



HouseMark Core Benchmarking Report 2015/16

South Derbyshire District
Council

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HouseMark 



NATIONAL
HOUSING
FEDERATION



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1. Introduction

1.1. Operational context

Housing continues to feature highly on the political agenda. The government is focused on increasing new housing supply and promoting home ownership. Limited funding is available for new affordable rented housing with the majority of government funding for affordable homes being directed at home ownership schemes. Achieving government housing targets alongside its home ownership aspirations may prove increasingly challenging in the event of a post-'Brexit' downturn.

The Housing and Planning Act 2016 brings in a number of significant challenges for local authority housing. Each of these policies has its own set of cost implications.

Local Authorities now have a duty to consider selling higher value stock that becomes vacant, so the proceeds can offset a levy set up to fund the voluntary right to buy for housing associations. The proposals to implement this scheme are still being finalised, but the Act allows the government to estimate the amount of money it would expect each authority to receive from higher value vacant property sales and to pay this to the Treasury.

The Act also brings to an end the principle of lifetime tenancies, with most new local authority tenancies being for fixed terms of between 2 and 10 years. Where households contain a child under the age of 9, the authority will be able to grant a tenancy that lasts until the child is 19.

Alongside these measures, social landlords are being required to reduce their rents by 1% per year over the next four years as the government seeks to reduce housing benefit costs.

The uncertainty created by the current operational context means that local authorities have cut back plans to develop properties by as much as 90%¹ and focused on keeping a tight control on operating costs in order to maintain a viable service while balancing the housing revenue account.

In this new environment, HouseMark's benchmarking exercise with its granular analysis of costs aligned to a wealth of information on performance and satisfaction and robust validation is an invaluable tool.

¹ <http://www.cih.org/resources/PDF/Investing%20in%20council%20housing%20CIH-CIPFA%20July%202016.pdf>

1.2. Benchmarking

Benchmarking is important to any business. It provides key comparisons with similar organisations, enabling understanding of strengths and weaknesses and underpinning an evidence based approach to resource allocation, cost reduction and target setting.

Commercially, this information would be used to maintain competitive advantage. In social housing, particularly around the landlord function, competition is less of an issue; but understanding differences and identifying areas for improvement are essential business intelligence.

HouseMark benchmarking provides essential insight into your detailed service costs and how they compare with others. Our methodology ensures all costs are allocated in the same way to clearly defined categories. Our systems also allow flexible peer group selection, ensuring comparisons are made with organisations of a similar profile facing similar challenges.

At HouseMark, we continue to review our benchmarking offer to ensure it remains relevant and insightful. We are currently in the midst of a member-driven 'systems thinking' review of our benchmarking service. This is a two-year improvement project incorporating the re-platforming of our data entry and reporting systems.

The objectives are to:

- Make data collection easier for you
- Deliver outputs more quickly and flexibly
- Ensure you gain value from participation

For 2016, we continue to offer the full range of benchmarking outputs, enhanced in line with customer feedback. Full details of enhancements, new performance indicators and new products (including our exciting new maps tool) can be found in the HouseMark Benchmarking Offer 2016 document.

This benchmarking report is one output among many drawn from HouseMark's core benchmarking service, aimed at all levels of staff and management within our member organisations, as well as residents. The report has been enhanced to include powerful information on trend, and includes additional information on: development; maintenance management to service provision ratios; and new information on transactional satisfaction (StarT). It is just part of our evolving offer, which enables a changing, diversifying sector to drive efficiency and value for money, understand customers and manage risk.

Other key benchmarking outputs include:

- Flexible VFM Scorecard – the VFM Scorecard featured in this report is flexible and can be edited online. Members can choose from a basket of available indicators to bespoke the VFM Scorecard to their organisation. The VFM Scorecard is designed to provide you and your stakeholders with a high-level value-for-money summary of your business activities.

Process	Value	Previous	Trend	Median	KPI
Rent collected from current and former tenants as % rent due (excl. arrears b/f)	99.3%	100.0%	●	99.8%	☹
Average re-let time (standard re-lets)	24.55	49.35	★	24.80	☺
Repairs completed at the first visit %	95.7%	95.3%	★	92.2%	☺
Service charges collected as % service charges due (excl. arrears b/f)	NoData	NoData	●	100.9%	●

People	Value	Previous	Trend	Median	KPI
Staff turnover in the year %	17.0%	7.2%	●	15.9%	☹
Sickness absence average days/shifts lost per employee	9.1	10.8	★	8.8	☹
Staff satisfied with organisation as an employer %	NoData	NoData	●	84.0%	●

Value	Value	Previous	Trend	Median	KPI
Satisfaction with quality of new home %	NoData	NoData	●	95.0%	●
Satisfaction with service provided %	90.0%	93.3%	●	87.0%	★
Satisfaction with repairs & maintenance %	84.0%	89.7%	●	81.9%	☺
Satisfaction with neighbourhood %	87.0%	88.7%	●	86.4%	☺
Satisfaction rent provides value for money %	88.0%	87.5%	★	84.0%	★
Satisfaction service charges provide value for money %	80.0%	NoData	●	73.4%	★

Business & Financial	Value	Previous	Trend	Median	KPI
Total CPP of Housing Management	£573.41	£463.49	↑	£444.69	↑
Total CPP of Responsive Repairs & Void Works	£1,069.71	£590.60	↑	£804.62	↑
Total CPP of Major Works & Cyclical Maintenance	£1,890.85	£2,232.95	↓	£1,552.14	↔
Total overhead costs as % adjusted turnover	17.4%	12.8%	↑	11.0%	↑
Current tenant arrears as % rent due (excluding voids)	1.30%	1.15%	★	2.62%	★
Rent loss due to voids as % rent due	1.10%	2.04%	★	0.88%	☹
Gross arrears written off as % rent due	0.40%	1.04%	★	0.40%	☺

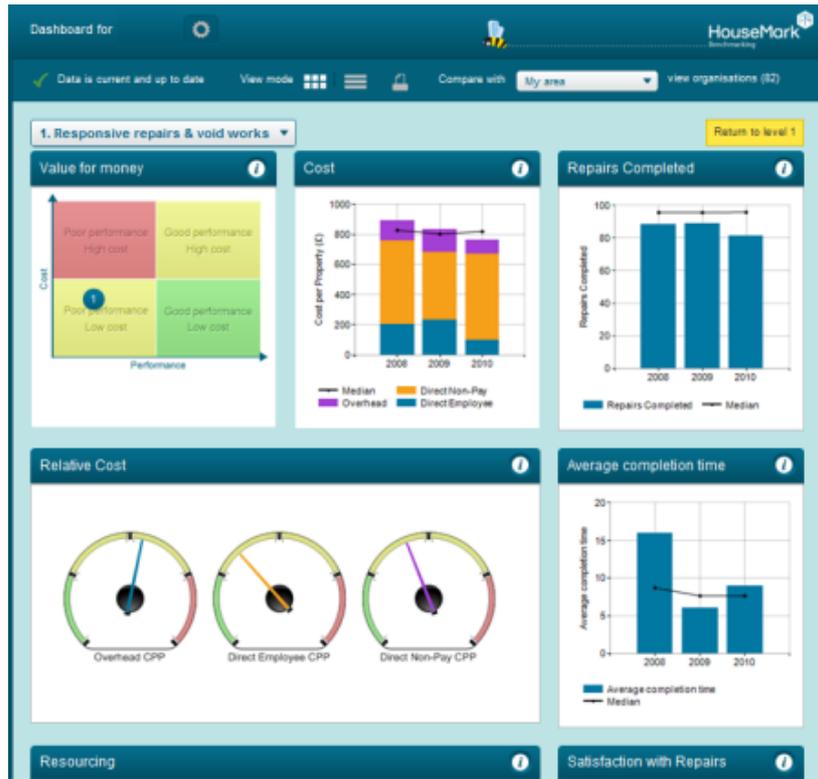
Trend Indicators
This represents your improvement in comparison to your peer groups' improvement.

Performance Indicators
These represent your performance in comparison to your peer group's performance.

Trend
This represents your improvement in comparison to your peer groups' improvement.

KPI
This shows how your actual performance or cost compares with your peer group

- Social Housing Dashboard – developed with boards and residents in mind, this quadrant-based chart provides at-a-glance understanding of an organisation's costs and performance across key social housing service areas. It can also be embedded directly into your own website or intranet. The dashboard has been refreshed in 2016 in line with customer feedback. More granularity is now provided on housing maintenance, and performance indicators have been refreshed to ensure the suite of measures used to calculate the 'performance score' remains appropriate. The original version has been retained for those who prefer it.



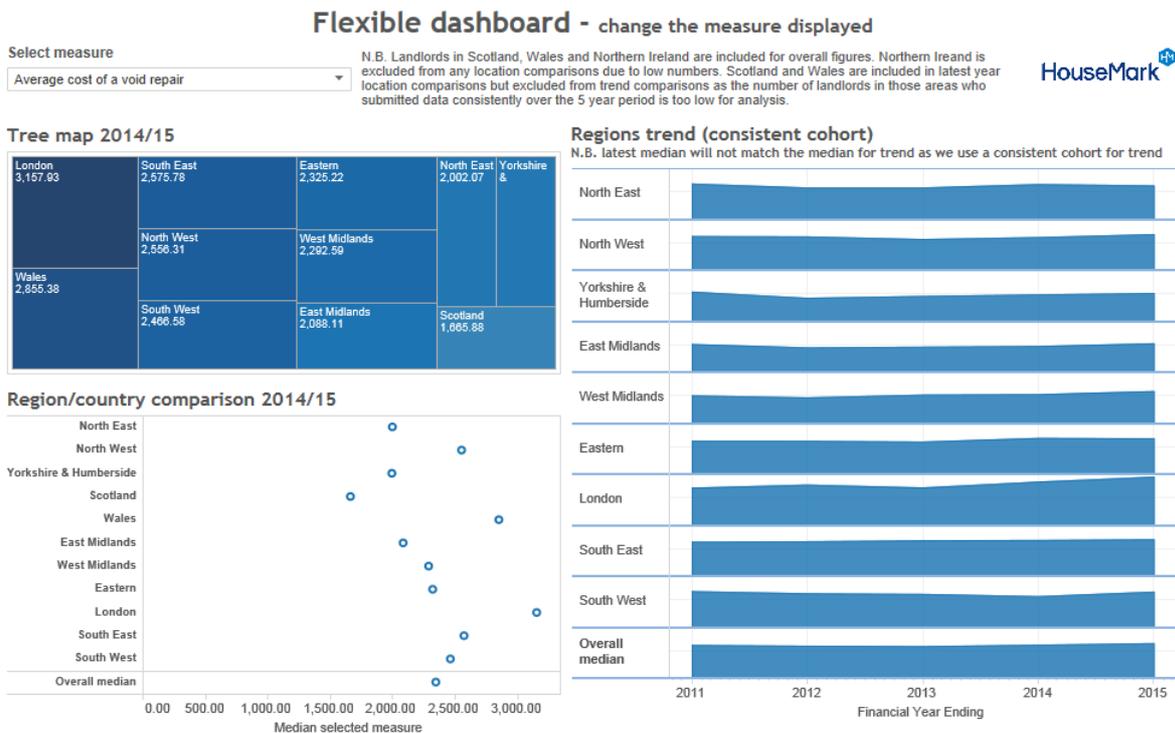
- Spreadsheet schedules – supplied with this report, these contain in-depth figures for each organisation in the peer group and are broken down into operational service areas.

Pi#01			Pi#02			Pi#03		
Average re-let time (standard re-lets)			Void loss %			Tenancy Turnover		
Days	Rank	Quartile	%	Rank	Quartile	%	Rank	Quartile
33	31	31	33	30	30	33	26	26
22.56			1.00			6.29		
29.00			1.40			7.93		
34.14			1.82			9.97		
30.91	22	Q3	3.54	30	Q4	3.59	3	Q1
27.70	12	Q2	1.24	12	Q2	10.86	24	Q4
21.50	8	Q1	0.49	1	Q1	6.96	9	Q2
23.61	9	Q2	0.96	8	Q1	8.78	17	Q3
28.70	15	Q2	1.68	19	Q3	10.36	21	Q4

- Online reporting – this provides full flexibility to analyse different peer groups over various timescales, look at service areas in detail, and extract charts and data. Our scenario facility also allows you to model changes in staffing and non-pay costs to assess the impact of potential changes on your relative position.



- Sector analysis – using aggregated benchmarking data alongside other publicly available relevant data, HouseMark’s in-house team of analysts produce several reports throughout the year to identify emerging patterns and understand the effect of external issues on the housing sector. For example, our voids and lettings storyboard which can be viewed on-line <https://www.housemark.co.uk/subscriber-tools/data-and-analysis/voids-and-lettings-analysis-2010-15>



1.3. Key operational issues

Changes in the operating environment may impact on your costs and performance in a number of ways. Your benchmarking data will help you assess how you have managed these changes compared to your peers.

The table below sets out a number of current issues and how the relative impact on your organisation can be analysed using benchmarking data:

Operational issue	Response
<p>In spite of delays to the full adoption of Universal Credit, our survey of Welfare Reform Impact Club members found that its continued incremental roll-out was a risk, as arrears levels were around three times higher for UC claimants than HB claimants.</p>	<p>Benchmarking data provides a comprehensive overview of rental income and arrears performance measures alongside the costs of collection. Peer group comparison helps you assess the effectiveness of your strategies to cope with change.</p>
<p>Changes to welfare benefits impact on the relative affordability of social housing for many actual and prospective tenants. This may make it more difficult to attract and retain tenants.</p>	<p>The impact may be seen on performance in areas such as re-let times, vacancy rates and tenancy turnover. Comparisons of resourcing and costs in these areas can be utilised to assess the value for money of services such as choice-based lettings, and provide an evidence base for strategies such as change of use.</p>
<p>Extension of right-to-buy discounts and the sale of higher value voids are likely to increase diminishing stock numbers. While time-frames for higher value void sales have yet to be confirmed, the effects are likely to be significant.</p>	<p>Losing rented stock through disposal of higher value voids and right-to-buy sales may impact on cost per property and the ratio of staff to properties. A reduction in stock without a reduction in expenditure would show as a rise in these measures, suggesting less value for money. Loss of stock in this way also impacts on rental income streams.</p>
<p>Planned reductions in rent by 1% per year for the next four years and levies relating to higher value voids regulations will have a significant impact on local housing authority revenue streams.</p>	<p>Organisations are likely to seek efficiency savings to compensate for reduced revenue. But will savings be across the board or focused on areas of lower priority, will they be sufficient to maintain service levels – and how will this impact on performance? Benchmarking enables you to understand the impact of these changes on your own organisation compared to your peers.</p>

<p>The Housing and Planning Act introduced a number of provisions that impact on local authorities including sales of higher value voids and lifetime tenancies.</p>	<p>Effective assessment of the impact of these changes on your organisation (and the ability of your structures to effectively manage them) is facilitated by comparisons with your peers, backed up by shared learning.</p>
<p>Reductions in stock and shrinking HRA income may impact on local authority landlord performance and satisfaction levels.</p>	<p>The benchmarking tool allows organisations to link performance, cost and satisfaction and measure the impact of dwindling resources on service levels.</p>

1.4. Making use of your data

HouseMark benchmarking has a key role in supporting local authorities to ensure that core landlord activities are being managed in an efficient and effective manner.

The table below sets out examples of how benchmarking can help this process:

Challenge	Solution
Understanding of the costs and outcomes of delivering specific services and which underlying factors influence these costs and how they do so.	Our benchmarking identifies the costs and key cost drivers for specific services alongside key performance metrics.
Ensuring performance management and scrutiny functions are effective at driving and delivering improved value for money.	The presentation of comparable cost and performance data in a single report, with the ability to look at trends over time allows you to use HouseMark data to flow between performance management and scrutiny functions.
LA business plans should be built on robust and prudent assumptions about income and fees based on past performance as well as future projections.	You can access performance and cost trends over time.
Managing and addressing risk should involve developing plausible scenarios that test the business plan against adverse movements in the operating environment.	The scenario function within core benchmarking enables you to model changes in operational expenditure and assess the impact on outputs.

The data collated for this report is an asset that can be sweated like any other - the more the data is used, the better value it provides. Our data is comprehensive and robust, it balances with statutory accounts, it is validated against statutory returns as well as previous submissions and sector norms. It is the richest source of data that housing organisations have access to on a daily basis.

1.5. About this report

HouseMark now offers a range of formats for your annual core benchmarking report. This report uses boxplots, stacked bar charts and scatter charts to display your benchmarking results. For 2016 we have also added waterfall charts. These charts show in detail your peer group trend for four headline housing management KPIs.

Following communication with your organisation, you have opted in to this report either by requesting it specifically, or because you have not requested an alternative format. Alternative templates that use bar charts (as per 2013 report) or histograms (as per 2014 report) are available on request. A separate document providing more detail on the available reporting options is available on request.

If you think your peer group isn't quite right, HouseMark will be happy to liaise with you to agree an alternative peer group. HouseMark can use a wide range of profile data sourced from both benchmarking returns and publicly available data to recommend a peer group suitable to your needs.

If you'd like to edit the indicators included in your VFM Scorecard, you can do so [online](#).

To discuss any or all of the above options, we would be happy to hear from you. You can contact our data services helpline on 024 7647 2707 or email data@housemark.co.uk

The data used in this report is the most recent data available. Performance measures for you and your peers are therefore all based on 2015/16 performance.

Cost measures for your peers are either based on 2015/16 costs or 2014/15 costs uplifted in line with inflation² where 2015/16 cost data has not yet been submitted. Where this report shows historical figures for your organisation, these costs have not been uplifted in line with inflation, and reflect the actual cost for that year.

For organisations in London and the South East we apply an area cost adjustment to reflect the generally higher costs experienced in these regions.

Comparisons can be made with or without inflation and / or area cost adjustment by using our online reporting tool.

All references to the 'average' in this report refer to the median average, rather than the mean.

² Based on September 2015 RPI of 0.8%

1.6. Your peer group

If you are going to use benchmarking data as part of your business planning and improvement process, you will want to be sure that your peer group is appropriate for your needs. We are able to create peer groups based on a variety of factors such as stock size, region or organisation type or service provided. We can also advise on organisations which operate in local authority areas with similar socio-demographic characteristics.

We have therefore, discussed and agreed with you that the peer group to be used for producing this report is based on the following parameters:

Club Name: LA Club

The table below provides the names of the organisations within your peer group alongside some key contextual information.

Landlord name	Units managed GN	Units managed HfOP	Units managed GN & HfOP	Adjusted turnover	DLO	Number of standard units developed in the year
South Derbyshire DC (2015/2016)	2,005	968	2,973	13,745,978	Y	80
Aberdeenshire Council	11,385	1,494	12,879	58,974,345	Y	165
Adur DC	2,308	288	2,596	12,761,905	N	0
Barrow-in-Furness BC	2,660	0	2,660	12,084,035	N	NoData
Brighton and Hove City Council	10,699	852	11,551	57,189,503	N	11
Broxtowe BC	3,137	1,393	4,530	18,160,978	Y	6
Cannock Chase DC	5,010	124	5,134	20,357,376	Y	18
Castle Point BC	1,236	288	1,524	7,514,829	N	NoData
Central Bedfordshire Council	4,400	655	5,055	29,139,720	N	4
Charnwood BC	5,231	455	5,686	25,417,469	Y	NoData
City of Lincoln Council	7,428	412	7,840	28,311,388	Y	20
City of London	1,777	143	1,920	12,934,706	N	44
City of York Council	7,398	367	7,765	35,922,529	Y	40
Dudley MBC	21,195	1,164	22,359	117,514,025	Y	22
East Devon DC	2,886	1,336	4,222	18,533,440	N	NoData
Exeter City Council	4,423	552	4,975	20,968,840	N	20
Gosport BC	2,887	182	3,069	13,918,538	N	16
Gravesham BC	5,092	602	5,694	27,769,635	Y	NoData
Guildford BC	4,695	266	4,961	29,423,892	Y	43
Hull City Council	24,203	657	24,860	99,374,969	N	NoData
Isle of Anglesey County Council	3,307	479	3,786	14,599,082	Y	NoData
LB of Croydon	12,567	1,299	13,866	84,813,210	N	NoData
LB of Ealing	11,350	1,169	12,519	62,426,890	N	NoData
LB of Hackney	22,137	0	22,137	131,303,261	Y	0
LB of Harrow	4,300	556	4,856	30,159,608	N	NoData
LB of Havering	8,345	814	9,159	53,532,351	NoData	21
LB of Southwark	36,283	1,261	37,544	247,040,076	N	24
Lewes DC	2,829	372	3,201	16,068,689	Y	NoData
Mansfield DC	4,417	2,100	6,517	31,519,918	Y	NoData
Medway Council	2,726	285	3,011	13,965,339	N	15
Mid Devon DC	2,410	650	3,060	15,522,095	Y	14
North Kesteven DC	3,862	0	3,862	16,164,646	N	22
North Lanarkshire Council	35,024	1,173	36,197	116,831,108	N	64
North Tyneside Council	13,734	1,294	15,028	61,661,569	N	NoData
North Warwickshire BC	2,691	0	2,691	13,918,144	Y	2
Norwich City Council	14,236	920	15,156	72,657,000	N	9
Oxford City Council	7,467	307	7,774	43,423,290	Y	107
Reading BC	5,279	330	5,609	36,043,811	Y	0
Rotherham MBC	15,055	5,606	20,661	85,374,706	N	0
Royal Borough of Kingston upon Thames	3,951	839	4,790	28,766,868	N	8
Rugby BC	2,470	1,343	3,813	20,846,075	Y	NoData

Runnymede BC	2,647	210	2,857	16,772,478	N	0
South Cambridgeshire DC	4,182	1,065	5,247	30,594,730	N	4
South Kesteven DC	5,055	1,097	6,152	28,612,577	Y	495
South Lanarkshire Council	23,868	1,218	25,086	91,932,595	Y	NoData
Southampton City Council	13,341	3,146	16,487	82,135,422	N	NoData
Swindon BC	9,195	1,484	10,679	56,056,207	Y	19
Uttlesford DC	1,731	677	2,408	15,574,086	Y	14
Warwick DC	4,083	1,368	5,451	27,735,099	N	15
Wealden DC	2,535	480	3,015	14,527,274	N	0
Wiltshire Council	4,784	512	5,296	26,095,188	Y	NoData
Winchester City Council	4,318	633	4,951	27,932,382	N	23
Wokingham BC	2,306	310	2,616	14,917,940	N	0

1.7. Further information

HouseMark would be delighted to receive feedback on this report format, or any other aspect of our services. We would also be happy to provide you with further information on other services available from HouseMark.

Contact us on:
02476 472 707 or email data@housemark.co.uk

2. Cost and performance summary

The below table is a summary of your headline cost, performance and satisfaction measures for 2015/16. The quartile represents where you sit on this measure compared to your peer group.

Note that we have provided quartile symbols for costs measures in this summary table for ease of interpretation. However, please note that high costs / investment (particularly around major works) is not necessarily a bad thing. The VFM Scorecard in section 3 uses different quartile symbols for cost measures, which are colour neutral and simply show high or low. More detail on all of these measures and more is provided in the main body of the report from section 4 onwards.

Headline measures	Your value	Quartile
Costs headlines		
Overheads as a % of direct revenue costs	35.6	
Total CPP of Housing Management	216.66	
Total CPP of Responsive Repairs & Void Works	718.72	
Total CPP of Major Works & Cyclical Maintenance	3,045.25	
Operational performance headlines		
Current tenant arrears as a percentage of rent due	1.55	
Rent arrears of former tenants as % rent due (excluding voids)	0.66	
Average re-let time in days (standard re-lets)	19.00	
Rent loss due to empty properties (voids) as % rent due	0.66	
Average number of calendar days taken to complete repairs	6.58	
Percentage of repairs completed at the first visit	99.50	
Percentage of dwellings that are non-decent at the end of the year	0.00	
Percentage of properties with a valid gas safety certificate	99.96	
Staff turnover in the year %	13.8	
Sickness absence average working days/shifts lost per employee	NoData	
Satisfaction headlines		
Satisfaction with the service provided (%)	92.5	
Satisfaction that views being listened to (%)	79.1	
Satisfaction with the repairs & maintenance service (%)	90.8	
Satisfaction with rent VFM (%)	90.3	
Satisfaction with quality of home (%)	91.3	
Satisfaction with neighbourhood (%)	91.5	

3. Value for money scorecard

In line with member feedback, we have improved the VFM scorecard's functionality to enable you to choose the measures you want it to show. You can select the KPIs you wish to include from a comprehensive basket of indicators available online.

The scorecard overleaf displays our list of default measures unless you have customised your scorecard online and advised us to include it in your report. You can modify the PIs contained within your scorecard online at any time. Further guidance is included in the [VFM Scorecard User Guide](#).

The VFM Scorecard is designed as a business effectiveness tool that can be used by boards, executives, tenants and other stakeholders to help them understand and challenge organisational performance in the round.

Borrowing from accepted scorecard practice, the data is set out across four domains:

- business and financial – operating efficiency, profitability and maximising income
- people – getting the most out of your most important resource
- process – effectiveness of key business processes
- value – effectiveness of service outcomes

Each domain contains a basket of indicators. For each indicator the scorecard shows:

- **Value:** your performance or cost value for 2015/16
- **Previous:** the corresponding value for 2014/15 (where available). Note this has not been uplifted in line with inflation.
- **Trend:** how your rate of improvement between 2014/15 and 2015/16 compares with the rate of improvement of your peer group (where previous year data is available)
- **Median:** the peer group median
- **KPI:** how your actual performance in 2015/16 compares with your peer group

Value for money scorecard

Process	Value	Previous	Trend	Median	KPI
Rent collected from current and former tenants as % rent due (excl. arrears b/f)	100.3%	99.2%	★	99.6%	★
Average re-let time (standard re-lets)	19.00	17.00	★	30.35	★
Repairs completed at the first visit %	99.5%	99.7%	★	94.1%	★
Service charges collected as % service charges due (excl. arrears b/f)	NoData	NoData	●	100.2%	●

Value	Value	Previous	Trend	Median	KPI
Satisfaction with quality of new home %	NoData	NoData	●	97.5%	●
Satisfaction with service provided %	92.5%	92.5%	★	85.0%	★
Satisfaction with repairs & maintenance %	90.8%	90.8%	★	79.8%	★
Satisfaction with neighbourhood %	91.5%	91.5%	★	84.0%	★
Satisfaction rent provides value for money %	90.3%	90.3%	★	82.0%	★
Satisfaction service charges provide value for money %	85.3%	85.3%	★	72.2%	★

People	Value	Previous	Trend	Median	KPI
Staff turnover in the year %	13.8%	NoData	●	10.3%	●
Sickness absence average days/shifts lost per employee	NoData	NoData	●	10.3	●
Staff satisfied with organisation as an employer %	NoData	NoData	●	68.0%	●

Business & Financial	Value	Previous	Trend	Median	KPI
Total CPP of Housing Management	£216.66	£189.75	↑	£346.38	↓
Total CPP of Responsive Repairs & Void Works	£718.72	£755.08	↓	£745.18	↔
Total CPP of Major Works & Cyclical Maintenance	£3,045.25	£2,305.57	↑	£1,745.61	↑
Total overhead costs as % adjusted turnover	11.2%	11.2%	↓	7.0%	↑
Current tenant arrears as % rent due (excluding voids)	1.55%	1.58%	★	2.05%	↔
Rent loss due to voids as % rent due	0.66%	0.47%	★	1.09%	★
Gross arrears written off as % rent due	1.01%	0.60%	●	0.41%	●
Growth in turnover	NoData	NoData	●	NoData	●
Operating margin	NoData	NoData	●	NoData	●

Trend Indicators

This represents your improvement in comparison to your peer groups's improvement.

Performance Indicators

These represent your performance in comparison to your peer group's performance.

Trend

This represents your improvement in comparison to your peer groups's improvement.

KPI

This shows how your actual performance or cost compares with your peer group

Key to KPI symbols	
Performance	Cost
= Your performance result is in the upper quartile of the peer group (top 25%)	= Your costs are lower than three-quarters of your peer group (lowest 25%)
= Your performance result is in the middle upper quartile of the peer group (between 25% & 50%)	= Your costs are less than the average for your peer group
= Your performance result is equal to the median of the peer group	= Your costs are equal to the median of your peer group
= Your performance result is in the middle lower quartile of the peer group (between 50% & 75%)	= Your costs are higher than the average for your peer group
= Your performance result is in the lower quartile of the peer group (between 75% & 100%)	= Your costs are higher than three-quarters of your peer group (highest 25%)
Key to trend symbols	
Performance	Cost
= Your performance trend (the actual change in your year-on-year performance) is upper quartile when compared to the trend for your peer group	= The actual change in your year on year costs shows that your costs are decreasing more quickly (or increasing more slowly) than three quarters of your peer group
= Your performance trend (the actual change in your year-on-year performance) is in the middle upper quartile when compared to the trend for your peer group	= The actual change in your year on year costs shows that your costs are decreasing more quickly (or increasing more slowly) than half of your peer group
= Your performance trend (the actual change in your year-on-year performance) is equal to the median when compared to the trend for your peer group	= The actual change in your year on year costs shows that your costs are increasing (or decreasing) at the median rate for your peer group
= Your performance trend (the actual change in your year-on-year performance) is in the middle lower quartile when compared to the trend for your peer group	= The actual change in your year on year costs shows that your costs are increasing more quickly (or decreasing more slowly) than half of your peer group
= Your performance trend (the actual change in your year-on-year performance) is lower quartile when compared to the trend for your peer group.	= The actual change in your year on year costs shows that your costs are increasing more quickly (or decreasing more slowly) than three quarters of your peer group

Polarity

Trend and performance arrows for the cost measures in the scorecard are grey. This is because we have not applied a valuative polarity (i.e. high or low is neither good nor bad). Whilst low cost is generally considered to be good, in many cases an organisation may choose to invest more to achieve certain outcomes. As such, the direction of arrows reflects simply the direction of cost i.e. an upwards arrow in the 'KPI' column reflects higher than median costs. An upwards arrow in the trend column indicates costs increasing faster than average for the peer group.

4. Overheads

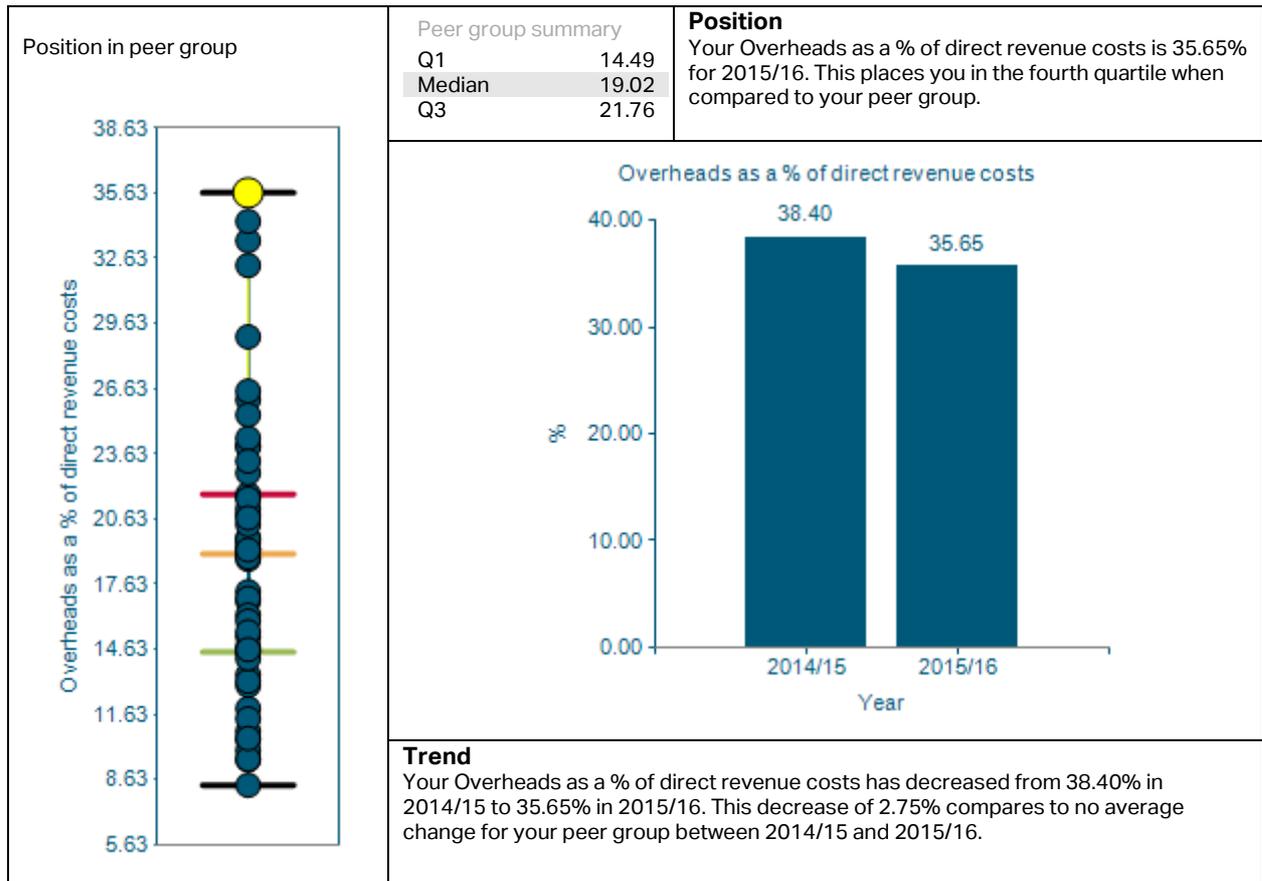
This section looks at some key overheads ratios. Overheads refers to what is generally considered 'back-office' functions, and includes premises, IT, finance and central overhead costs. Overheads are usually a mix of employee costs and non-pay costs. Whilst it is generally preferable to have low overheads, the right level of investment in this area is key to effectively supporting front line activities.

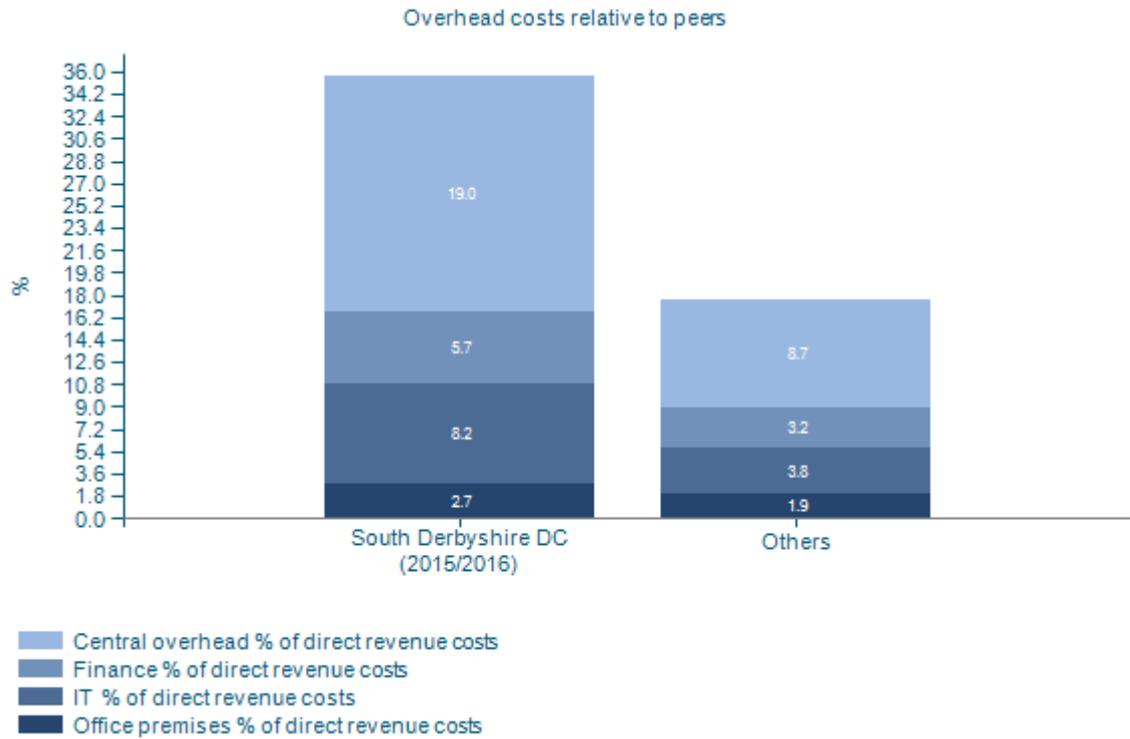
Generally we use 'overheads as a percentage of direct revenue costs' for benchmarking purposes, as it provides a common measure of activity across the whole business and between different types of organisations.

Even so, 'overheads as a percentage of direct revenue costs' is not a perfect measure and will vary with the types of activities undertaken. Some activities are more revenue-generating than others. An organisation with a significant market rent portfolio may generate more revenue relative to overhead costs than an organisation with substantial supported housing stock. In view of such differences, we believe that while it is a good broad indication of overhead cost efficiency, it is most useful when comparing organisations with a similar mix of business activities or when considering business diversification plans.

For a rounded view of overheads, other ratios should also be examined. To this end we have also included a scatter chart plotting overheads as a percentage of direct revenue costs against another ratio: overheads as a percentage of adjusted turnover which shows your expenditure on overheads in relation to your adjusted turnover.

Overhead costs as a percentage of direct revenue costs



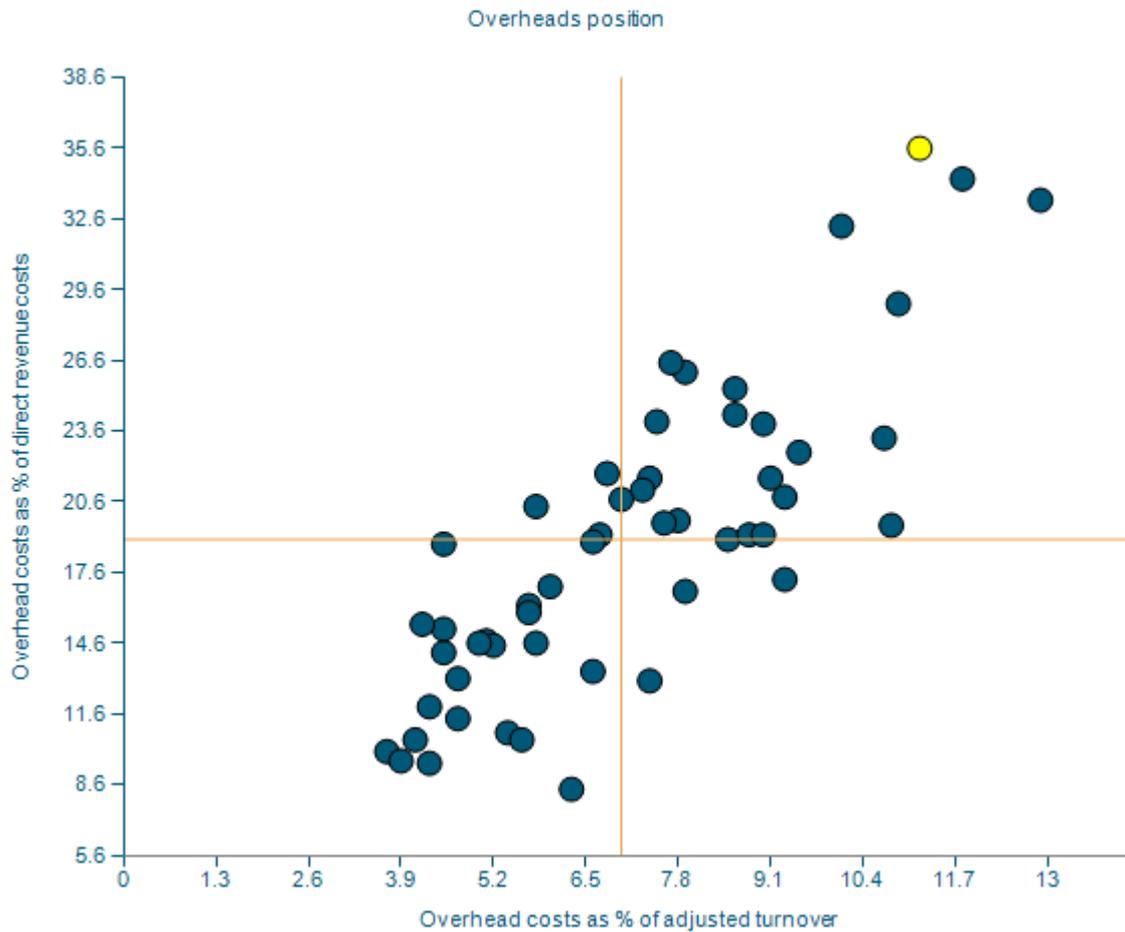


Note that for the others in your peer group, medians have been used for each of the overhead components. The sum of the component medians may not necessarily equal the median of the aggregate measure.

Overheads proportional to direct revenue costs and adjusted turnover compared

The below scatter plot shows overheads as a percentage of adjusted turnover plotted against overheads as a percentage of direct revenue costs. As both are a measure of overheads, we expect a relatively strong correlation between the two measures, but differences in service delivery profile can have an effect on your relative position against the two measures.

Your organisation is highlighted yellow whilst the horizontal and vertical yellow lines represent the medians for the peer group.



5. Housing Management

Housing management is a core landlord function and represents collecting rent and managing arrears, carrying out lettings, managing tenancies and anti-social behavior cases, as well as enabling resident involvement.

Some organisations have specialist teams delivering some or all of these housing management services, whilst others have generic housing officers.

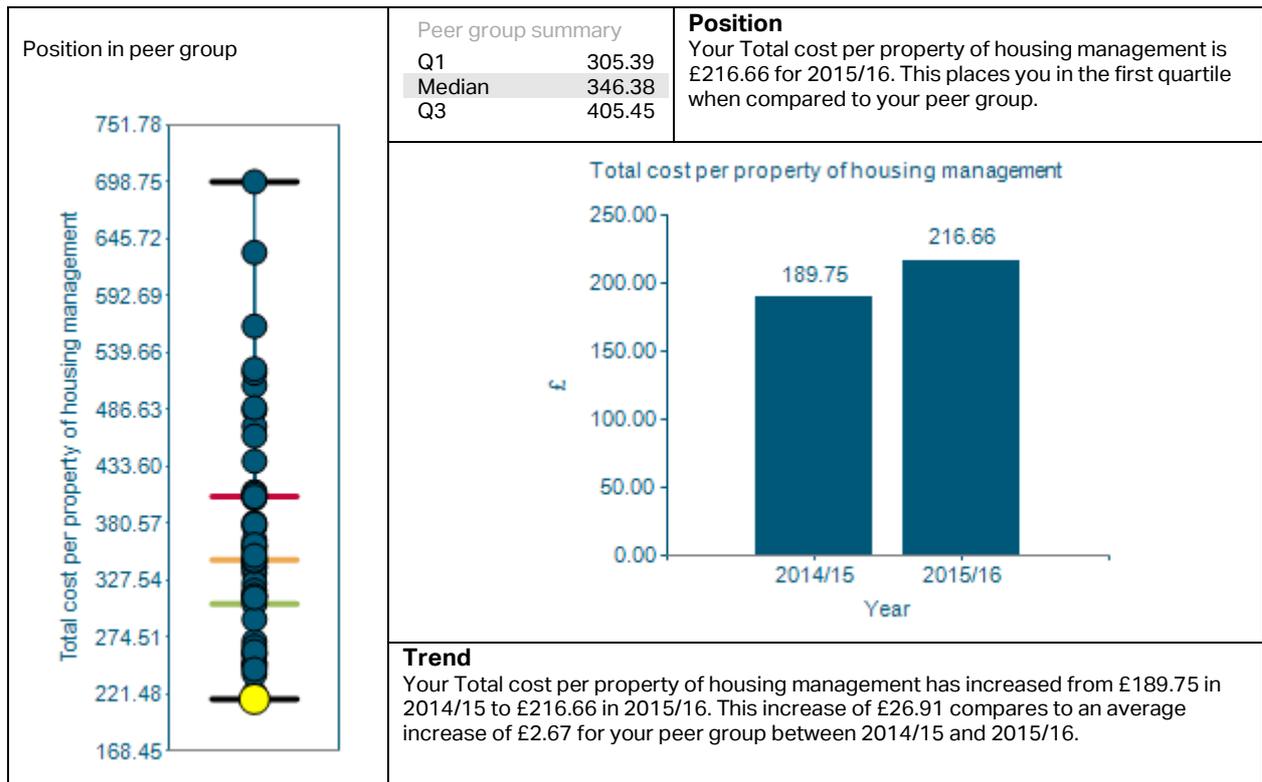
Generally housing management costs are largely made up of staff costs, although include some non-pay costs such as legal fees and choice-based lettings fees.

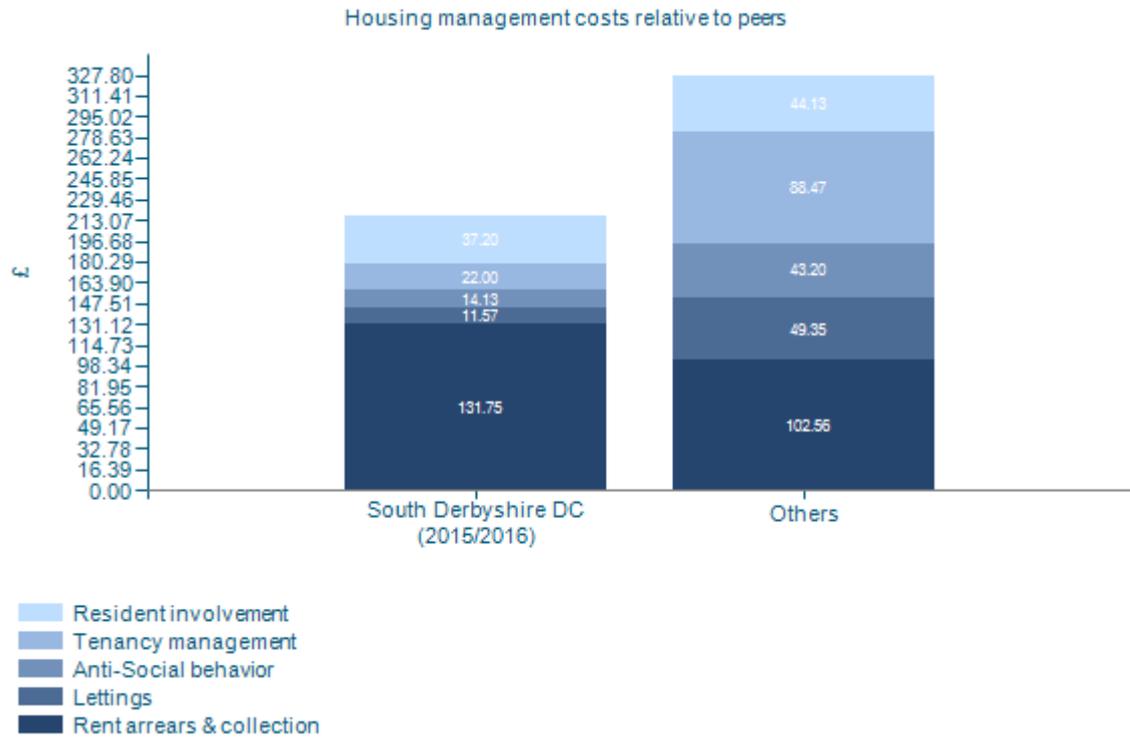
The total cost per property of housing management also contains an overhead allocation.

This section compares your total housing management cost per property with your peer group. A breakdown of your housing management costs is also provided unless you have opted to provide your housing management costs only at a high level. This section also covers some headline housing management performance measures.

Finally, we have also included a scatter chart plotting your total housing management cost per property against satisfaction with the landlord's services overall. Scatter charts are a useful way of showing two different measures on one chart. Additionally, if there is any correlation between the two measures, scatter charts make this possible to see at a glance.

Housing management total cost per property





The above chart shows the breakdown of your housing management costs compared to your peers, but will not display if you have opted only to provide your cost data at a high level.

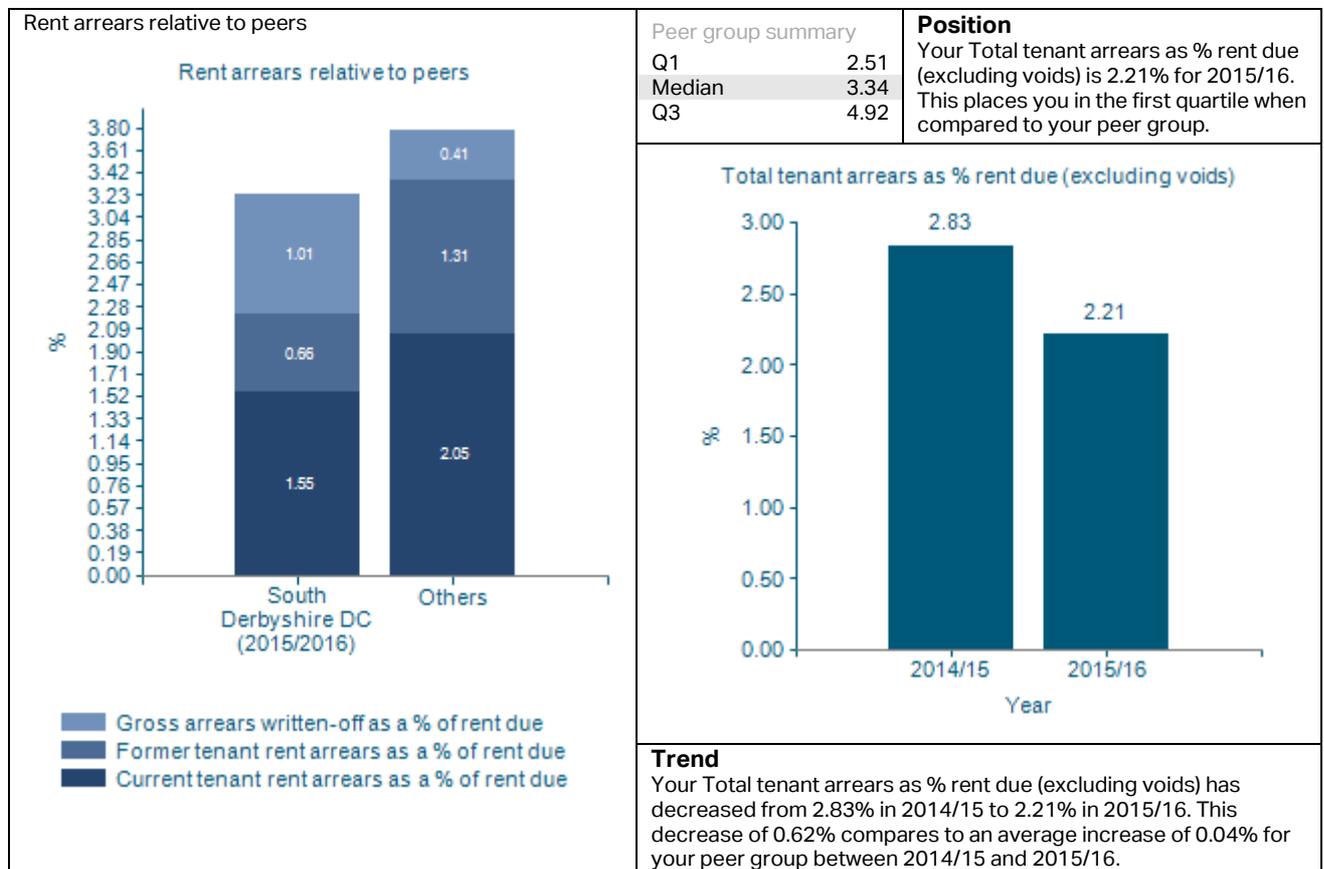
Note that for the others in your peer group, medians have been used. The sum of the component medians may not necessarily equal the median of the aggregate measure.

5.1 Housing management performance

Tenant arrears

A full analysis of arrears requires comparisons of a range of different measures in the round. For example relatively low current tenant arrears may result from a robust approach to evictions. This in turn may impact adversely on former tenant arrears. Former tenant arrears can be reduced where the organisation makes the decision to write them off. An overview of these measures allows you to assess how effective your approach is to income recovery and income maximisation.

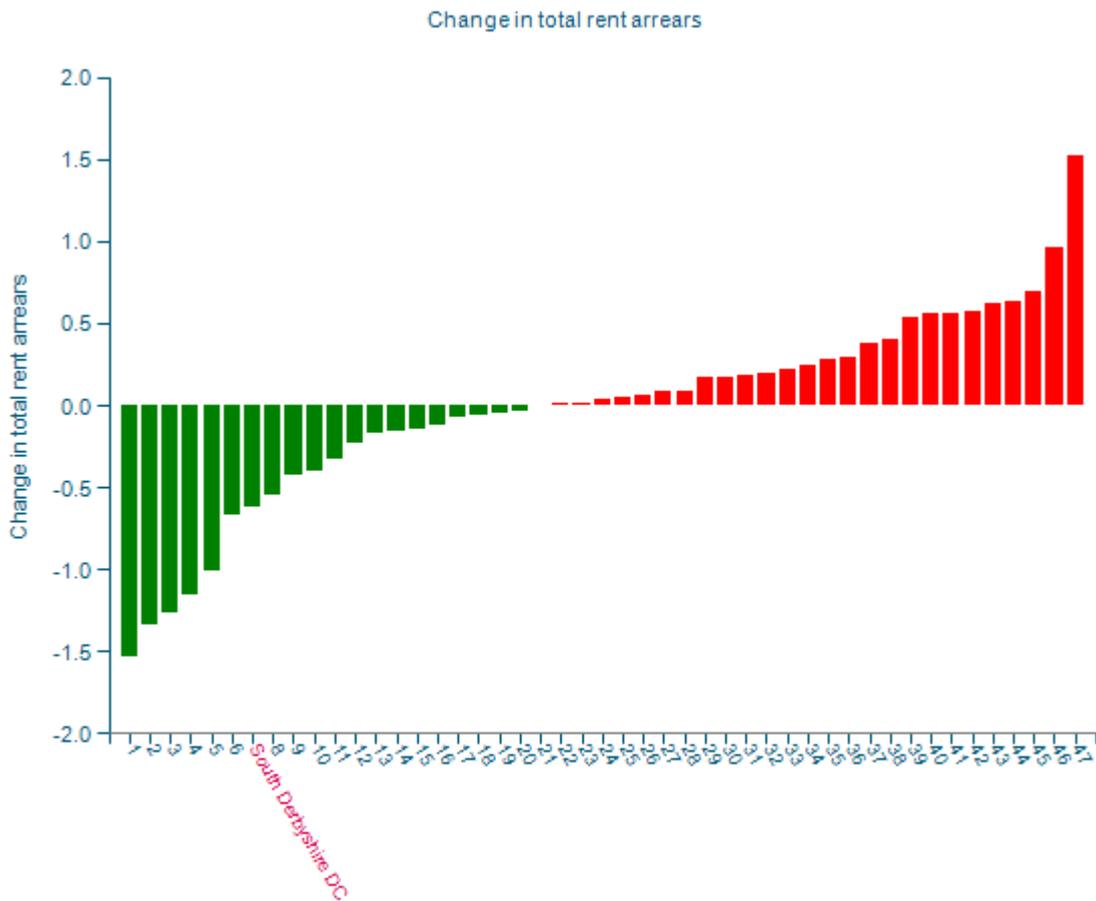
The below stacked bar chart shows the full tenant debt position and write-offs when compared to your peer group. If you have not provided data for one or more of the measures, the stacked bar chart will only show the measures for which you have provided data.



Change in total tenant arrears

The below waterfall chart shows the trend on arrears for your organisation alongside the trend for your peers. Trend is calculated by taking total arrears as at the beginning of year from total arrears as at the end of the year. Hence a negative figure means that your total arrears reduced over the course of the year. Note that total arrears includes both current tenant arrears (prior to any adjustments for late HB payments) and former tenant arrears.

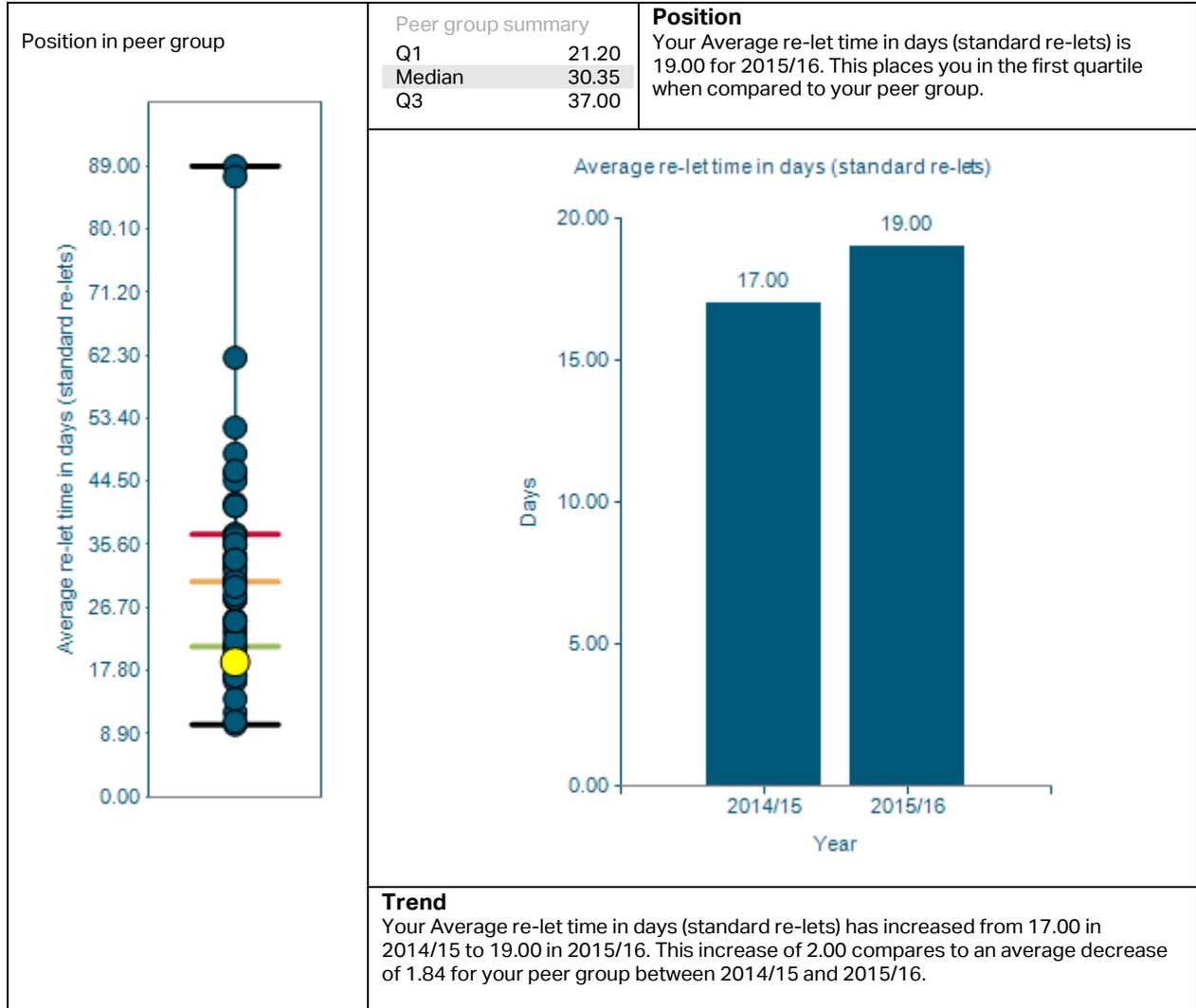
The chart scale reflects the difference between the two years as a percentage of the annual rent due.



Organisation	Total arrears 2015/16	Total arrears 2014/15	Difference	Median difference for peer group
South Derbyshire DC	2.21%	2.83%	-0.62%	0.04%

Average re-let time in days (standard re-lets)

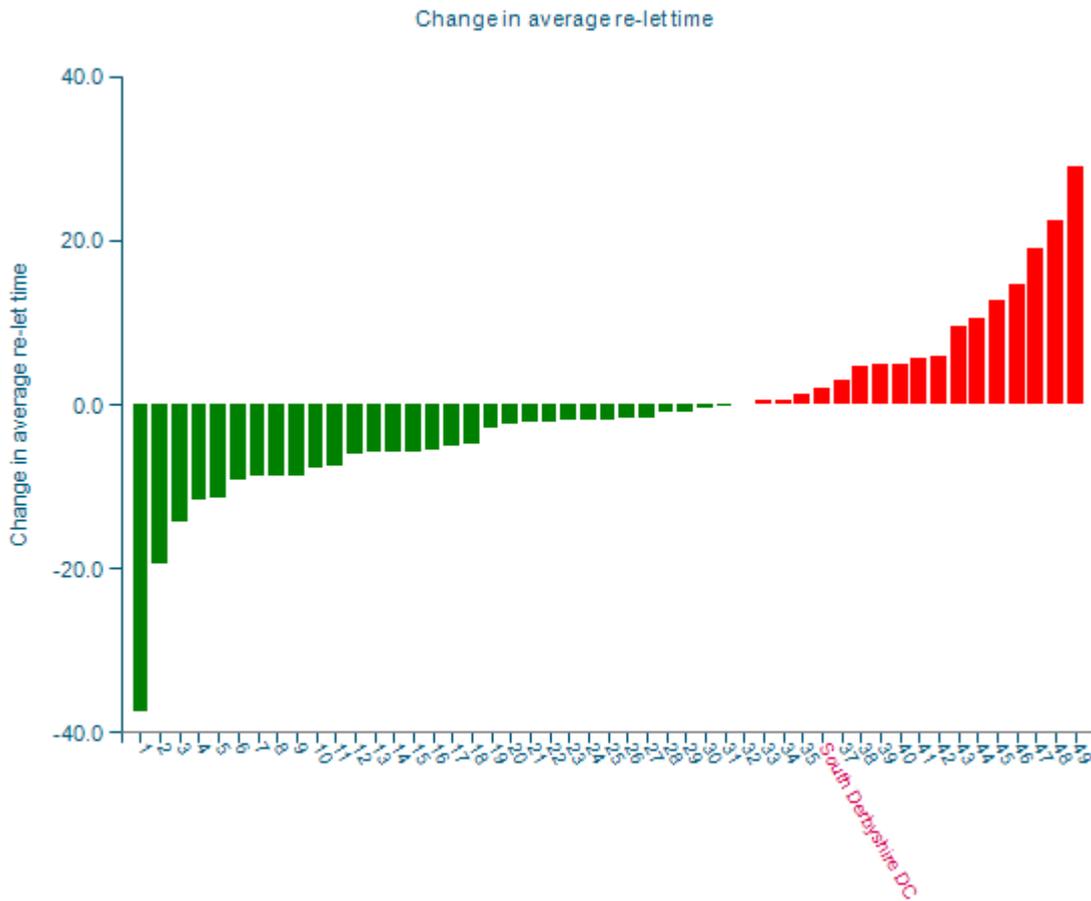
This is the average time taken (in days) to re-let standard voids. It excludes voids that underwent major works, and is generally considered to be an indication of your voids and lettings performance. We also collect the average re-let time for major works units which can be found in our detailed schedules.



Change in average re-let time

The below waterfall chart is an alternative way of showing the trend on average re-let time for your organisation alongside the trend for your peers. We are particularly interested in your feedback on this new chart type. Trend is calculated by taking your average re-let time for the previous year from your average re-let time for the current year. Hence a negative figure means that your average re-let time reduced.

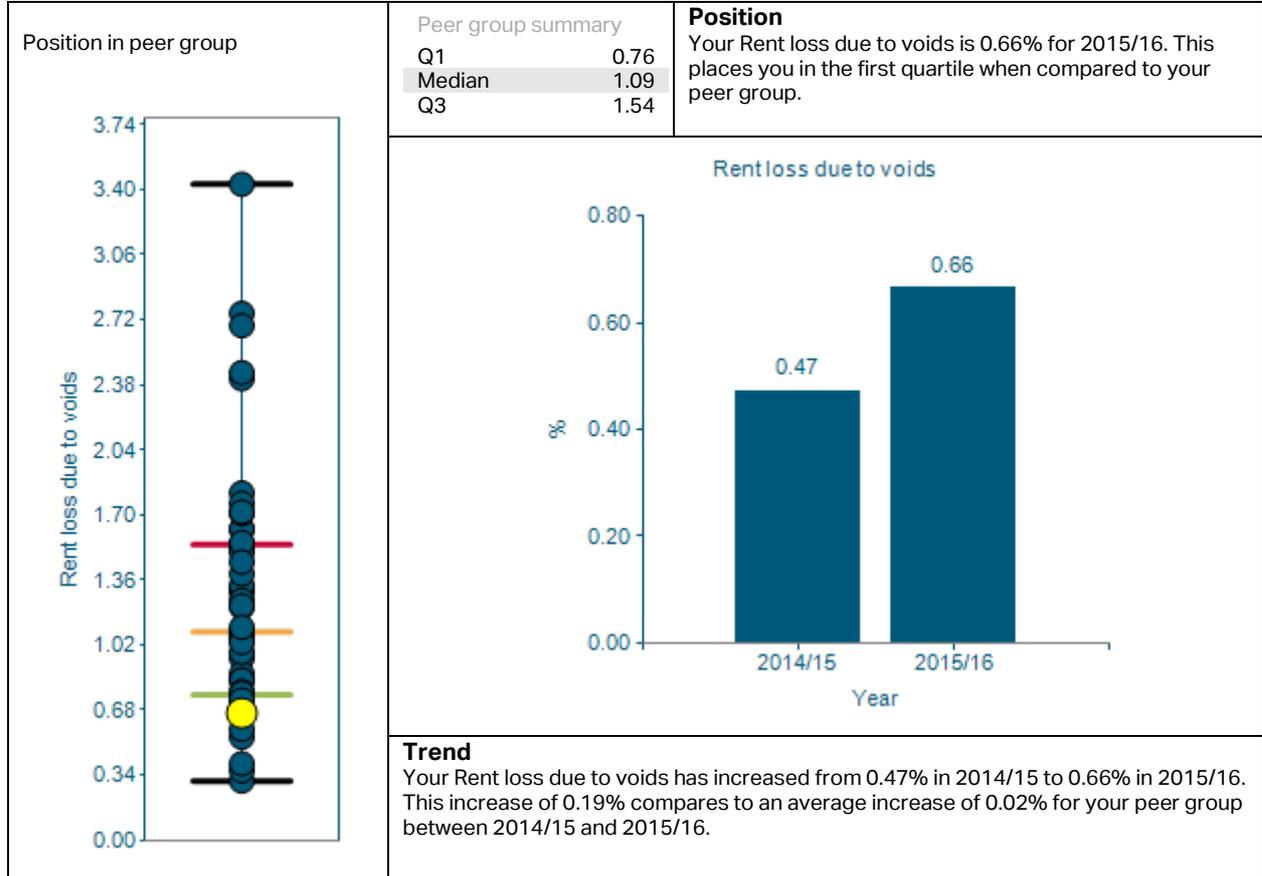
The scale on the chart is the difference between previous and current year's average re-let time, in days.



Organisation	Re-let time 2015/16	Re-let time 2014/15	Difference	Median difference for peer group
South Derbyshire DC	19.00	17.00	2.00	-1.84

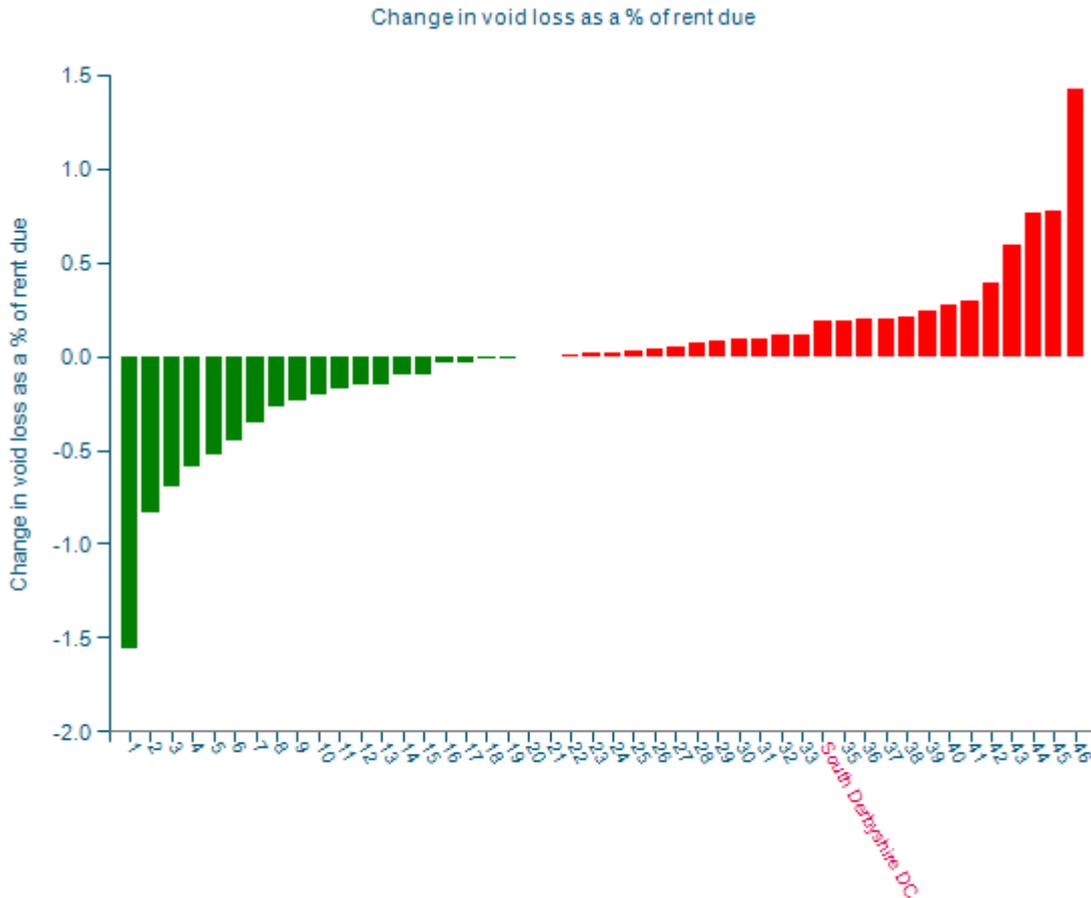
Rent loss due to voids

This is the rent lost due to dwellings being vacant as a percentage of the annual rent roll. Void rent loss drivers include high tenancy turnover, high void numbers and/or high re-let times. Void rent loss has a direct impact on revenue and low void rent loss is desirable.



Change in void loss as a percentage of rent due

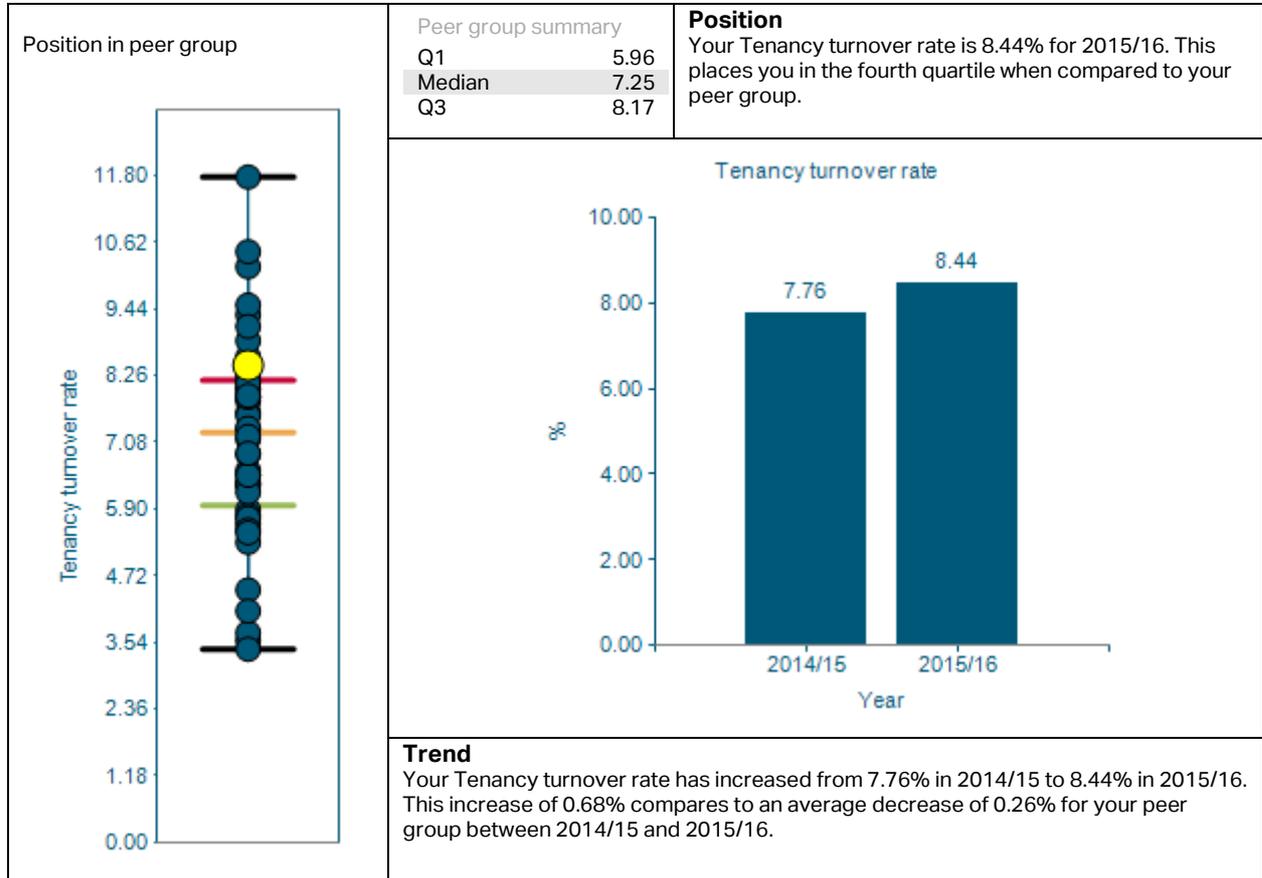
The below waterfall chart is an alternative way of showing the trend on void loss for your organisation alongside the trend for your peers. We are particularly interested in your feedback on this new chart type. Trend is calculated by taking your void loss for the previous year from your void loss for the current year. Hence a negative figure means that your void loss reduced.



Organisation	Void loss as % or rent due 2015/16	Void loss as % or rent due 2014/15	Difference	Median difference for peer group
South Derbyshire DC	0.66%	0.47%	0.19%	0.02%

Tenancy turnover rate

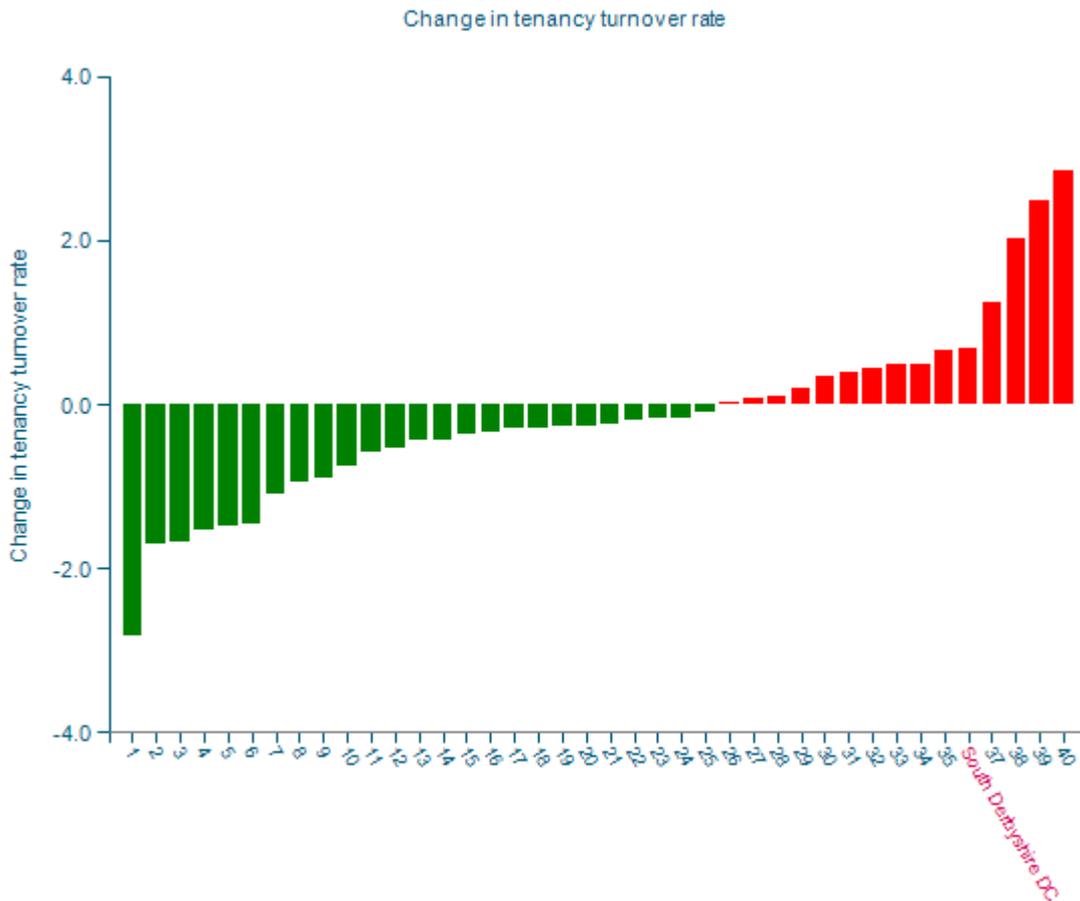
Tenancy turnover is the number of tenancy terminations divided by the total number of units in management. The level of tenancy turnover is likely to impact on void costs per property, rent loss due to voids as well as being an indicator of tenancy sustainment.



Change in tenancy turnover

The below waterfall chart is an alternative way of showing the trend on tenancy turnover for your organisation alongside the trend for your peers. We are particularly interested in your feedback on this new chart type. Trend is calculated by taking your tenancy turnover for the previous year from your tenancy turnover for the current year. Hence a negative figure means that your tenancy turnover reduced.

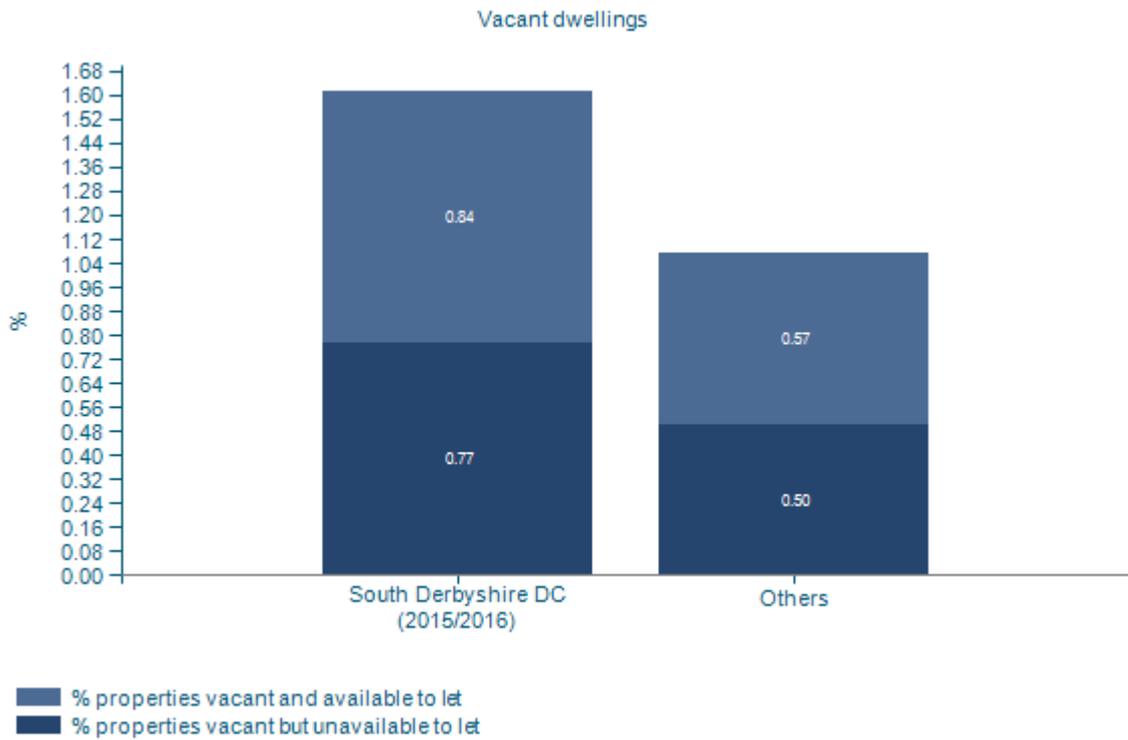
The scale represents the difference in tenancy turnover between previous year and current year, as a percentage of units in management.



Organisation	Tenancy turnover 2015/16	Tenancy turnover 2014/15	Difference	Median difference for peer group
South Derbyshire DC	8.44%	7.76%	0.68%	-0.26%

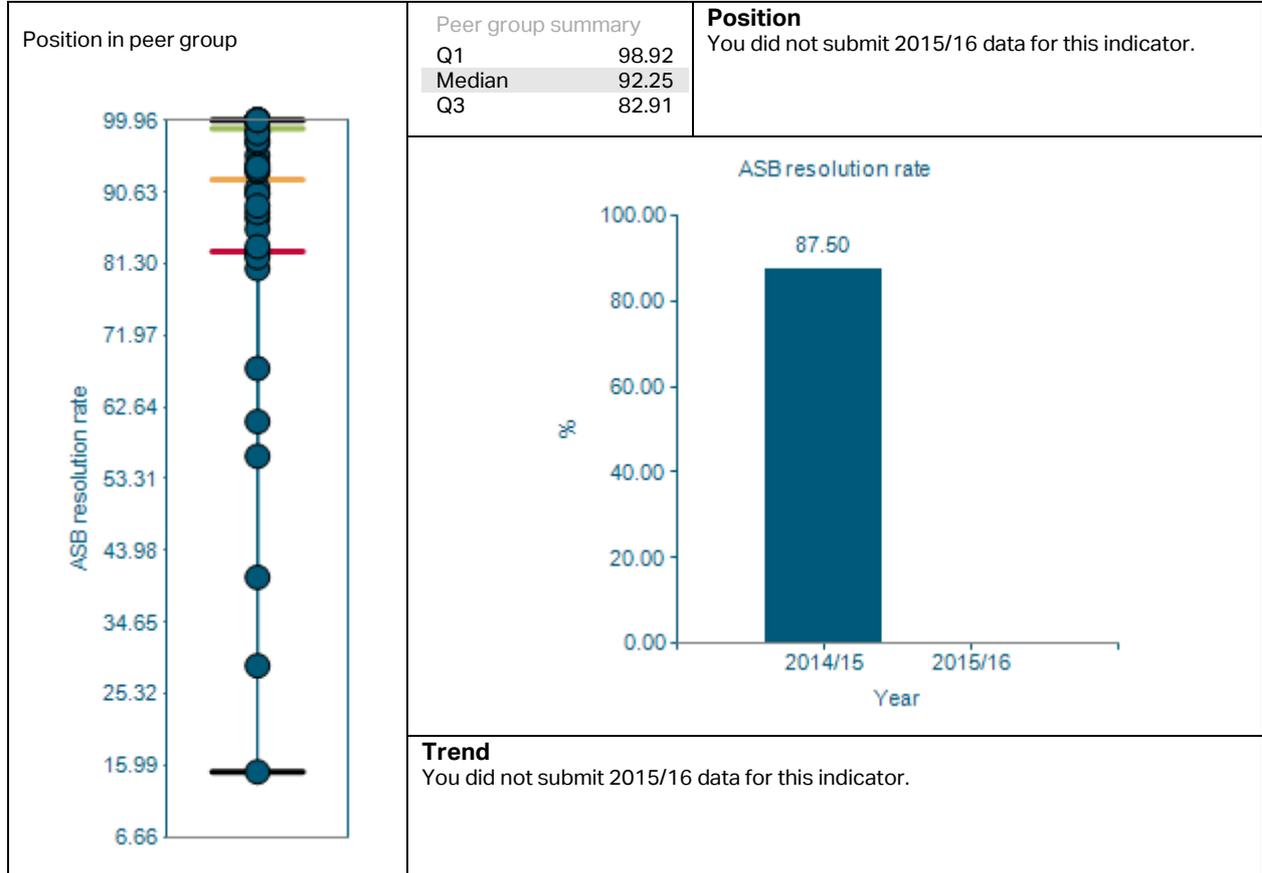
Vacant dwellings at the end of the period

This stacked bar chart shows the percentage of units vacant at the end of the period, split between available and unavailable to let. This is then compared to the average for your peer group.



ASB resolution rate

This is the percentage of closed ASB cases that were resolved. An ASB case counts as resolved if the landlord has evidence that the ASB is no longer a cause for concern. This figure can be affected by differing practices in ASB case management. For example, some landlords will not close a case until they know it has been resolved.



6. Responsive repairs and void works

Carrying out responsive repairs and void works is a core landlord function.

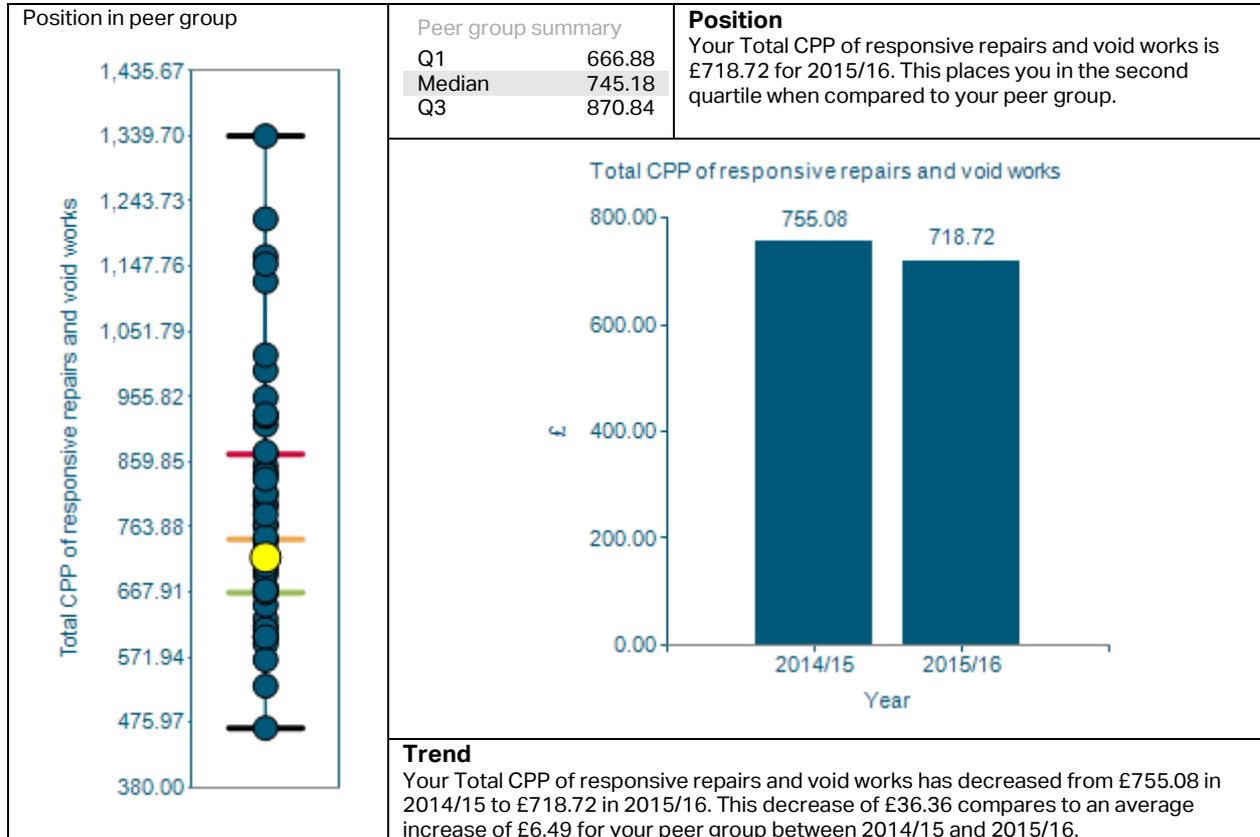
Responsive repairs and void works costs can be split into management (client side) costs and service provision (contractor side) costs. Some organisations outsource some or all of the service provision side to contractors, whereas others may have a DLO (direct labour organisation). Total costs should be comparable no matter the service delivery vehicle, but when carrying out more detailed analysis, organisations with a DLO will have a greater proportion of their costs as employee costs.

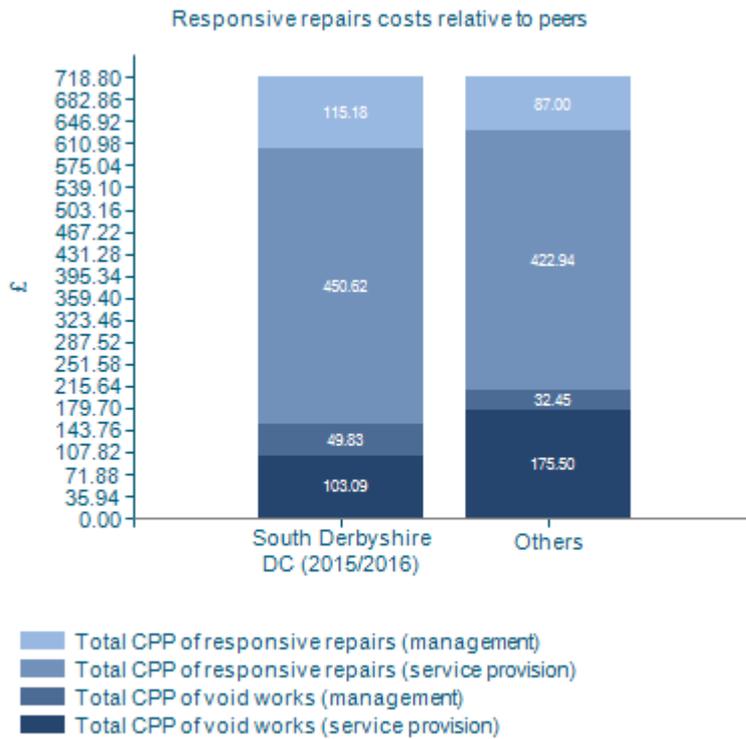
In this section we compare your total cost per property of responsive repairs and void works to your peer group. We also look at some other key cost drivers such as the average cost per responsive repair and the average cost per void repair.

For 2016 we have included additional charts on management costs (client side) as a percentage of service provision (contractor side) spend.

Some headline repairs performance measures have also been included, as well as a scatter chart comparing total cost per property of responsive repairs and void works with satisfaction with repairs. Scatter charts are a useful way of showing two different measures on one chart. Additionally, if there is any correlation between the two measures, scatter charts make this possible to see at a glance.

Responsive repairs and void works total costs per property





Note that for the others in your peer group, medians have been used. The sum of the component medians may not necessarily equal the median of the aggregate measure.

Management costs as a percentage of service provision spend

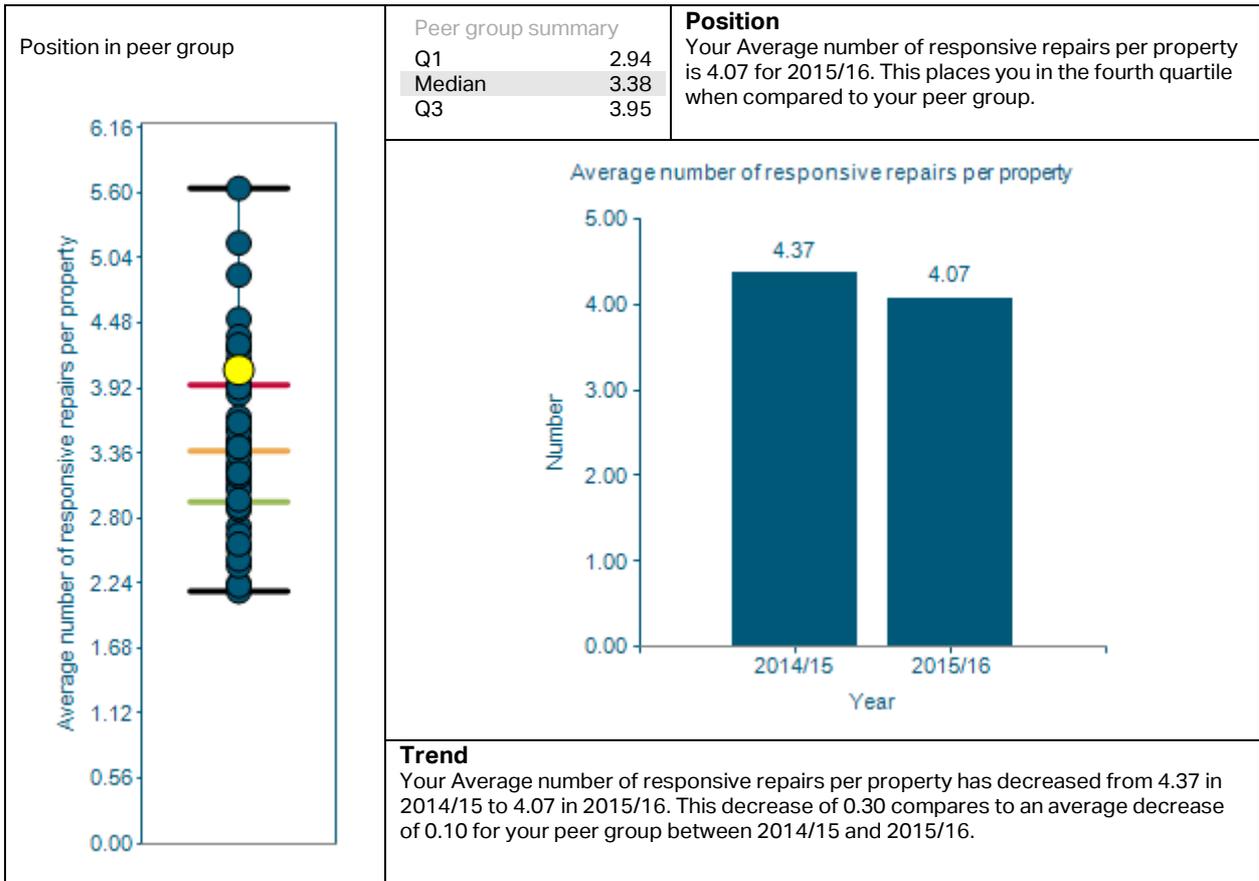
The below charts show management costs as a percentage of service provision spend for responsive repairs and void works respectively. Although the charts suggest a low proportion of management spend is a good thing (i.e. top quartile), in reality these measures are about achieving the right balance. Investing in staff to manage contractors / operatives can in theory help keep service provision spend low.

<p>Peer group summary</p> <table border="1"> <tr><td>Q1</td><td>15.56</td></tr> <tr><td>Median</td><td>21.27</td></tr> <tr><td>Q3</td><td>30.06</td></tr> </table>	Q1	15.56	Median	21.27	Q3	30.06	<p>Peer group summary</p> <table border="1"> <tr><td>Q1</td><td>14.24</td></tr> <tr><td>Median</td><td>18.66</td></tr> <tr><td>Q3</td><td>26.02</td></tr> </table>	Q1	14.24	Median	18.66	Q3	26.02
Q1	15.56												
Median	21.27												
Q3	30.06												
Q1	14.24												
Median	18.66												
Q3	26.02												
<p>Position Your Responsive repairs management spend as a percentage of responsive repairs service provision spend is 25.56% for 2015/16. This places you in the third quartile when compared to your peer group.</p>	<p>Position Your Void works management spend as a percentage of void works service provision spend is 48.33% for 2015/16. This places you in the fourth quartile when compared to your peer group.</p>												
<p>Responsive repairs management spend as a percentage of responsive repairs service provision spend</p> <table border="1"> <thead> <tr><th>Year</th><th>%</th></tr> </thead> <tbody> <tr><td>2014/15</td><td>19.38</td></tr> <tr><td>2015/16</td><td>25.56</td></tr> </tbody> </table>	Year	%	2014/15	19.38	2015/16	25.56	<p>Void works management spend as a percentage of void works service provision spend</p> <table border="1"> <thead> <tr><th>Year</th><th>%</th></tr> </thead> <tbody> <tr><td>2014/15</td><td>32.89</td></tr> <tr><td>2015/16</td><td>48.33</td></tr> </tbody> </table>	Year	%	2014/15	32.89	2015/16	48.33
Year	%												
2014/15	19.38												
2015/16	25.56												
Year	%												
2014/15	32.89												
2015/16	48.33												
<p>Trend Your Responsive repairs management spend as a percentage of responsive repairs service provision spend has increased from 19.38% in 2014/15 to 25.56% in 2015/16. This increase of 6.18% compares to no average change for your peer group between 2014/15 and 2015/16.</p>	<p>Trend Your Void works management spend as a percentage of void works service provision spend has increased from 32.89% in 2014/15 to 48.33% in 2015/16. This increase of 15.44% compares to no average change for your peer group between 2014/15 and 2015/16.</p>												

Cost per repair

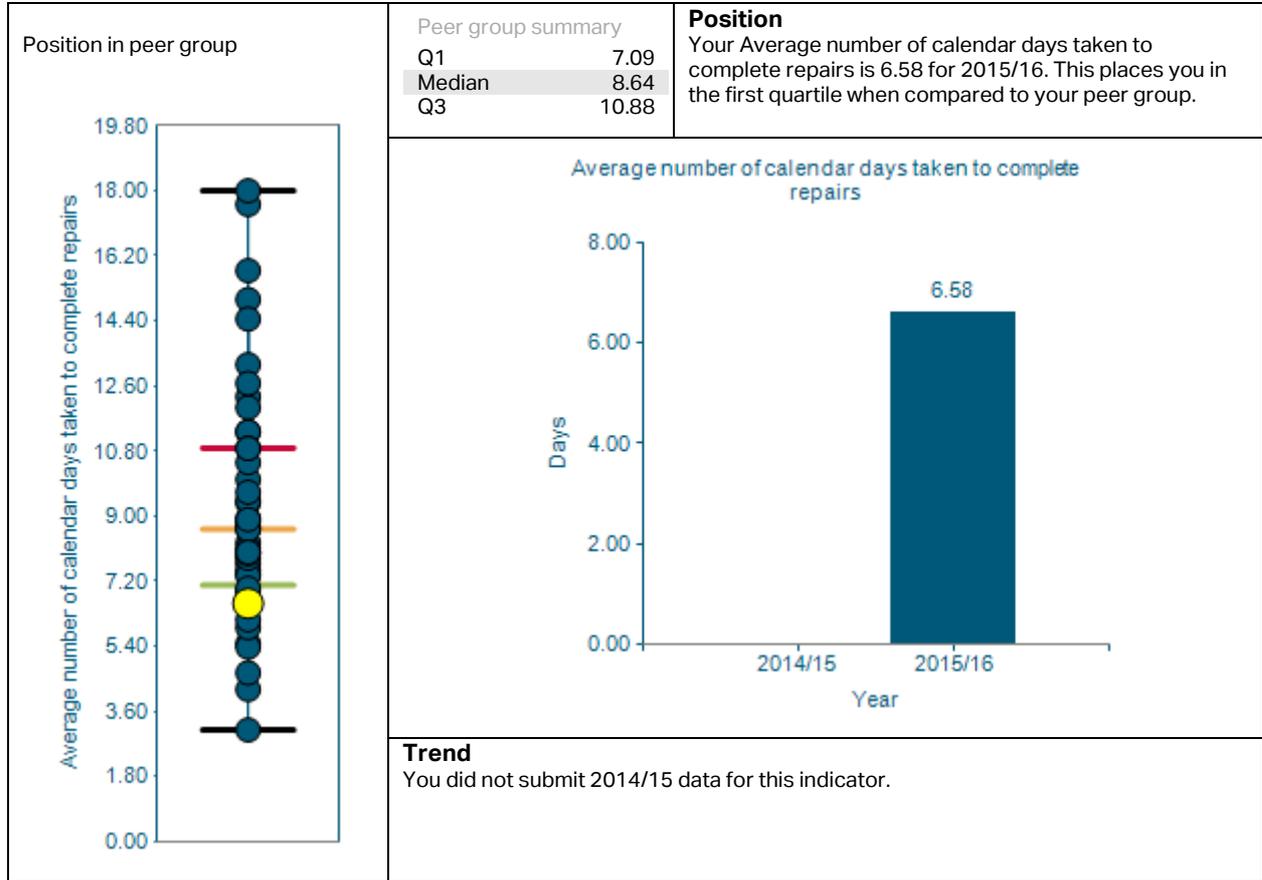
<p>Peer group summary</p> <table border="1"> <tr><td>Q1</td><td>107.00</td></tr> <tr><td>Median</td><td>116.37</td></tr> <tr><td>Q3</td><td>153.20</td></tr> </table>	Q1	107.00	Median	116.37	Q3	153.20	<p>Peer group summary</p> <table border="1"> <tr><td>Q1</td><td>1,954.02</td></tr> <tr><td>Median</td><td>2,605.96</td></tr> <tr><td>Q3</td><td>3,207.70</td></tr> </table>	Q1	1,954.02	Median	2,605.96	Q3	3,207.70
Q1	107.00												
Median	116.37												
Q3	153.20												
Q1	1,954.02												
Median	2,605.96												
Q3	3,207.70												
<p>Position Your Cost per responsive repair is £110.59 for 2015/16. This places you in the second quartile when compared to your peer group.</p>	<p>Position Your Cost per void repair is £1,221.10 for 2015/16. This places you in the first quartile when compared to your peer group.</p>												
<p>Trend Your Cost per responsive repair has increased from £109.04 in 2014/15 to £110.59 in 2015/16. This increase of £1.55 compares to an average increase of £3.91 for your peer group between 2014/15 and 2015/16.</p>	<p>Trend Your Cost per void repair has decreased from £1,812.32 in 2014/15 to £1,221.10 in 2015/16. This decrease of £591.22 compares to an average increase of £175.15 for your peer group between 2014/15 and 2015/16.</p>												

Average number of responsive repairs per property

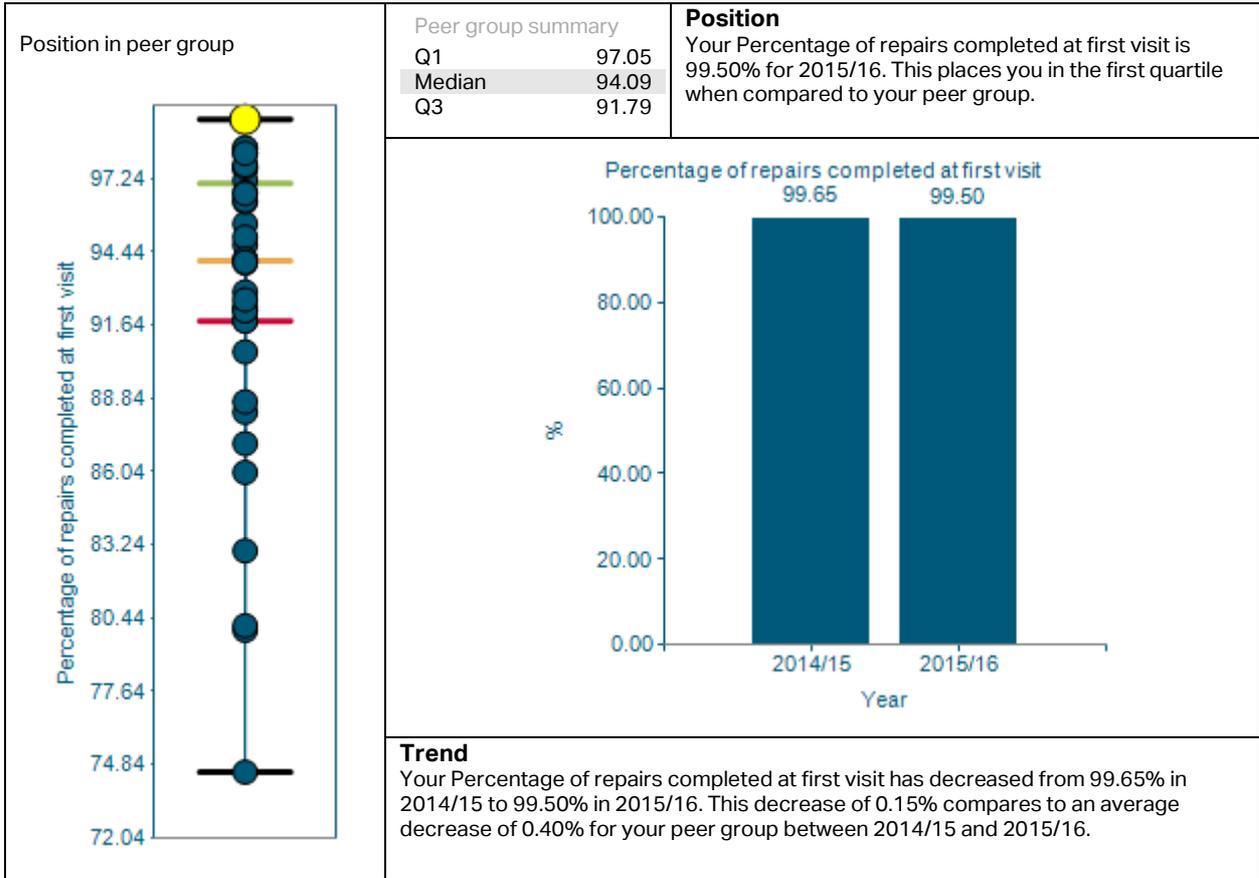


6.1 Responsive repairs performance

Average number of calendar days taken to complete repairs



Percentage of repairs completed at the first visit



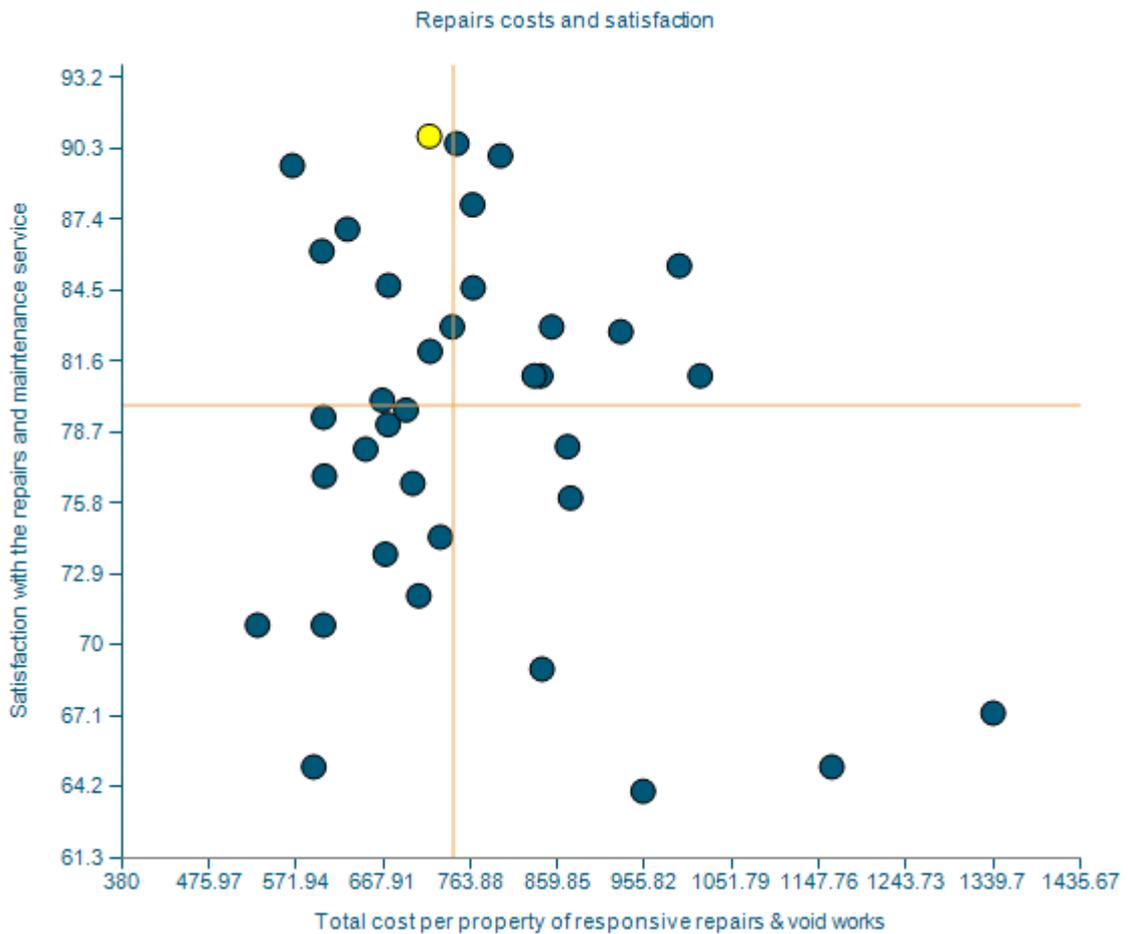
Appointments kept as a percentage of appointments made

<p>Position in peer group</p>	<p>Peer group summary</p> <table border="1"> <tr> <td>Q1</td> <td>98.93</td> </tr> <tr> <td>Median</td> <td>96.25</td> </tr> <tr> <td>Q3</td> <td>92.91</td> </tr> </table>	Q1	98.93	Median	96.25	Q3	92.91	<p>Position You did not submit 2015/16 data for this indicator.</p>
Q1	98.93							
Median	96.25							
Q3	92.91							
<p style="text-align: center;">No data</p>								
<p>Trend You did not submit 2015/16 data for this indicator.</p>								

6.2 Repairs cost and satisfaction

The chart below shows repairs costs and tenant satisfaction with the repairs service compared, along with your position relative to your peer group.

Your results will not appear in this chart if you have not provided a figure for the STAR satisfaction with the repairs and maintenance service measure.



7. Major works and cyclical maintenance

This section compares your cost per property of major works and cyclical maintenance with your peer group.

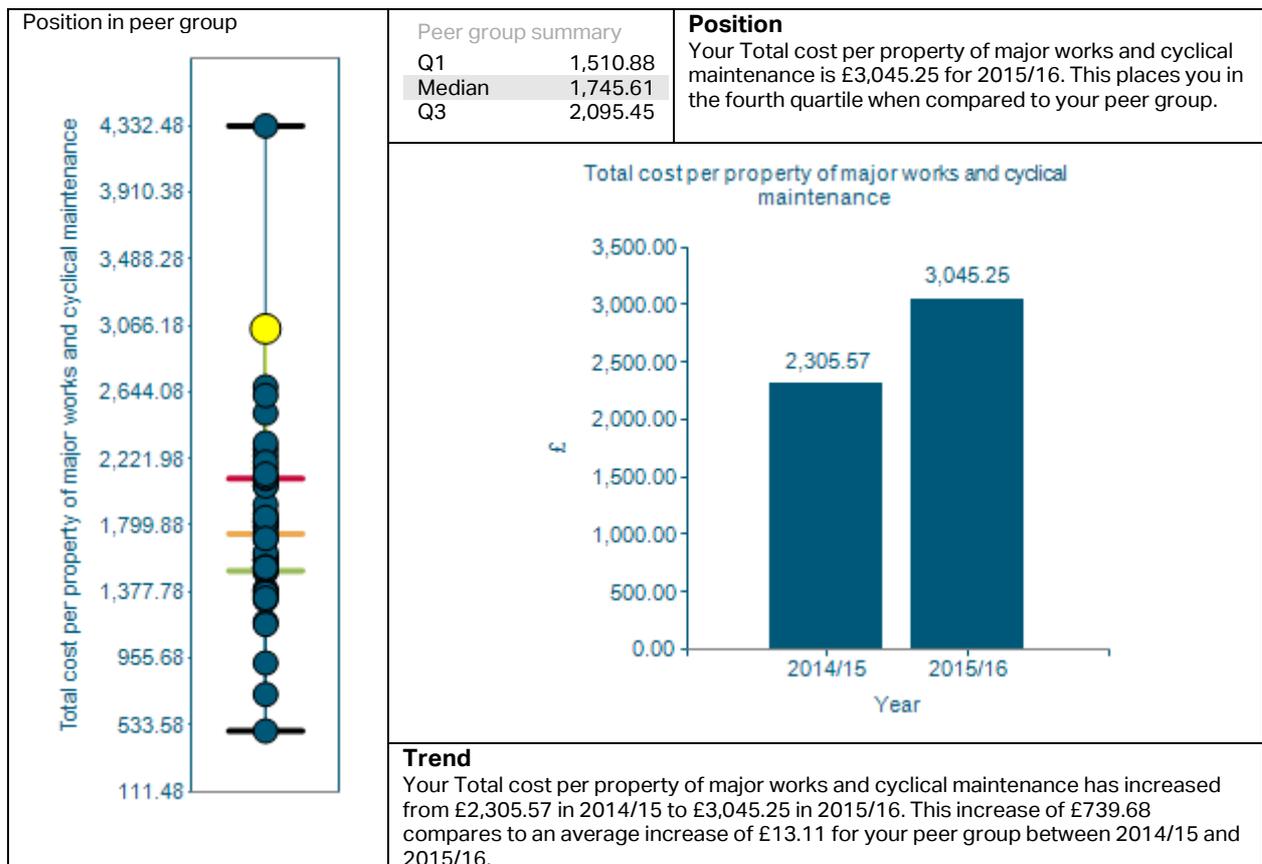
Major works spend can more accurately be called investment, and high costs in this area are not necessarily a bad thing. Similarly, proactive cyclical maintenance can help minimise reactive work.

Major works and cyclical maintenance costs can be split into management (client side) costs and service provision (contractor side) costs. Major works spend includes capital spend on major works, as well as any revenue spend.

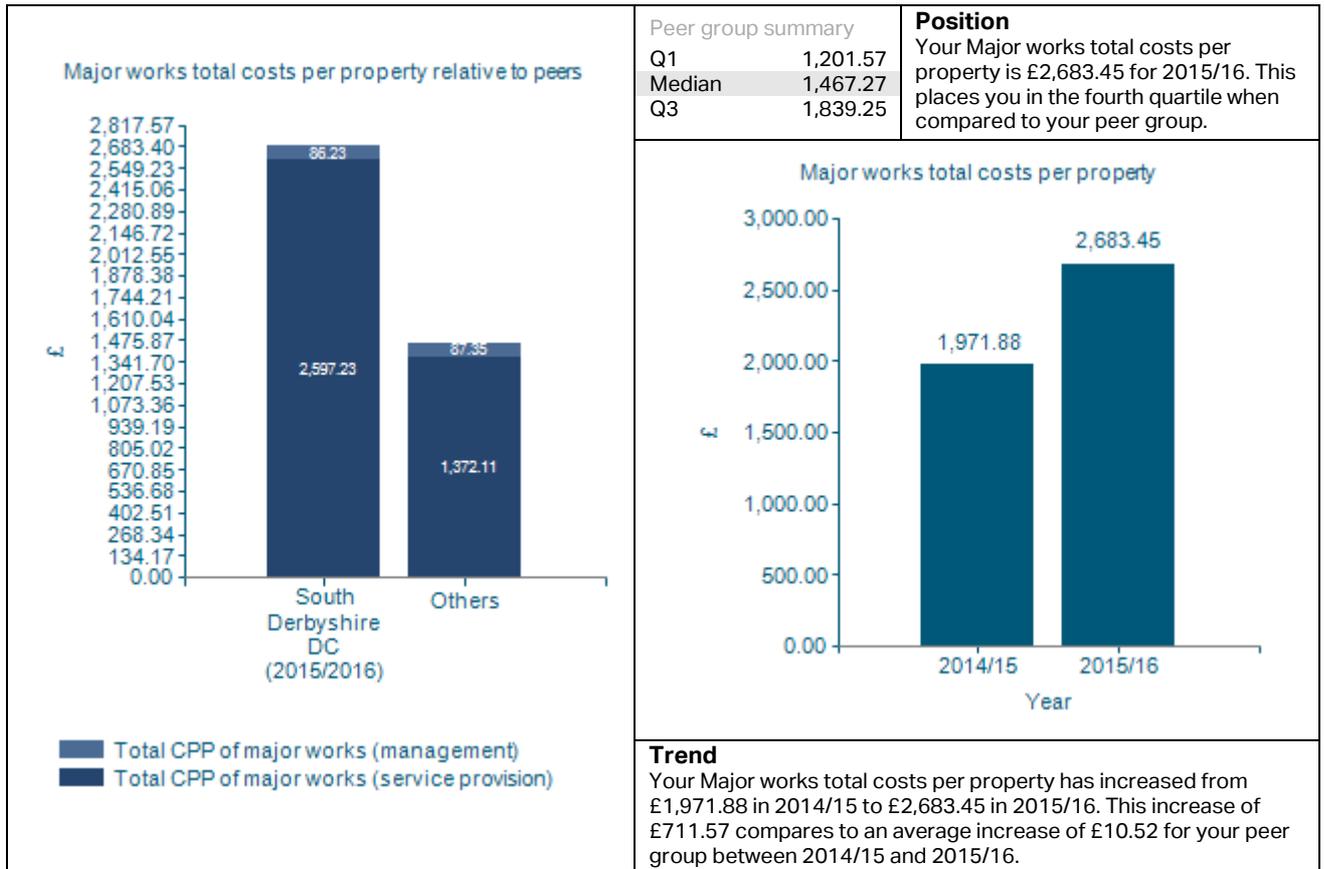
New for 2016, we have included additional charts on management spend as a percentage of service provision spend.

We have also included some headline performance measures, as well as a scatter chart comparing total cost per property of major works and cyclical maintenance with satisfaction with the overall quality of home. Scatter charts are a useful way of showing two different measures on one chart. Additionally, if there is any correlation between the two measures, scatter charts make this possible to see at a glance.

Major works and cyclical maintenance total cost per property

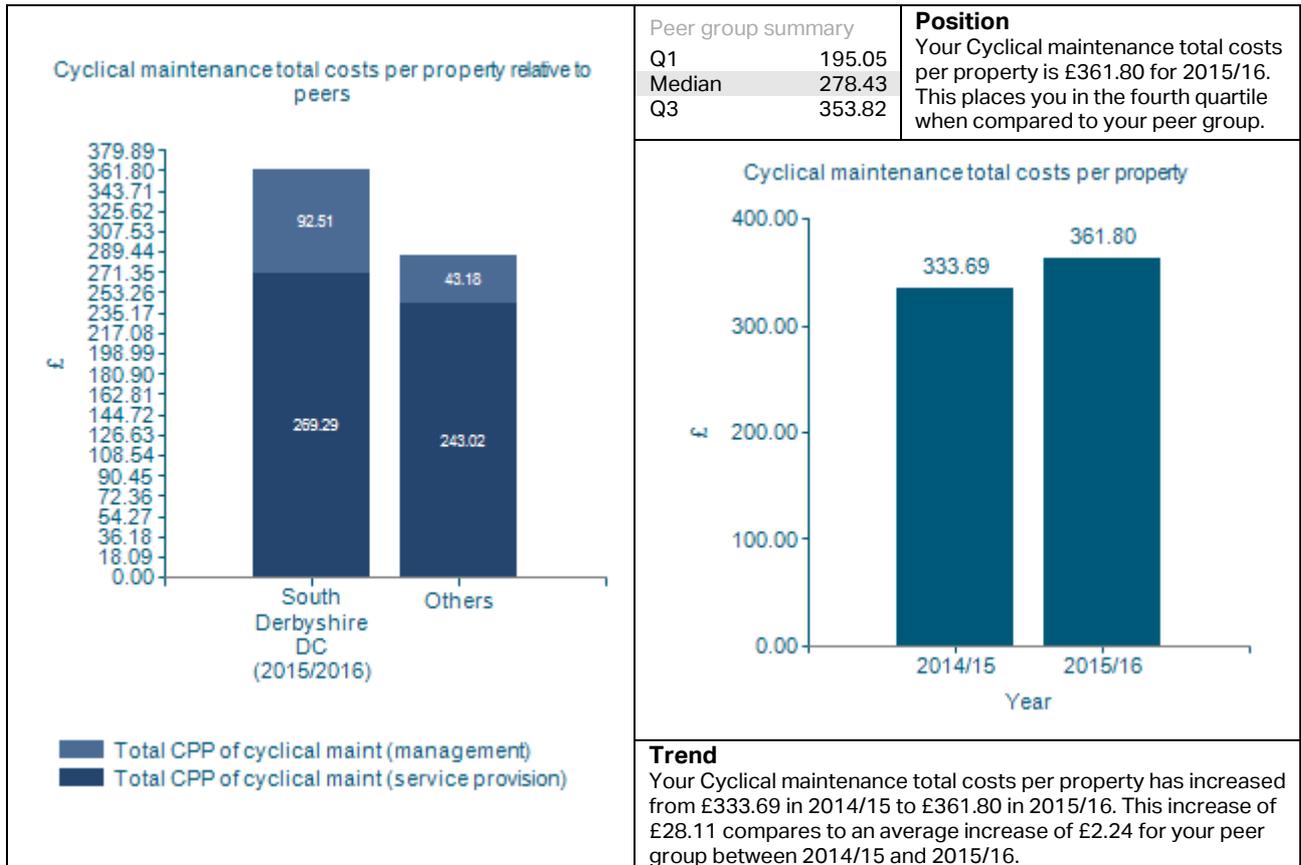


Major works total cost per property



Note that for the others in your peer group, medians have been used. The sum of the component medians may not necessarily equal the median of the aggregate measure.

Cyclical maintenance total cost per property



Note that for the others in your peer group, medians have been used. The sum of the component medians may not necessarily equal the median of the aggregate measure.

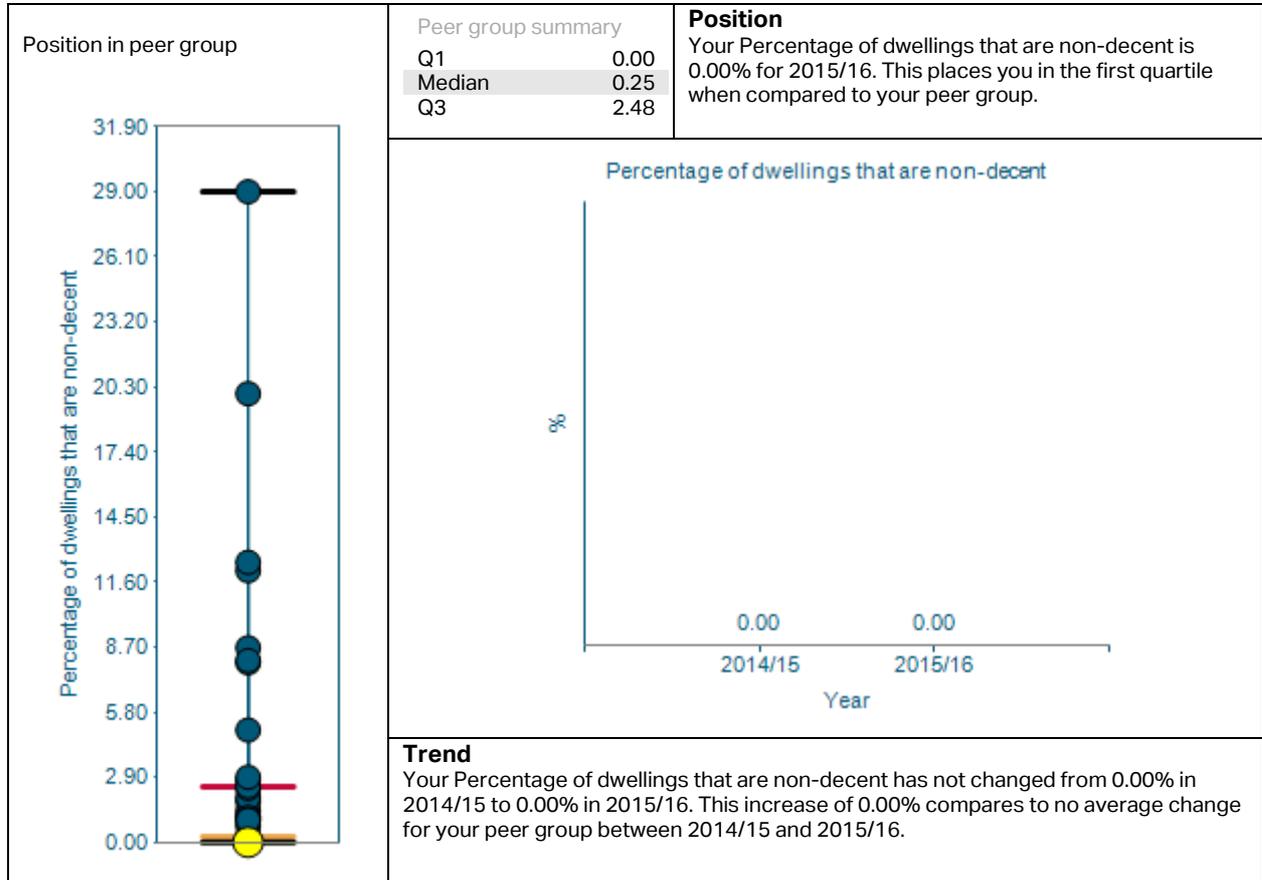
Management costs as a percentage of service provision spend

The below charts show management costs as a percentage of service provision spend for major works and cyclical maintenance respectively. Although the charts suggest a low proportion of management spend is a good thing (i.e. top quartile), in reality these measures are about achieving the right balance. Investing in staff to manage contractors / operatives can in theory help keep service provision spend low.

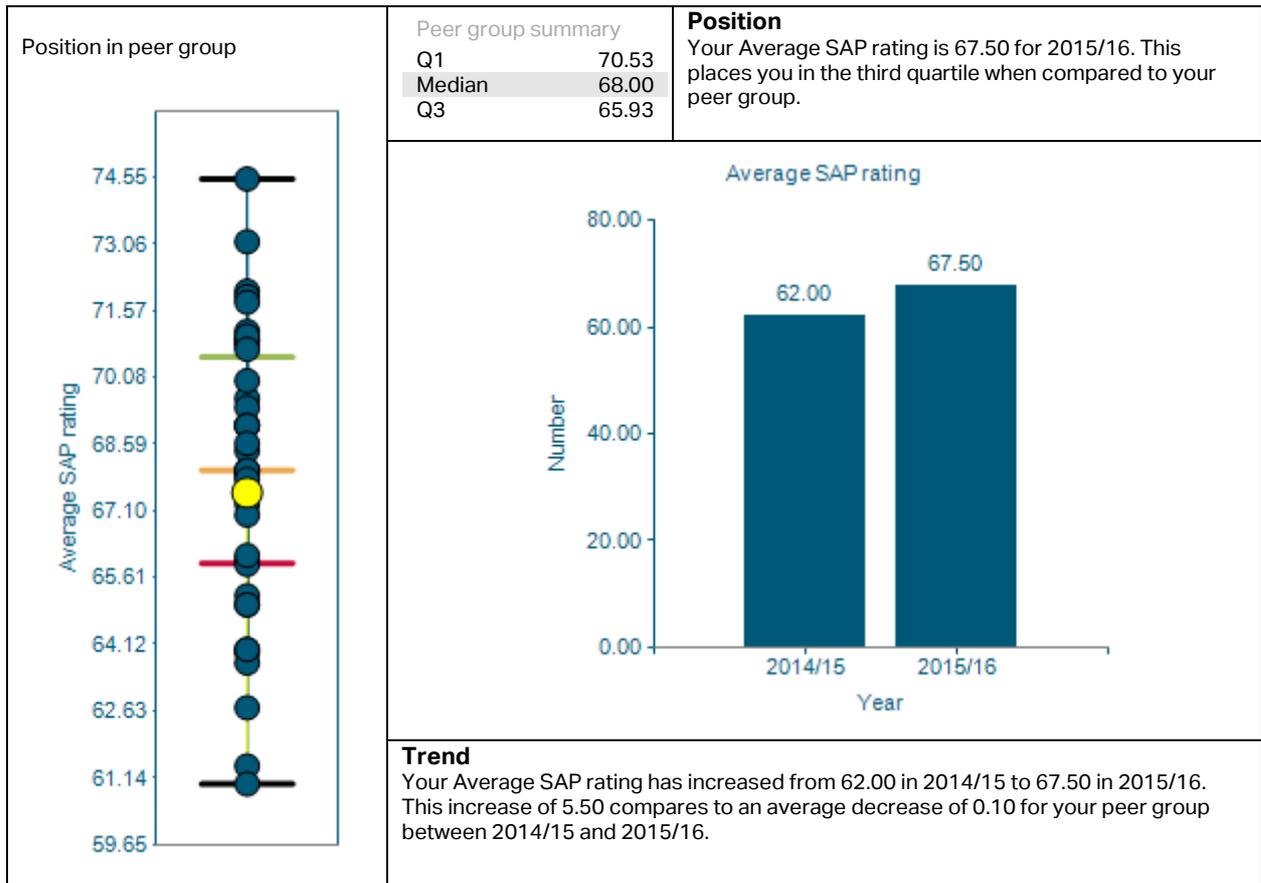
<p>Peer group summary</p> <table border="1"> <tr><td>Q1</td><td>3.92</td></tr> <tr><td>Median</td><td>6.17</td></tr> <tr><td>Q3</td><td>9.77</td></tr> </table>	Q1	3.92	Median	6.17	Q3	9.77	<p>Peer group summary</p> <table border="1"> <tr><td>Q1</td><td>12.27</td></tr> <tr><td>Median</td><td>18.59</td></tr> <tr><td>Q3</td><td>29.19</td></tr> </table>	Q1	12.27	Median	18.59	Q3	29.19
Q1	3.92												
Median	6.17												
Q3	9.77												
Q1	12.27												
Median	18.59												
Q3	29.19												
<p>Position</p> <p>Your Major works management spend as a percentage of major works service provision spend is 3.32% for 2015/16. This places you in the first quartile when compared to your peer group.</p>	<p>Position</p> <p>Your Cyclical maintenance management spend as a percentage of cyclical maintenance service provision spend is 34.35% for 2015/16. This places you in the fourth quartile when compared to your peer group.</p>												
<p>Major works management spend as a percentage of major works service provision spend</p>	<p>Cyclical maintenance management spend as a percentage of cyclical maintenance service provision spend</p>												
<p>Trend</p> <p>Your Major works management spend as a percentage of major works service provision spend has decreased from 4.25% in 2014/15 to 3.32% in 2015/16. This decrease of 0.93% compares to no average change for your peer group between 2014/15 and 2015/16.</p>	<p>Trend</p> <p>Your Cyclical maintenance management spend as a percentage of cyclical maintenance service provision spend has increased from 33.18% in 2014/15 to 34.35% in 2015/16. This increase of 1.17% compares to no average change for your peer group between 2014/15 and 2015/16.</p>												

7.1 Major works and cyclical maintenance performance

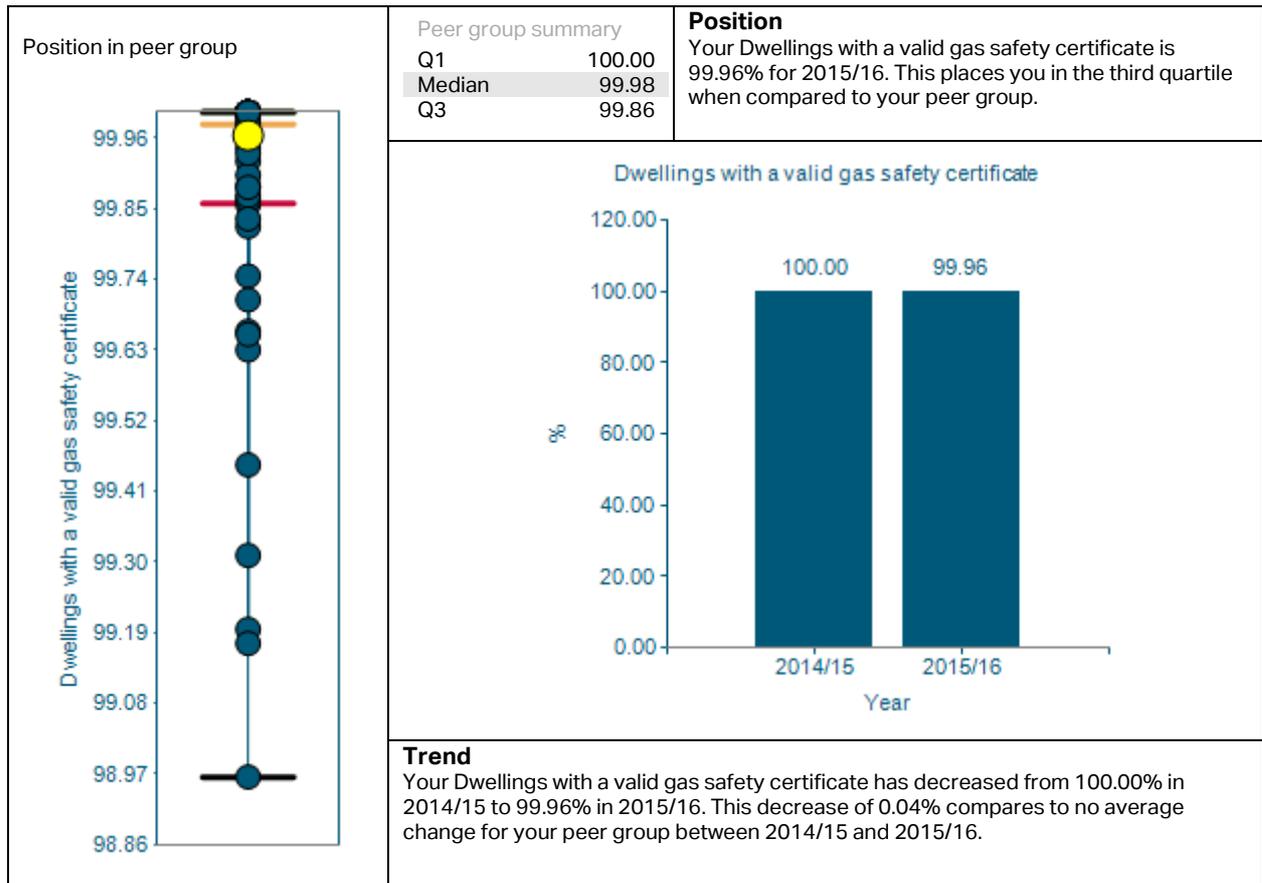
Percentage of dwellings that are non-decent



Average SAP rating



Dwellings with a gas safety certificate



7.2 Major works and cyclical maintenance cost and satisfaction

The chart below shows total costs per property of major works and cyclical maintenance and tenant satisfaction with the overall quality of the home compared, along with your position relative to your peer group.

Note that the satisfaction measure used in this chart is a STAR satisfaction measure based on a random sample of all tenants. This differs from the transactional measure included in the VFM Scorecard (satisfaction with the quality of new home) which is asked of tenants/leaseholders of new build properties only.

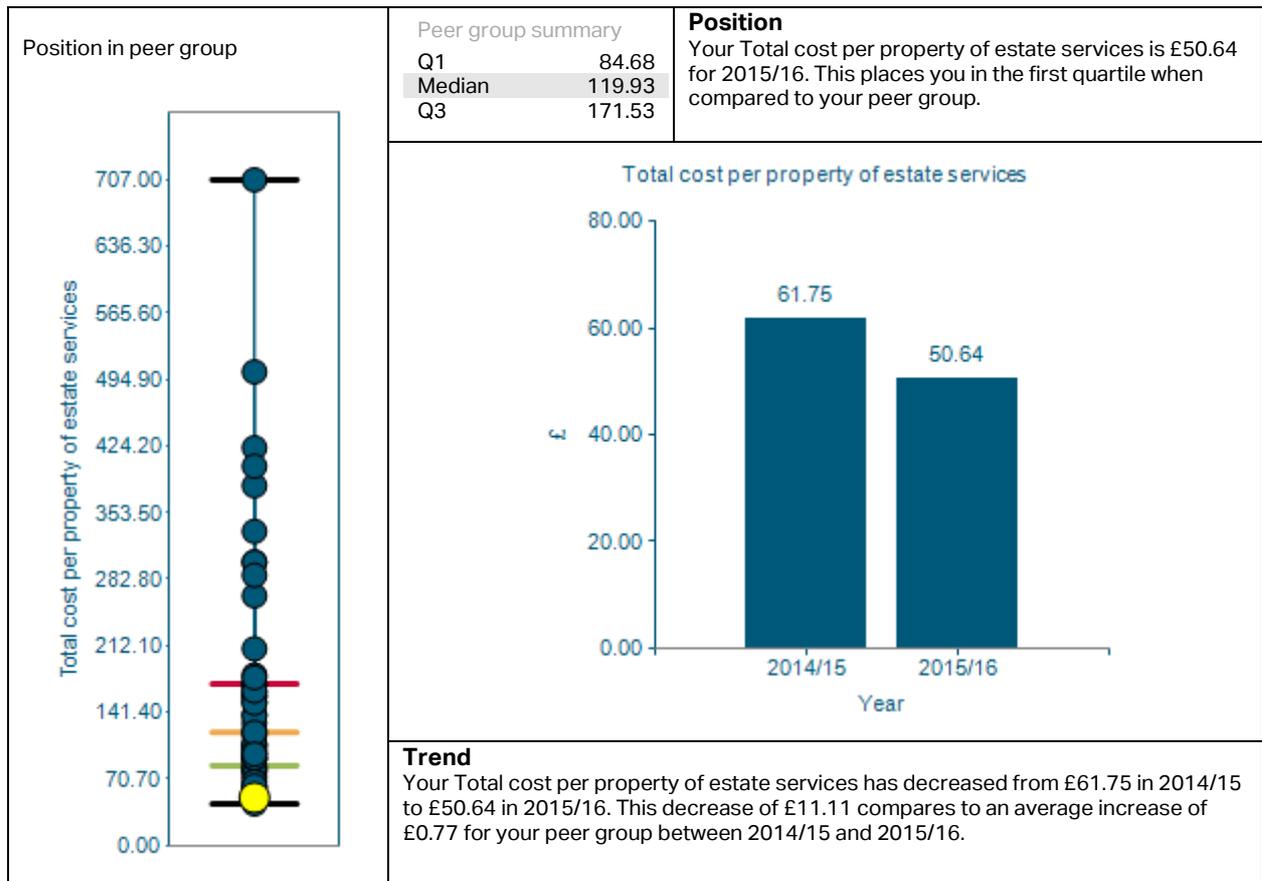
Your results will not appear on this chart if you have not provided a figure for the STAR satisfaction with the overall quality of home measure.



8. Estate Services

The chart below shows your cost per property of estate services. Some landlords will have significant responsibilities for grounds maintenance or cleaning of communal areas depending on their stock profile and contractual arrangements with local authorities. Different types of properties require different levels of estate services – for example, flats compared with houses or street properties compared with estates where the organisation owns the majority of properties. This indicator should therefore be treated with some caution.

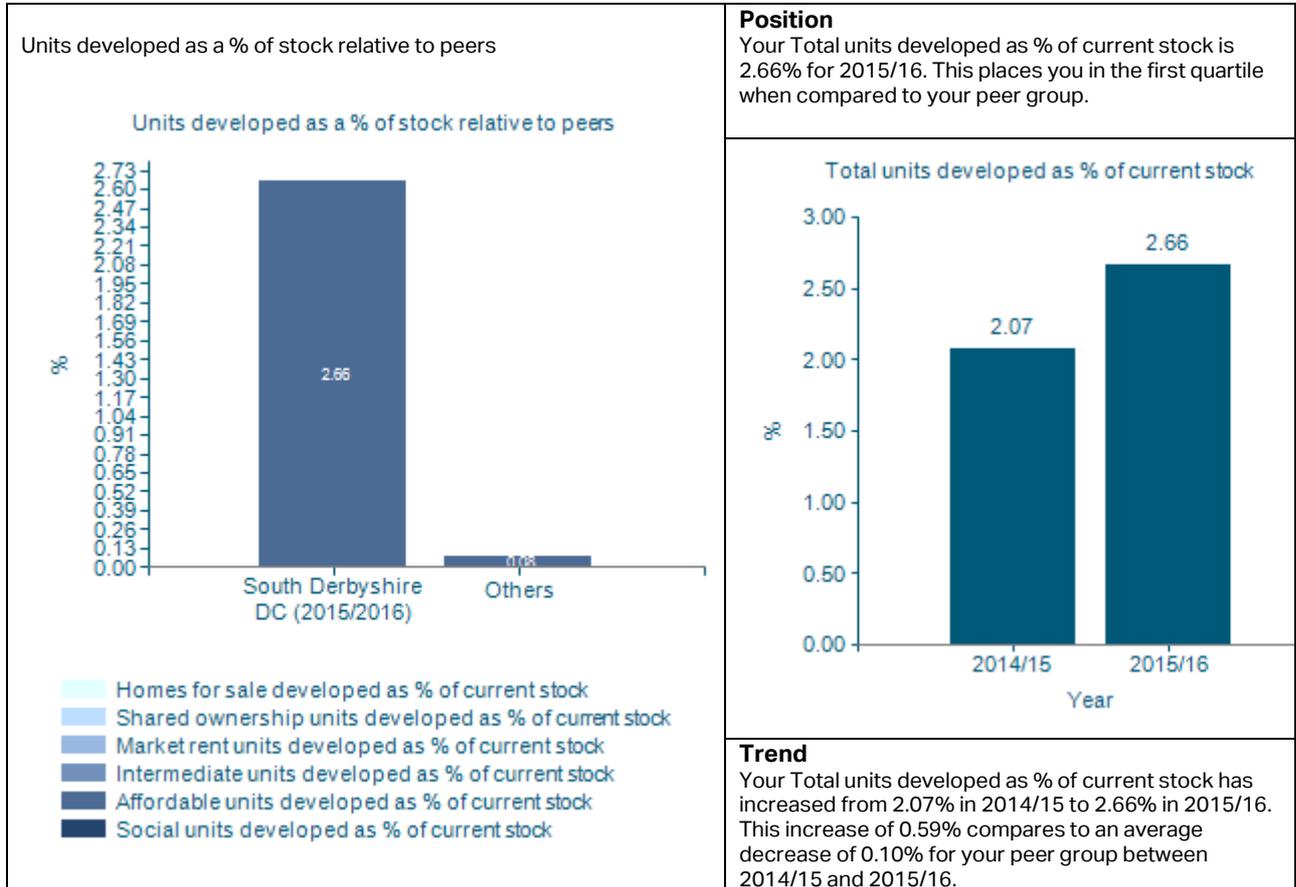
Additionally, the cost per property does not take into account any income received via service charges.



9. Development

Units developed as a percentage of stock

The below charts show your units developed as a percentage of stock and also displays your units developed by tenure type.



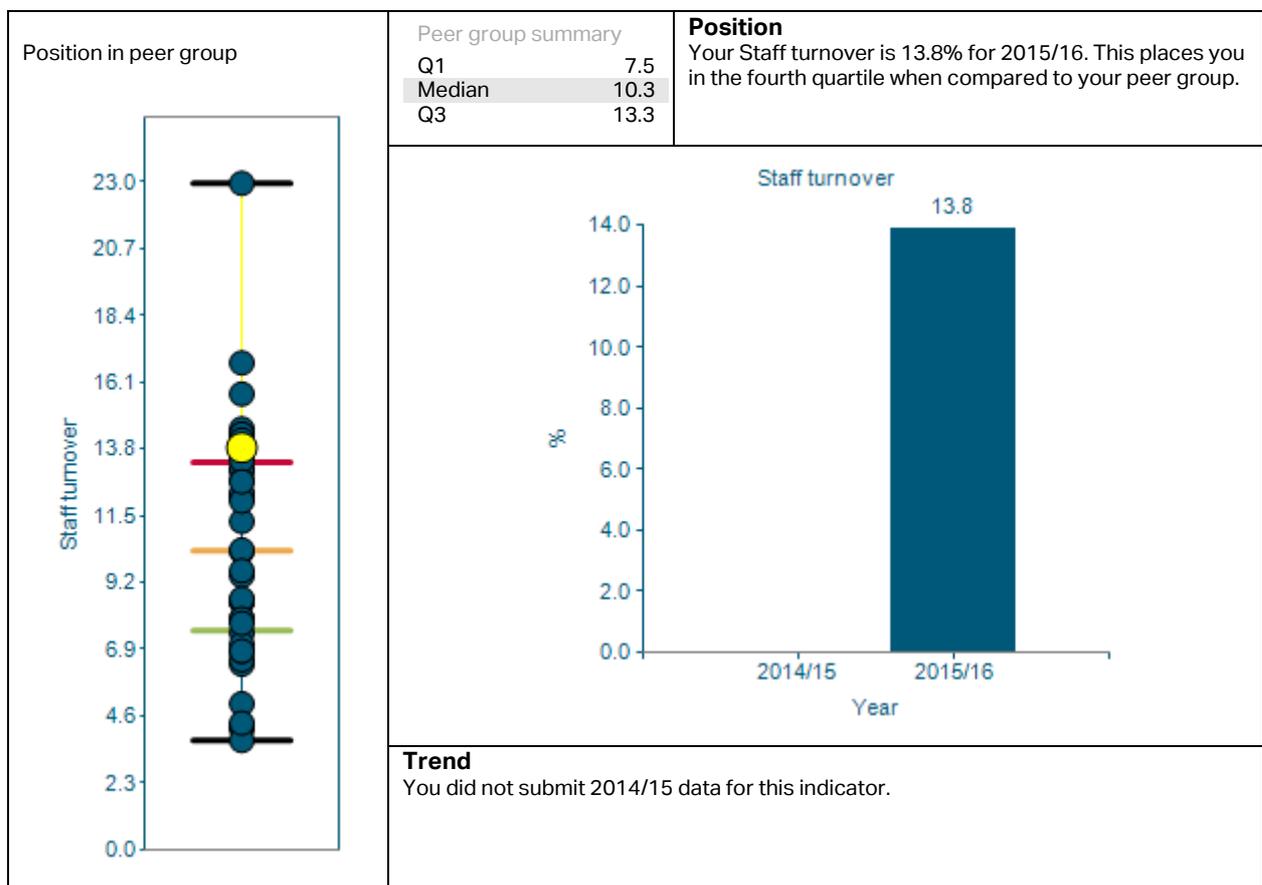
10. Corporate Health

Staff are a key business asset and this section provides some headline staffing measures compared to your peer group.

Staff turnover includes voluntary and involuntary turnover. Whilst low staff turnover is generally considered to be a good thing, some staff churn may be desirable for your business. Analysis of staff turnover split between voluntary and involuntary is available online.

Sickness absence includes both long and short term sickness absence.

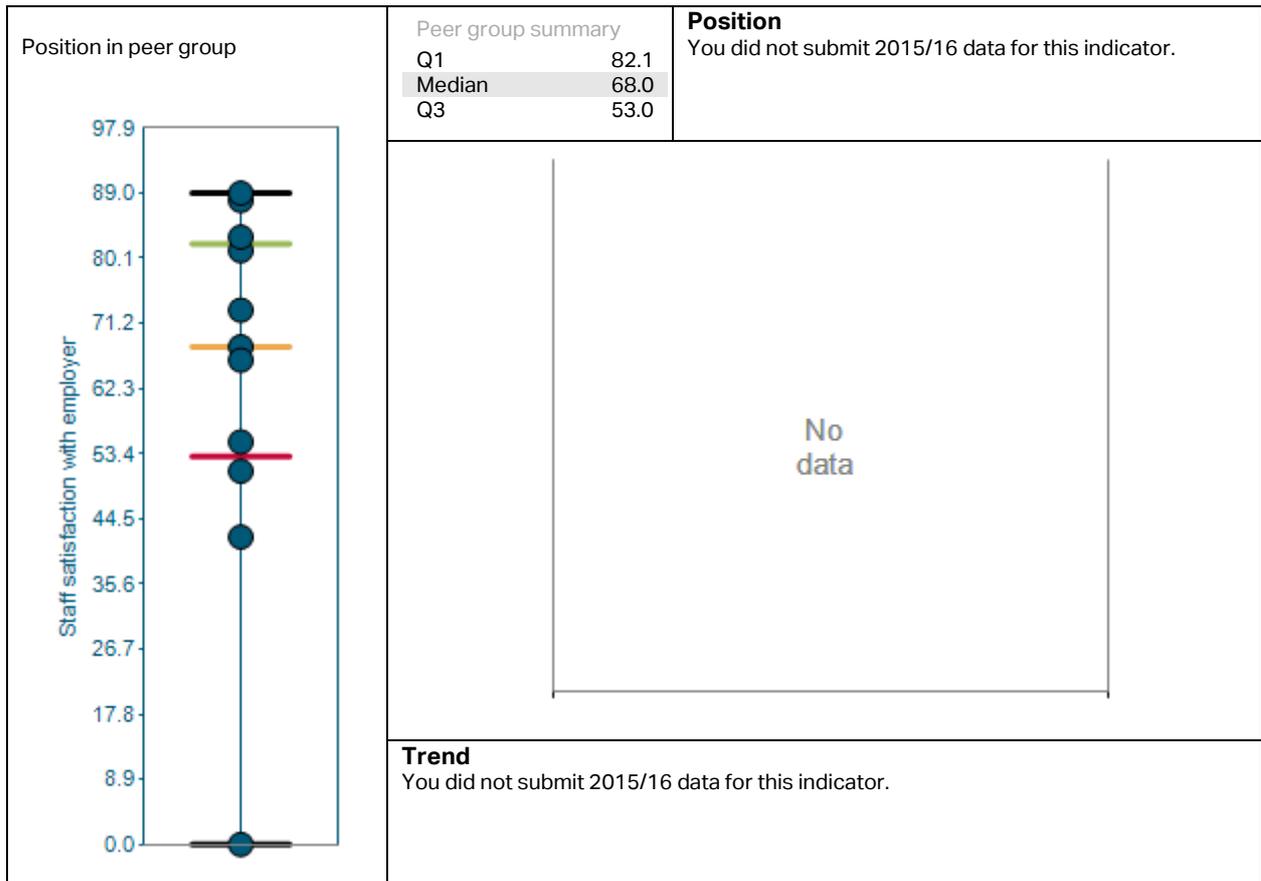
Staff turnover



Average number of days lost to sickness

<p>Position in peer group</p>	<p>Peer group summary</p> <table border="1"> <tr> <td>Q1</td> <td>7.29</td> </tr> <tr> <td>Median</td> <td>10.30</td> </tr> <tr> <td>Q3</td> <td>12.36</td> </tr> </table>	Q1	7.29	Median	10.30	Q3	12.36	<p>Position You did not submit 2015/16 data for this indicator.</p>
Q1	7.29							
Median	10.30							
Q3	12.36							
<p style="text-align: center;">No data</p>								
<p>Trend You did not submit 2015/16 data for this indicator.</p>								

Staff satisfaction with employer



11. Customer contact and complaints

The below boxplots show a selection of contact centre and complaints measures.

The average time taken to answer inbound telephone calls is measured in seconds.

HouseMark recently carried out an in-depth benchmarking exercise of contact centres and complaints in which over 100 housing providers took part. For more information on this exercise, please contact data@housemark.co.uk

<p>Peer group summary</p> <table border="1"> <tr><td>Q1</td><td>93.1</td></tr> <tr><td>Median</td><td>91.1</td></tr> <tr><td>Q3</td><td>89.1</td></tr> </table>	Q1	93.1	Median	91.1	Q3	89.1	<p>Peer group summary</p> <table border="1"> <tr><td>Q1</td><td>34</td></tr> <tr><td>Median</td><td>47</td></tr> <tr><td>Q3</td><td>69</td></tr> </table>	Q1	34	Median	47	Q3	69	<p>Peer group summary</p> <table border="1"> <tr><td>Q1</td><td>94.6</td></tr> <tr><td>Median</td><td>92.2</td></tr> <tr><td>Q3</td><td>82.3</td></tr> </table>	Q1	94.6	Median	92.2	Q3	82.3
Q1	93.1																			
Median	91.1																			
Q3	89.1																			
Q1	34																			
Median	47																			
Q3	69																			
Q1	94.6																			
Median	92.2																			
Q3	82.3																			
<p>Position You did not submit 2015/16 data for this indicator.</p>	<p>Position You did not submit 2015/16 data for this indicator.</p>	<p>Position Your Percentage of complaints resolved at first contact is 86.7% for 2015/16. This places you in the third quartile when compared to your peer group.</p>																		
<p>Trend You did not submit 2015/16 data for this indicator.</p>	<p>Trend You did not submit 2015/16 data for this indicator.</p>	<p>Trend Your Percentage of complaints resolved at first contact has decreased from 90.5% in 2014/15 to 86.7% in 2015/16. This decrease of 3.8% compares to an average decrease of 2.2% for your peer group between 2014/15 and 2015/16.</p>																		

12. Tenant satisfaction (STAR and transactional)

The next two pages contain satisfaction results for your organisation compared to your peer group.

The first six boxplot charts are all sourced from STAR surveys that have been carried out. STAR is a sector wide methodology for measuring satisfaction in a comparable way and is robustly validated by HouseMark to ensure the criteria are adhered to. Crucially, STAR surveys are based on a random sample of all tenants. This is referred to as 'perceptual' satisfaction.

The second set of boxplots show transactional satisfaction survey results. Transactional satisfaction surveys are carried out following an interaction with the landlord (for example a repair). In 2015, HouseMark has launched StarT, a framework for collecting and comparing transactional satisfaction surveys. 2015/16 figures shown in this report are validated by HouseMark as StarT compliant, although any figures for prior years are not. More information on StarT can be found on our website www.housemark.co.uk

12.1 Tenant satisfaction (STAR)

<p>Peer group summary</p> <table border="1"> <tr><td>Q1</td><td>88.7</td></tr> <tr><td>Median</td><td>85.0</td></tr> <tr><td>Q3</td><td>82.4</td></tr> </table>	Q1	88.7	Median	85.0	Q3	82.4	<p>Peer group summary</p> <table border="1"> <tr><td>Q1</td><td>69.1</td></tr> <tr><td>Median</td><td>66.5</td></tr> <tr><td>Q3</td><td>59.7</td></tr> </table>	Q1	69.1	Median	66.5	Q3	59.7	<p>Peer group summary</p> <table border="1"> <tr><td>Q1</td><td>84.6</td></tr> <tr><td>Median</td><td>79.8</td></tr> <tr><td>Q3</td><td>74.2</td></tr> </table>	Q1	84.6	Median	79.8	Q3	74.2	<p>Peer group summary</p> <table border="1"> <tr><td>Q1</td><td>86.8</td></tr> <tr><td>Median</td><td>82.0</td></tr> <tr><td>Q3</td><td>78.0</td></tr> </table>	Q1	86.8	Median	82.0	Q3	78.0	<p>Peer group summary</p> <table border="1"> <tr><td>Q1</td><td>87.1</td></tr> <tr><td>Median</td><td>81.2</td></tr> <tr><td>Q3</td><td>79.0</td></tr> </table>	Q1	87.1	Median	81.2	Q3	79.0	<p>Peer group summary</p> <table border="1"> <tr><td>Q1</td><td>88.1</td></tr> <tr><td>Median</td><td>84.0</td></tr> <tr><td>Q3</td><td>79.6</td></tr> </table>	Q1	88.1	Median	84.0	Q3	79.6
Q1	88.7																																								
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Q1	88.1																																								
Median	84.0																																								
Q3	79.6																																								
<p>Position Your Satisfaction with overall service is 92.5% for 2015/16. This places you in the first quartile when compared to your peer group.</p>	<p>Position Your Satisfaction that views are listened to is 79.1% for 2015/16. This places you in the first quartile when compared to your peer group.</p>	<p>Position Your Satisfaction with repairs is 90.8% for 2015/16. This places you in the first quartile when compared to your peer group.</p>	<p>Position Your Satisfaction that rent provides VFM is 90.3% for 2015/16. This places you in the first quartile when compared to your peer group.</p>	<p>Position Your Satisfaction with quality of home is 91.3% for 2015/16. This places you in the first quartile when compared to your peer group.</p>	<p>Position Your Satisfaction with neighbourhood is 91.5% for 2015/16. This places you in the first quartile when compared to your peer group.</p>																																				

12.2 Transactional satisfaction (StarT)

<p>Peer group summary</p> <table border="1"> <tr><td>Q1</td><td>97.3</td></tr> <tr><td>Median</td><td>94.5</td></tr> <tr><td>Q3</td><td>92.3</td></tr> </table>	Q1	97.3	Median	94.5	Q3	92.3	<p>Peer group summary</p> <table border="1"> <tr><td>Q1</td><td>NoData</td></tr> <tr><td>Median</td><td>NoData</td></tr> <tr><td>Q3</td><td>NoData</td></tr> </table>	Q1	NoData	Median	NoData	Q3	NoData	<p>Peer group summary</p> <table border="1"> <tr><td>Q1</td><td>87.5</td></tr> <tr><td>Median</td><td>76.8</td></tr> <tr><td>Q3</td><td>58.9</td></tr> </table>	Q1	87.5	Median	76.8	Q3	58.9	<p>Peer group summary</p> <table border="1"> <tr><td>Q1</td><td>90.4</td></tr> <tr><td>Median</td><td>80.0</td></tr> <tr><td>Q3</td><td>63.0</td></tr> </table>	Q1	90.4	Median	80.0	Q3	63.0	<p>Peer group summary</p> <table border="1"> <tr><td>Q1</td><td>48.5</td></tr> <tr><td>Median</td><td>39.5</td></tr> <tr><td>Q3</td><td>30.8</td></tr> </table>	Q1	48.5	Median	39.5	Q3	30.8	<p>Peer group summary</p> <table border="1"> <tr><td>Q1</td><td>69.0</td></tr> <tr><td>Median</td><td>66.0</td></tr> <tr><td>Q3</td><td>60.0</td></tr> </table>	Q1	69.0	Median	66.0	Q3	60.0
Q1	97.3																																								
Median	94.5																																								
Q3	92.3																																								
Q1	NoData																																								
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<p>Position You did not submit 2015/16 data for this indicator.</p>	<p>Position You did not submit 2015/16 data for this indicator.</p>	<p>Position You did not submit 2015/16 data for this indicator.</p>	<p>Position You did not submit 2015/16 data for this indicator.</p>	<p>Position You did not submit 2015/16 data for this indicator.</p>	<p>Position You did not submit 2015/16 data for this indicator.</p>																																				
<p>Trend You did not submit 2015/16 data for this indicator.</p>	<p>Trend You did not submit 2015/16 data for this indicator.</p>	<p>Trend You did not submit 2015/16 data for this indicator.</p>	<p>Trend You did not submit 2015/16 data for this indicator.</p>	<p>Trend You did not submit 2015/16 data for this indicator.</p>	<p>Trend You did not submit 2015/16 data for this indicator.</p>																																				

13. Appendix – Disclosure of information

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