



**2017 Quarter 4 (1st Jan - 31st Dec)**  
 North and East Housing Association  
 Tier 3 (350+ Units)

		HAPM Results	Your Results	Your Quartile Placing
CAS Rent	Average	€ 74.23	€ 95.38	
	Maximum	€ 148.50	€ 138.46	
	Minimum	€ 10.00	€ 69.00	
CLSS Rent	Average	€ 53.50	€ 58.72	
	Maximum	€ 168.90	€ 130.53	
	Minimum	€ 10.00	€ 24.21	
Utility Service Charge	CAS Average	€ 9.76	€ 11.19	
	CAS Maximum	€ 54.83	€ 15.00	
	CAS Minimum	€ 1.50	€ 6.52	
	CLSS Average	€ 8.21	€ 7.17	
	CLSS Maximum	€ 31.25	€ 8.81	
	CLSS Minimum	€ 0.93	€ 6.35	
Rent Collected as a % of Rent Receivable		100.62%	100.42%	
Rent arrears as a % of total annualized rent and service charges receivable		4.86%	2.71%	
Average Time Taken to Re-let Unit		9.01 weeks	4.24 weeks	
Re-lets as % of Total Housing Stock		4.12%	3.97%	
Average Length of a Void		8.28 weeks	6.12 weeks	
Voids as a % of Total Housing Stock		9.21%	4.64%	
% of Emergency Repairs Completed in Target Timescale		90.30%	98.39%	
% of Urgent Repairs Completed in Target Timescale		89.18%	89.74%	
% of Routine Repairs Completed in Target Timescale		93.30%	83.57%	