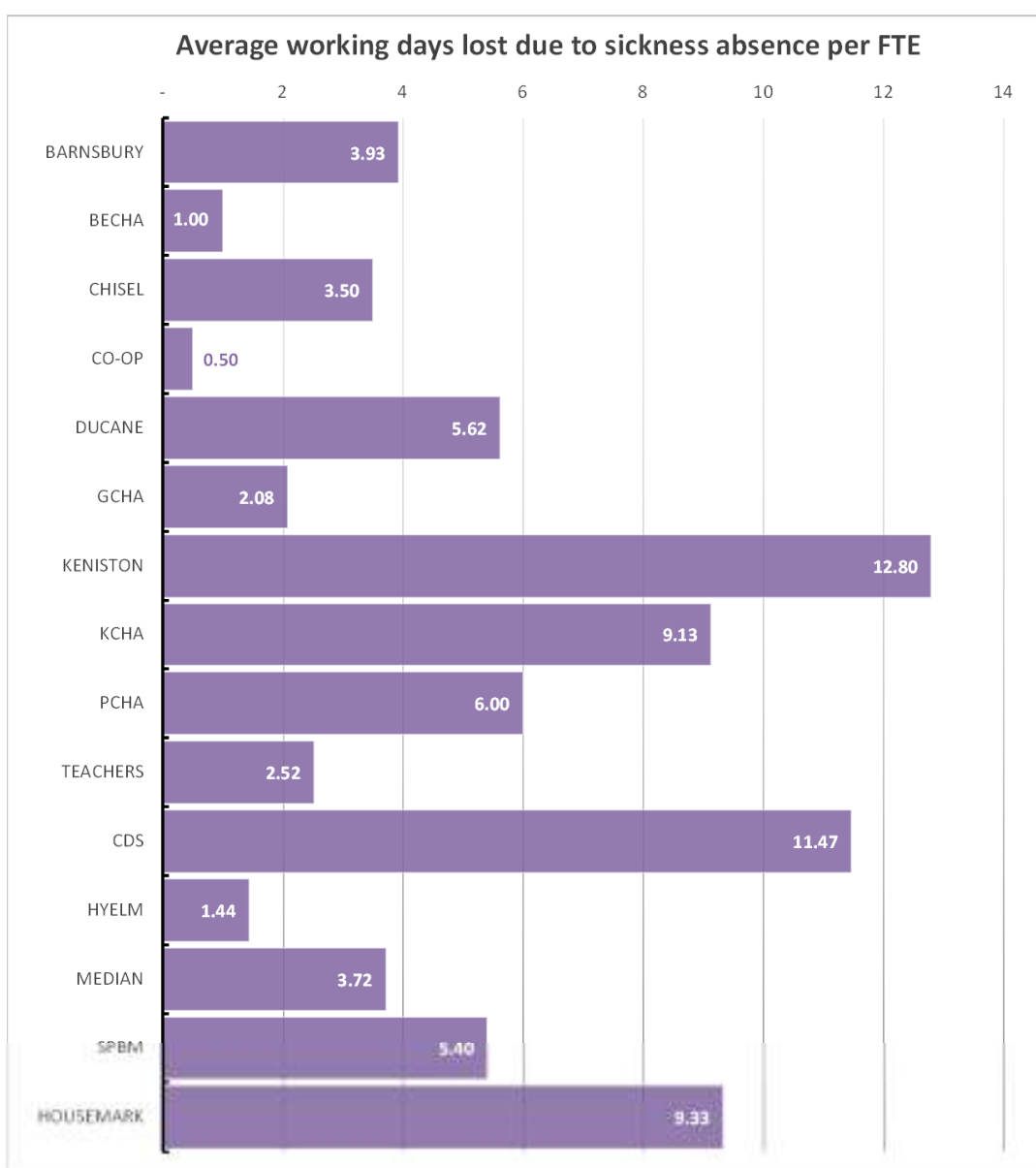
Targets	Routine (days)	Urgent (days)	Emergency (hours)
Barnsbury	28.00	5.00	24.00
BECHA	28.00	7.00	24.00
CHISEL	28.00	7.00	24.00
Co-op	30.00	7.00	24.00
Ducane	2.00	1.00	2.00
GCHA	42.00		24.00
H4W	28.00	7.00	24.00
Keniston	28.00	3.00	24.00
KCHA	28.00	5.00	24.00
PCHA	14.00	5.00	24.00
Teachers	31.00	7.00	24.00
CDS	31.00	7.00	24.00
Hyelm	28.00	7.00	24.00
WECH	15.00	1.00	24.00



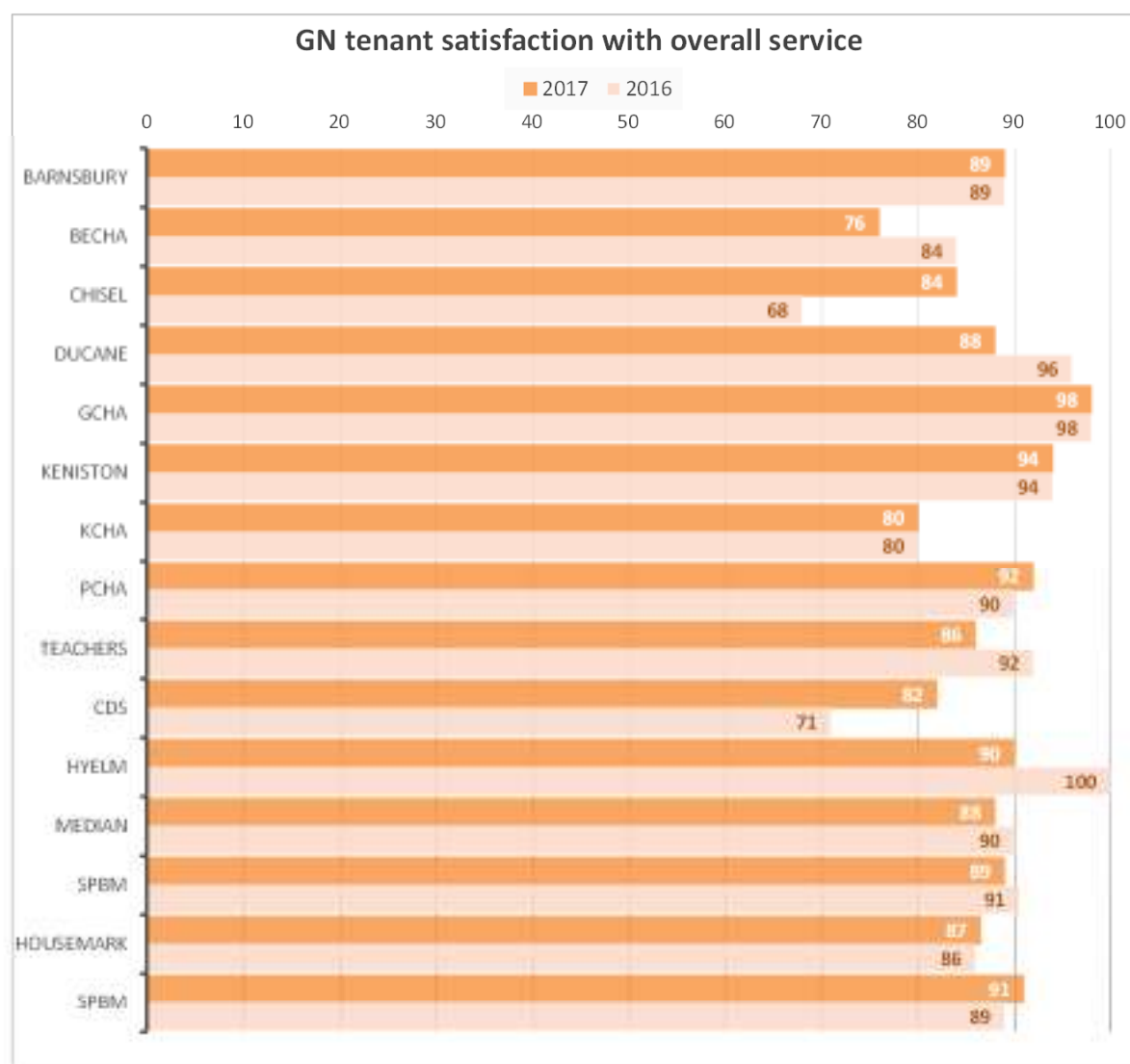
HMPI 102 Percentage of residents satisfied with the most recent repair	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4
Barnsbury	79	79	79	79
BECHA	95	95	95	95
CHISEL				81
Co-op				94
Ducane				88
GCHA	93	94	95	93
Keniston				94
KCHA				
PCHA				92
Teachers	82	82	82	82
CDS				
Hyelm				90
WECH				95
Median	88	88	89	92
SPBM	97	97	96	97
HouseMark				94



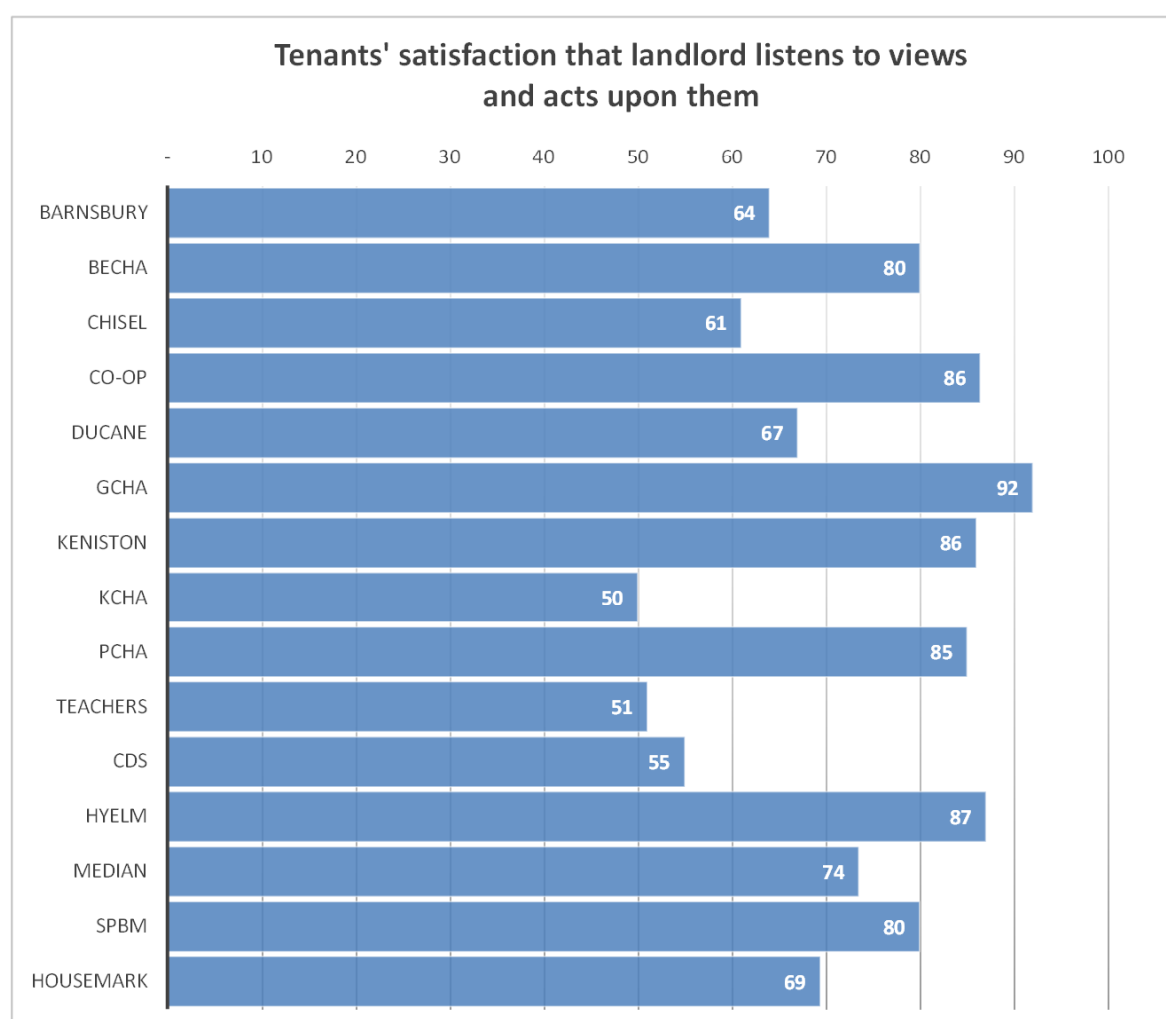
BV 12 Average working days lost due to sickness absence - per FTE				
	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4
Barnsbury	0.66	1.48	2.79	3.93
BECHA	4.00	8.00	1.00	1.00
CHISEL				3.50
Co-op				0.50
Ducane				5.62
GCHA	1.15	1.35	2.03	2.08
Keniston				12.80
KCHA				9.13
PCHA				6.00
Teachers	0.93	1.43	2.95	2.52
CDS				11.47
Hyelm				1.44
WECH				
Median	1.04	1.46	2.41	3.72
SPBM	1.31	2.72	3.48	5.40
HouseMark				9.33



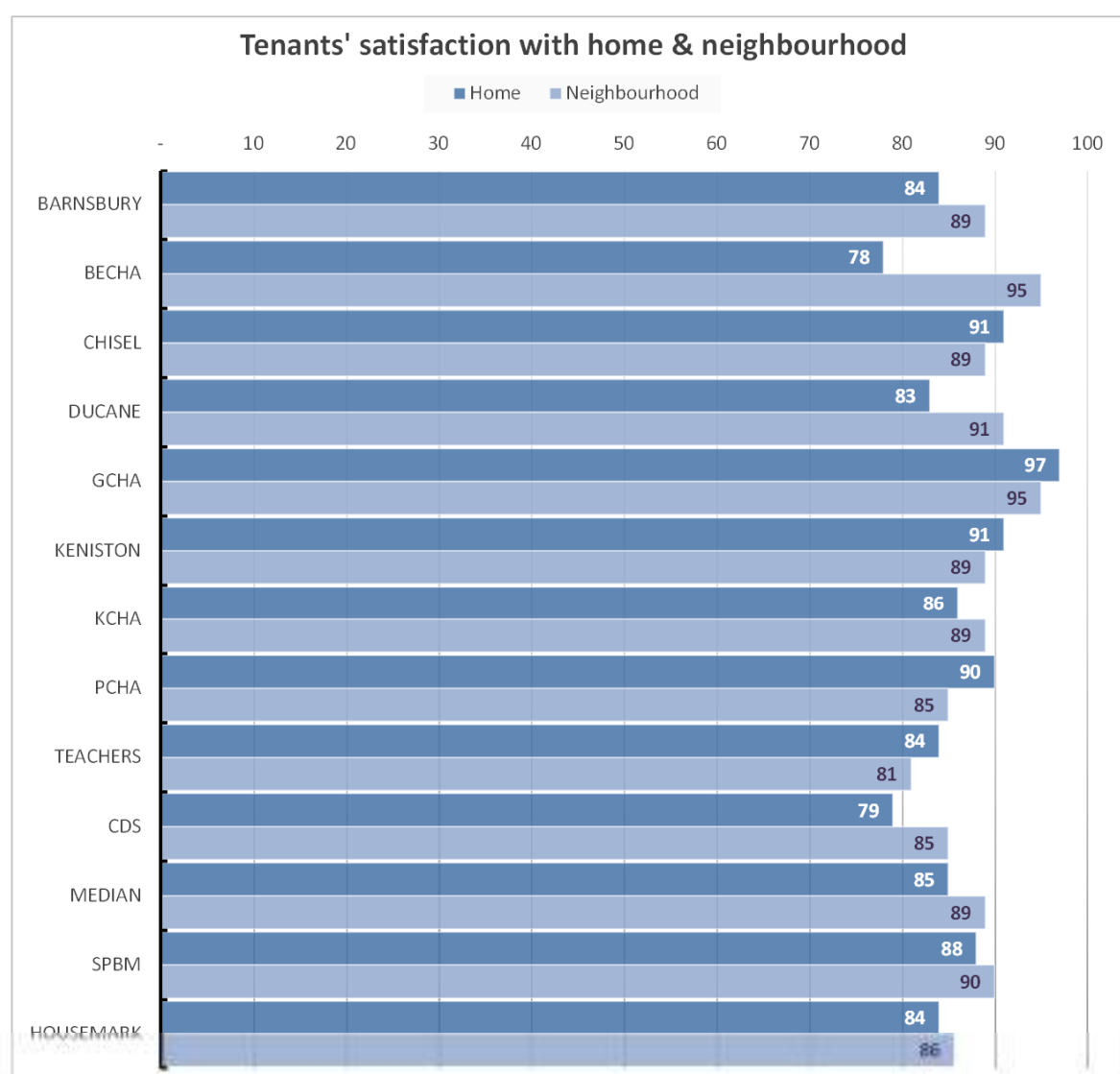
STA 001 GN Percentage of tenants satisfied with the landlord's services overall - GN only		
	2016	2017
Barnsbury	89	89
BECHA	84	76
CHISEL	68	84
Co-op		
Ducane	96	88
GCHA	98	98
Keniston	94	94
KCHA	80	80
PCHA	90	92
Teachers	92	86
CDS	71	82
Hyelm	100	90
WECH		
Median	90	88
SPBM	91	89
HouseMark	86	87
SPBM	89	91



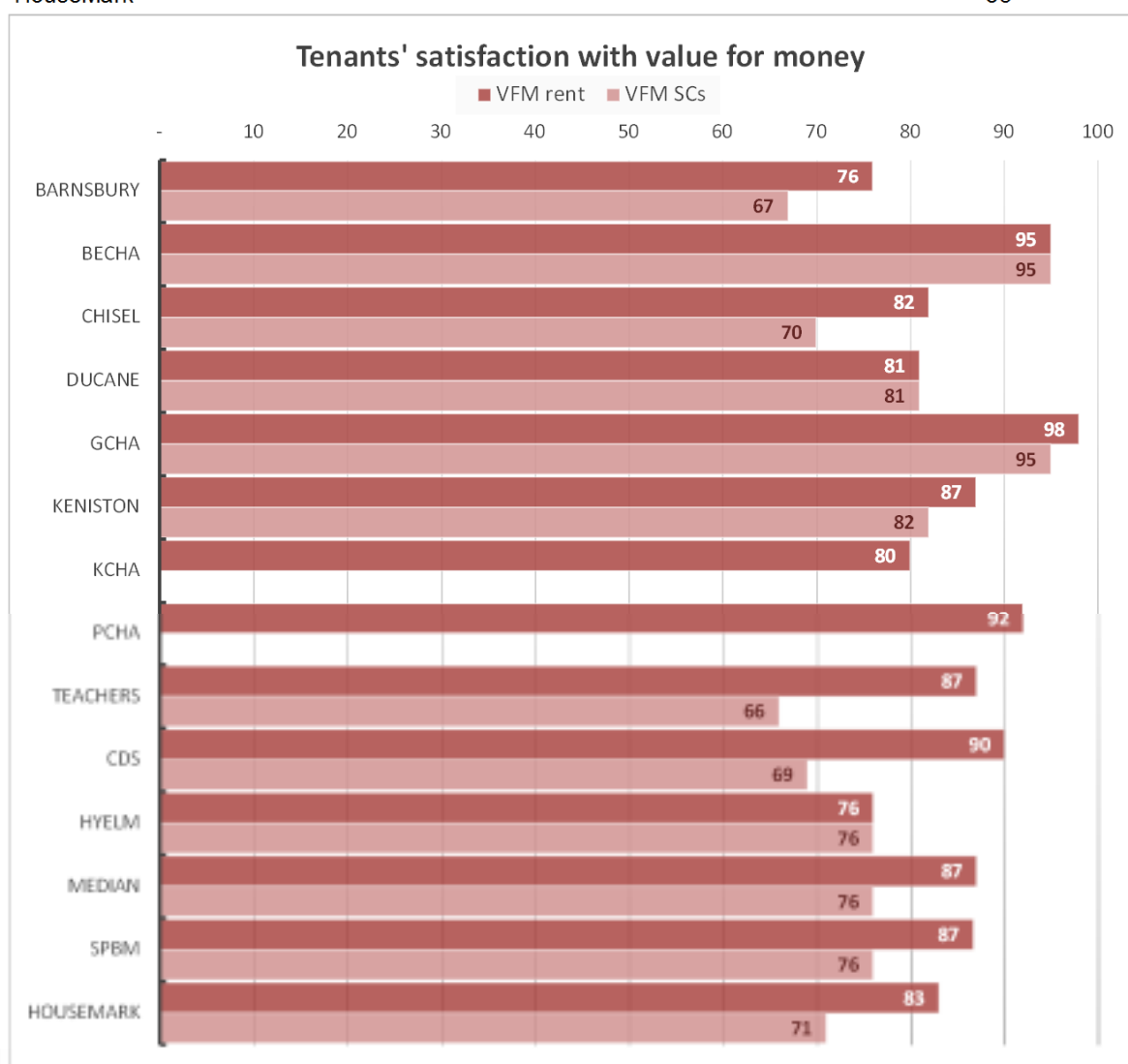
STA 007 GN Percentage of tenants satisfied that their landlord listens to their views and acts upon them - GN		2016/17 Q4
Barnsbury		64
BECHA		80
CHISEL		61
Co-op		86
Ducane		67
GCHA		92
Keniston		86
KCHA		50
PCHA		85
Teachers		51
CDS		55
Hyelm		87
WECH		
Median		74
SPBM		80
HouseMark		69



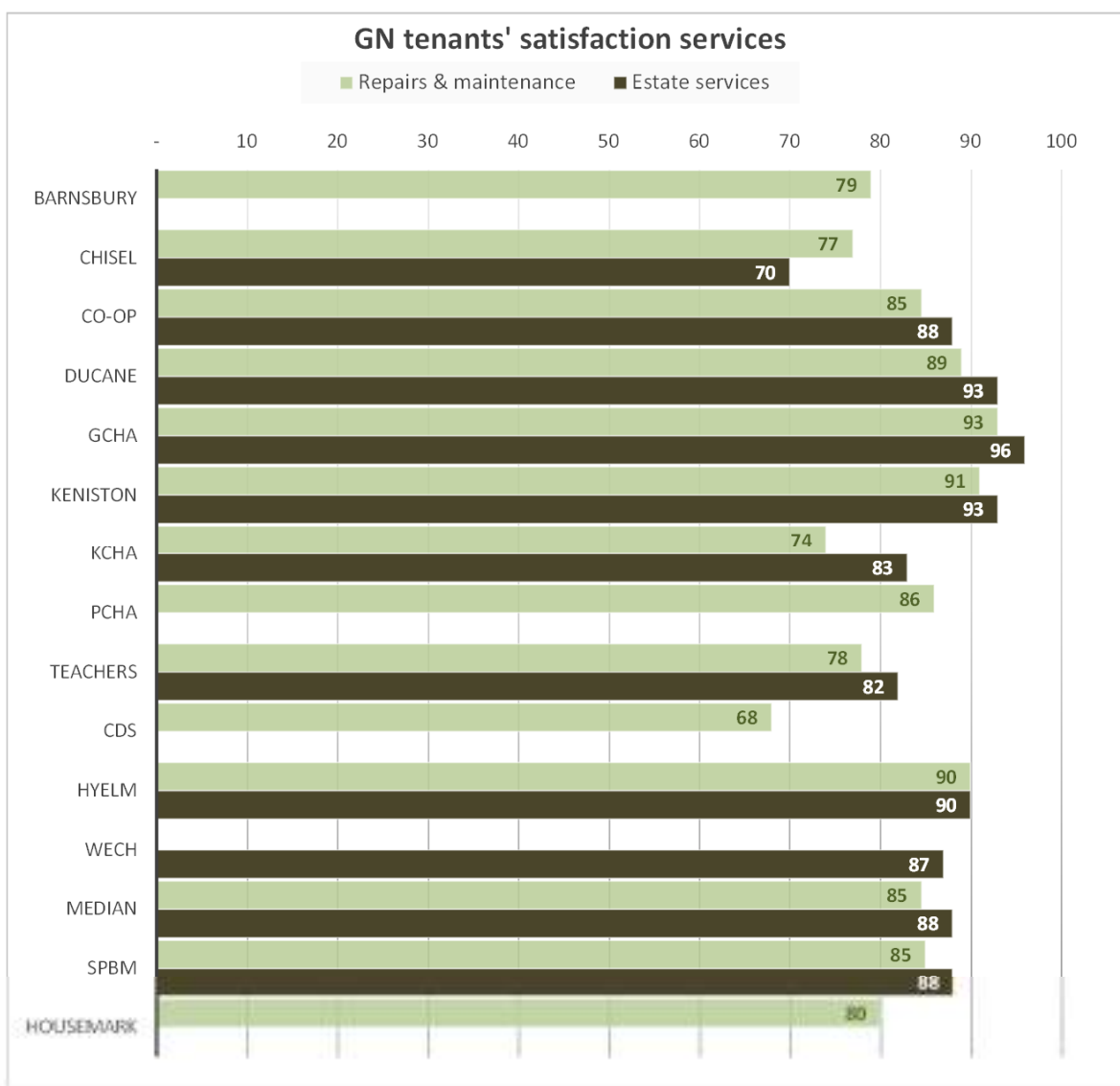
Home & neighbourhood	Quality of Home	Neighbourhood
Barnsbury	84	89
BECHA	78	95
CHISEL	91	89
Co-op		
Ducane	83	91
GCHA	97	95
Keniston	91	89
KCHA	86	89
PCHA	90	85
Teachers	84	81
CDS	79	85
Hyelm		
WECH		
Median	85	89
SPBM	88	90
HouseMark	84	86



Value for money	VFM rent	VFM SCs
Barnsbury	76	67
BECHA	95	95
CHISEL	82	70
Co-op		
Ducane	81	81
GCHA	98	95
Keniston	87	82
KCHA	80	
PCHA	92	
Teachers	87	66
CDS	90	69
Hyelm	76	76
WECH		
Median	87	76
SPBM	87	76
HouseMark	83	71



Repairs & Estate Services	Repairs & maintenance	Estate Services
Barnsbury	79	
BECHA		
CHISEL	77	70
Co-op	85	88
Ducane	89	93
GCHA	93	96
Keniston	91	93
KCHA	74	83
PCHA	86	
Teachers	78	82
CDS	68	
Hyelm	90	90
WECH		87
Median	85	88
SPBM	85	88
HouseMark	80	



Further information

For further information visit www.arap.co.uk

You can also call us on **01273 287114**

Acuity Research & Practice Ltd, 61 Surrenden Crescent, Brighton, BN1 6WE

About Acuity

Acuity provide a wide range of consultancy services to help housing providers improve services and engage with their residents through an understanding of satisfaction, performance and profiling data. We specialise in supporting the benchmarking activities of smaller housing providers in partnership with HouseMark, and in customer / resident satisfaction measurement. Our services are highly flexible, and always carefully tailored to the requirements and budgets of our customers. We have been providing consultancy services to the social housing sector for 15 years.

About HouseMark

HouseMark is the leading provider of performance improvement and value for money solutions to the social housing sector and is jointly owned by the Chartered Institute of Housing and the National Housing Federation; two not-for-profit organisations which reinvest their surpluses in the social housing sector.