

Tenancy Services Performance Dashboard – December 2022

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)

Overall	Central	North	South
<p>Current Rent Arrears as % of Rent Debit - OVERALL</p> <p style="text-align: center;">3.33% ↑</p> <p>November Performance 4.80%</p> <p>✓ Target 4.45%</p>	<p>Current Rent Arrears as % of Rent Debit - CENTRAL</p> <p style="text-align: center;">3.37% ↑</p> <p>November Performance 4.76%</p> <p>✓ Target 4.45%</p>	<p>Current Rent Arrears as % of Rent Debit - NORTH</p> <p style="text-align: center;">3.83% ↑</p> <p>November Performance 5.45%</p> <p>✓ Target 4.45%</p>	<p>Current Rent Arrears as % of Rent Debit - SOUTH</p> <p style="text-align: center;">2.68% ↑</p> <p>November Performance 4.14%</p> <p>✓ Target 4.45%</p>
<p>Rent Collected as a % of Rent Due - OVERALL</p> <p style="text-align: center;">100.46% ↑</p> <p>December Performance 106.91%</p> <p>✓ Target 96.5%</p>	<p>Rent Collected as a % of Rent Due - CENTRAL</p> <p style="text-align: center;">100.29% ↑</p> <p>December Performance 141.49%</p> <p>✓ Target 96.5%</p>	<p>Rent Collected as a % of Rent Due - NORTH</p> <p style="text-align: center;">100.15% ↑</p> <p>December Performance 144.95%</p> <p>✓ Target 96.5%</p>	<p>Rent Collected as a % of Rent Due - SOUTH</p> <p style="text-align: center;">101.05% ↑</p> <p>December Performance 146.71%</p> <p>✓ Target 96.5%</p>
<p>ASB - Percentage of Resolved Cases - OVERALL</p> <p style="text-align: center;">99.92% ↓</p> <p>December Performance 93.75%</p> <p>✓ Target 94%</p>	<p>ASB - Percentage of Resolved Cases - CENTRAL</p> <p style="text-align: center;">98.92% ↓</p> <p>December Performance 87.50%</p> <p>✓ Target 94%</p>	<p>ASB - Percentage of Resolved Cases - NORTH</p> <p style="text-align: center;">100.00% ↔</p> <p>December Performance 100.00%</p> <p>✓ Target 94%</p>	<p>ASB - Percentage of Resolved Cases - SOUTH</p> <p style="text-align: center;">100.00% ↔</p> <p>December Performance 100.00%</p> <p>✓ Target 94%</p>
<p>ASB - Avg. number of days to resolve case - OVERALL</p> <p style="text-align: center;">40.45 ↑</p> <p>December Performance 42.53</p> <p>✓ Target 70</p>	<p>ASB - Avg. number of days to resolve case - CENTRAL</p> <p style="text-align: center;">36.15 ↑</p> <p>December Performance 41.00</p> <p>✓ Target 70</p>	<p>ASB - Avg. number of days to resolve case - NORTH</p> <p style="text-align: center;">39.29 ↑</p> <p>December Performance 11.75</p> <p>✓ Target 70</p>	<p>ASB - Avg. number of days to resolve case - SOUTH</p> <p style="text-align: center;">51.78 ↓</p> <p>December Performance 76.00</p> <p>✓ Target 70</p>
<p>ASB – % of new ASB cases risk assessed - OVERALL</p> <p style="text-align: center;">96.63% ↔</p> <p>December Performance 100.00%</p> <p>✓ Target 90%</p>	<p>ASB – % of new ASB cases risk assessed - CENTRAL</p> <p style="text-align: center;">98.21% ↔</p> <p>December Performance 100.00%</p> <p>✓ Target 90%</p>	<p>ASB – % of new ASB cases risk assessed - NORTH</p> <p style="text-align: center;">98.04% ↔</p> <p>December Performance 100.00%</p> <p>✓ Target 90%</p>	<p>ASB – % of new ASB cases risk assessed - SOUTH</p> <p style="text-align: center;">91.11% ↔</p> <p>December Performance 100.00%</p> <p>✓ Target 90%</p>