

## Tenancy Services Performance Dashboard – April to December 2019

Colour = Cumulative performance (Tick/Green = On Target, Triangle/Orange = Near to Target, Cross/Red = Not on Target, Blue = No Target)  
 Arrows = comparison against previous month's monthly performance (↑= Improved, ↓= Declined, ↔ = Remained the same)

Rent Collected as a % of Rent Due - OVERALL <b>100.3%</b> ↑ ✓ Target 98%	Current Rent Arrears as % of Rent Debit - OVERALL <b>2.82%</b> ↑ ✓ Target 3.65%	ASB - Percentage of Resolved Cases - OVERALL <b>96.23%</b> ↓ ✓ Target 94%	ASB – Avg. number of days to resolve case - OVERALL <b>55.51</b> ↑ ✓ Target 70	ASB – % of new ASB cases risk assessed - OVERALL <b>95.44%</b> ↑ ✓ Target 90%
ASB - Percentage of Resolved Cases - OVERALL <b>96.23%</b> ↓ ✓ Target 94%	ASB – Avg. number of days to resolve case - OVERALL <b>55.51</b> ↑ ✓ Target 70	ASB - Percentage of Resolved Cases - CENTRAL <b>94.00%</b> ↔ ✓ Target 94%	ASB – Avg. number of days to resolve case - CENTRAL <b>66.13</b> ↑ ✓ Target 70	ASB – % of new ASB cases risk assessed - CENTRAL <b>97.78%</b> ↑ ✓ Target 90%
Current Rent Arrears as % of Rent Debit - NORTH <b>2.94%</b> ↑ ✓ Target 3.65%	Rent Collected as a % of Rent Due - NORTH <b>100.6%</b> ↑ ✓ Target 98%	ASB - Percentage of Resolved Cases - NORTH <b>97.40%</b> ↓ ✓ Target 94%	ASB – Avg. number of days to resolve case - NORTH <b>61.77</b> ↑ ✓ Target 70	ASB – % of new ASB cases risk assessed - NORTH <b>93.81%</b> ↓ ✓ Target 90%
Current Rent Arrears as % of Rent Debit - SOUTH <b>2.82%</b> ↑ ✓ Target 3.65%	Rent Collected as a % of Rent Due - SOUTH <b>101.0%</b> ↑ ✓ Target 98%	ASB - Percentage of Resolved Cases - SOUTH <b>97.73%</b> ↓ ✓ Target 94%	ASB – Avg. number of days to resolve case - SOUTH <b>38.44</b> ↑ ✓ Target 70	ASB – % of new ASB cases risk assessed - SOUTH <b>93.81%</b> ↓ ✓ Target 90%