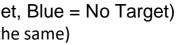
## **Tenancy Services Performance Dashboard – December 2022**

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 ( $\uparrow$  = Improved,  $\downarrow$  = Declined,  $\leftrightarrow$  = Remained the same)

Current Rent Arrears as % of Rent Debit - OVERALL <b>3.33%</b> ↑ November Performance 4.80%		Rent Collected as a % of Rent Due - OVERALL <b>100.46%</b> ↑ December Performance 106.91%		ASB - Percentage of Resolved Cases - OVERALL <b>99.92%</b> ↓ December Performance 93.75%		ASB - Avg. number of days to resolve case - OVERALL <b>40.45</b> ↑ December Performance 42.53		ASB – % of ner risk assessed 96.63 December Perf 100.00%
Current Rent Arrears as % of Rent Debit - CENTRAL <b>3.37%</b> ↑		Rent Collected as a % of Rent Due - CENTRAL <b>100.29%</b> ↑		ASB - Percentage of Resolved Cases - CENTRAL <b>98.92%</b> ↓		ASB - Avg. number of days to resolve case - CENTRAL <b>36.15</b> 1		ASB – % of ner risk assessed <b>98.21</b>
November Performance 4.76%		December Performance 141.49%		December Performance 87.50%		December Performance 41.00		December Perf 100.00%
$\checkmark$	Target <b>4.45%</b>	$\checkmark$	Target 96.5%	$\checkmark$	Target 94%	$\checkmark$	Target <b>70</b>	$\checkmark$
Current Rent Arrears as % of Rent Debit - NORTH <b>3.83%</b> ↑		Rent Collected as a % of Rent Due - NORTH <b>100.15%</b> ↑		ASB - Percentage of Resolved Cases - NORTH $100.00\% \leftrightarrow$		ASB - Avg. number of days to resolve case - NORTH <b>39.29</b> ↑		ASB – % of ne risk assesse <b>98.04</b>
November Performance 5.45%		December Performance 144.95%		December Performance 100.00%		December Performance 11.75		December Perf 100.00%
√	Target <b>4.45%</b>	$\checkmark$	Target <b>96.5%</b>	$\checkmark$	Target 94%	$\checkmark$	Target <b>70</b>	$\checkmark$
Current Rent Arrears as % of Rent Debit - SOUTH <b>2.68%</b> ↑		Rent Collected as a % of Rent Due - SOUTH <b>101.05%</b> ↑		ASB - Percentage of Resolved Cases - SOUTH $100.00\% \leftrightarrow$		ASB - Avg. number of days to resolve case - SOUTH		ASB – % of ne risk assesse <b>91.11</b>
November Performance 4.14%		December Performance 146.71%		December Performance 100.00%		December Performance 76.00		December Perf 100.00%
$\checkmark$	Target <b>4.45%</b>	$\checkmark$	Target <b>96.5%</b>	$\checkmark$	Target 94%	$\checkmark$	Target <b>70</b>	$\checkmark$





Appendix C