

Value for Money Scorecard

6 mths ending 30 September 2024

Financial indicators	6 m/e 30/09/2024	6 m/e 31/03/2024	6 m/e 30/09/2023	6 m/e 31/03/2023	6 m/e 30/09/2022	Comments
Headline social housing cost per unit	1,953	2,002	1,683	1,986	1,579	This is calculated as total operating costs divided by bedspaces. The range of HA spend is about £1.5k to £2.5 for 6 months The budget figure for year ending 31/3/25 is £2,056.
Operating margin	4.50%	-5.50%	-30.80% A	-5.70%	6.03%	The deficits had been planned for and are part of the overall strategy to invest in properties, acknowledging necessary backlog maintenance. A - This large deficit was due to the payment of £200k to CCT for the surrender of the lease on Ciaran Colman
Management costs per unit	526	501	417	495	383	This is calculated as total management costs less insurance.
Total maint cost per bedspace	631	811	560	821	505	
Total maint cost as % of income	31%	58%	31%	64%	50%	Cost beginning to increase from 31/3/21 due to Covid restrictions being lifted.

Other indicators

Occupancy	<u>99%</u>	<u>99%</u>	<u>99%</u>	<u>99%</u>	<u>99%</u>	Occupancy remains high, it is considered that this will remain constant.
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Response maint overall KPI - The overall KPI was 93% at the end of 31/8/24, which is considerably above target level.

The following table summarises the Association's Response maintenance KPIs, demonstrating the high performance achieved.

Association Totals	August			Year to Date 31/8/24			Target KPI %
	Due in Mth No.	Completed in Mth No.	KPI Mth %	Due in Mth No.	Completed in Mth No.	KPI Ytd %	
Immediate	6	6	100%	23	22	96%	85
Emergency	4	4	100%	24	22	92%	85
Urgent	4	3	75%	34	31	91%	80
Routine	25	23	92%	121	112	93%	80
Totals	39	36	92%	202	187	93%	

Summary of quality assessments

Orders in 6 m/e 30/9/24	No. jobs	Recalls	%
Glencraig	127	6	4.7%
Mourne Grange	89	0	0.0%
Clanabogan	31	1	3.2%
Totals	247	7	2.8%

This table demonstrates the high quality of repairs, as recalls are very low, indicating that work is being completed fully and properly in the vast majority of orders.