



**2016 Quarter 4 (1st Oct - 31st Dec)**  
 North and East Housing Association  
 Tier 3 (350+ Units)

		HAPM Results	Your Results	Your Quartile Placing
CAS Rent	Average	€ 55.59	€ 96.73	
	Maximum	€ 138.46	€ 138.46	
	Minimum	€ 10.00	€ 69.00	
CLSS Rent	Average	€ 49.17	€ 63.76	
	Maximum	€ 176.05	€ 142.60	
	Minimum	€ 6.35	€ 26.77	
Utility Service Charge	CAS Average	€ 10.09	€ 11.61	
	CAS Maximum	€ 54.83	€ 15.00	
	CAS Minimum	€ 1.00	€ 6.49	
	CLSS Average	€ 8.49	€ 7.02	
	CLSS Maximum	€ 31.25	€ 9.06	
	CLSS Minimum	€ 0.76	€ 6.35	
Rent Collected as a % of Rent Receivable		100.35%	99.99%	
Rent arrears as a % of total annualized rent and service charges receivable		16.17%	2.98%	
Average Time Taken to Re-let Unit		9.78 weeks	3.88 weeks	
Re-lets as % of Total Housing Stock		4.45%	2.43%	
Average Length of a Void		11.03 weeks	4.13 weeks	
Voids as a % of Total Housing Stock		8.25%	2.43%	
% of Emergency Repairs Completed in Target Timescale		88.33%	100.00%	
% of Urgent Repairs Completed in Target Timescale		91.45%	98.45%	
% of Routine Repairs Completed in Target Timescale		96.40%	97.44%	