



APPENDIX I

❖ Current Tenants rent arrears as % of rent due

Rent Arrears	CPP Indicator	CPP Total	Pay cost per Employee	Properties per Employee	Performance Measure	Performance Indicator
Upper Quartile		60.24	23,594.92	768.85	2.48	
Median		78.33	25,840.54	638.46	3.64	
Lower Quartile		106.50	28,172.11	475.40	5.22	
Whole Organisation (2005)		47.75	24,905.95	979.62	2.21	



❖ Rent loss due to empty properties as a % of rent due

Empty Properties	CPP Indicator	CPP Total	Pay cost per Employee	Properties per Employee	Performance Measure	Performance Indicator
Upper Quartile		29.27	25,048.11	1,484.26	0.91	
Median		42.95	27,251.40	1,110.87	1.34	
Lower Quartile		58.98	29,336.67	821.40	1.94	
Whole Organisation (2005)		31.24	29,085.79	1,631.04	1.18	

❖ Average expenditure per property on responsive repairs

Responsive Repairs	CPP Indicator	CPP Total	Pay cost per Employee	Properties per Employee	Performance Measure	Performance Indicator
Upper Quartile		79.34	23,395.25	572.86	264.56	
Median		96.89	25,982.14	466.28	327.90	
Lower Quartile		135.23	28,225.70	338.19	423.74	
Whole Organisation (2005)		81.41	27,866.15	610.97	289.68	

❖ Tenancy Turnover

Tenancy and Estates Management	CPP Indicator	CPP Total	Pay cost per Employee	Properties per Employee	Performance Measure	Performance Indicator
Upper Quartile		103.14	24,275.94	524.78	7.00	
Median		130.74	26,289.01	412.93	8.48	
Lower Quartile		171.20	28,377.95	322.14	10.14	
Whole Organisation (2005)		66.54	25,825.55	926.40	10.52	

❖ Appointments kept as a % of appointments made

Responsive Repairs	CPP Indicator	CPP Total	Pay cost per Employee	Properties per Employee	Performance Measure	Performance Indicator
Upper Quartile		79.34	23,395.25	572.86	91.52	
Median		96.89	25,982.14	466.28	97.03	
Lower Quartile		135.23	28,225.70	338.19	98.94	
Whole Organisation (2005)		81.41	27,866.15	610.97	90.30	