

Changes to SPBM Performance Indicators – Q4 2013

Many new performance indicators have been introduced by HouseMark, as all the main housing PIs are broken down by tenure type – GN, Supported and housing for older people.

We have also added some new indicators of our own.

If you are interested in exploring whether these might be useful for you [please get in contact](#).

New HouseMark PIs now available on SPBM

Code	Title
HMGN 331	Former tenant arrears collection rate - GN only
HMGN 37	Average re-let time of all major works voids (including time spent in works) - GN only
HMGN 38	Average re-let time of all re-lets (including any time spent in works) - GN only
HMHO 210	Rent collected from current tenants as a percentage of rent owed (excluding arrears b/f) - HfOP
HMHO 220	Current tenant arrears as a percentage of the annual rent debit (excluding HB adjustments) - HfOP
HMHO 30	Percentage of rent lost through dwellings being vacant - HfOP
HMHO 320	Rent written off as a percentage of the annual rent roll - HfOP
HMHO 330	Former tenant arrears as a percentage of the annual rent debit - HfOP
HMHO 331	Former tenant arrears collection rate - HfOP
HMHO 350	Percentage of properties accepted on first offer - HfOP
HMHO 37	Average re-let time of all major works voids (including time spent in works) - HfOP
HMHO 38	Average re-let time of all re-lets (including any time spent in works) - HfOP
HMHO 50	Percentage of all tenants who have been evicted for rent arrears - HfOP
HMHO 60	Percentage of dwellings that are vacant and available to let - HfOP
HMHO 70	Percentage of dwellings that are vacant but unavailable to let - HfOP
HMPI 331	Former tenant arrears collection rate - GN & HfOP
HMPI 360a	Voluntary staff turnover
HMPI 360b	Involuntary staff turnover
HMPI 37	Average re-let time of all major works voids (including time spent in works) - GN & HfOP
HMPI 38	Average re-let time of all re-lets (including any time spent in works) - GN & HfOP
HMSH 350	Percentage of properties accepted on first offer - SH
HMSH 38	Average re-let time of all re-lets (including any time spent in works) - SH
HMSH 50	Percentage of all tenants who have been evicted for rent arrears - SH
RIB017	Residents who have received some training provided or part funded by the organisation as a % of properties managed



New SPBM performance indicators (Non-HouseMark)

These PIs have been added at the request of members

Code	Title
SWBM 530	Average weekly capitalised expenditure on components
EPC 01	Average Energy Efficiency Rating
EPC 02	Average Environmental (CO2) Impact Rating
SWBM 060	Average Affordable Rent

PIs which have been renamed / replaced to bring SPBM and HouseMark in sync

Old Code	Title	New Code
BVSH 69	Percentage of rent lost through dwellings being vacant - SH	HMSH 30
HMPI 100	Percentage of repairs completed right first time	HMPI 101
SHPI 03	Average re-let time (calendar days) - Supported Housing	HMSH 36
SHPI 36	Average re-let time (calendar days) - SHELTERED only	HMHO 36
SP 200	Percentage of tenants satisfied with repairs and maintenance based on repairs completion advice	HMPI 102
SPSH 330	Former tenant arrears collected (as % of former tenant arrears)	HMSH 331

PIs with no HouseMark equivalent

The following PIs are not part of the new HouseMark National Club, but all have been on PI Tracking at some point in the past. If you use these indicators you will no longer be able to compare with HouseMark.

Code	Title
BV63	Average SAP rating (2001) of dwellings
BV74b	Percentage of GN ethnic minority tenants satisfied with the overall service provided by their landlord
GNPI 01	Average GN weekly gross rent
GNPI 02	Annual increase in GN gross rents
GNPI 33	Percentage of lettings to BME households
HMPI 120	% of Gas Safety Certificates outstanding at end of period
HMPI 210 (amended)	Proportion of rent collected excluding void rent loss
HMPI 270	Percentage of leaseholders satisfied with the landlord's services overall
HMSH 160	Percentage of tenants satisfied with the landlord's services overall - SH
HMSH 340	Percentage of tenants satisfied that their views are taken into account - SH
LVC20	Average relet times (cal. days - GN only)
LVC30	Number of lettings
NI 160	Percentage of tenants satisfied with the landlord's services overall - GN only