

## Operating performance report

### Monthly performance target

#### Democratic process

Ordinary Board meeting held monthly

Agendas and non-PE reports on website 3 working days prior to Board meeting

Approved non-PE minutes of Board meetings on website by end of following month

#### Financial stewardship

No breach of borrowing limit approved by Minister of Finance

Variation in accumulated net revenue against net revenue budget to date no greater than -5%

Variation in accumulated gross revenue against revenue budget to date no greater than -10%

Variation in accumulated gross spend against expenditure budget to date less than +10%

#### Distribution of funds to the community

Grants only awarded to Greytown residents or organisations serving Greytown

All applications acknowledged within 2 working days of receipt

All applicants notified within 2 working days of decision

#### Tenancy management

No vacated premises vacant for > 4 months

No individual tenant arrears outstanding for > 3 months

Total accumulated arrears > 3 months old < 3% of current month's rent and outgoings demanded

#### Property maintenance

All properties have current minimum Category B seismic risk rating

All repair & maintenance issues raised by tenants are responded to within 2 working days

All approved repairs & maintenance completed within 25 days of issue being raised

	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	Notes
Ordinary Board meeting held monthly	😊	😊	😊	😊	😊	😊	😊	
Agendas and non-PE reports on website 3 working days prior to Board meeting	😊	😊	😊	😊	😊	😊	😊	
Approved non-PE minutes of Board meetings on website by end of following month	😊	😊	😊	😊	😊	😊	😊	
No breach of borrowing limit approved by Minister of Finance	😊	😊	😊	😊	😊	😊	😊	
Variation in accumulated net revenue against net revenue budget to date no greater than -5%	😊	😊	😊	😊	😊	😊	😞	Budget timing issue re. H&S
Variation in accumulated gross revenue against revenue budget to date no greater than -10%	😊	😊	😊	😊	😊	😊	😊	
Variation in accumulated gross spend against expenditure budget to date less than +10%	😊	😊	😊	😊	😊	😊	😊	
Grants only awarded to Greytown residents or organisations serving Greytown	😊	X	😊	😊	😊	😊	😊	
All applications acknowledged within 2 working days of receipt	😊	X	😊	😊	😊	😊	😊	
All applicants notified within 2 working days of decision	😊	X	😊	😊	😊	😊	😊	
No vacated premises vacant for > 4 months	😊	😊	😞	😞	😞	😞	😞	172 East St (124 Main St now leased)
No individual tenant arrears outstanding for > 3 months	😞	😞	😊	😊	😊	😊	😊	(zero on an unplanned basis)
Total accumulated arrears > 3 months old < 3% of current month's rent and outgoings demanded	😞	😊	😊	😊	😊	😊	😊	(0% on an unplanned basis)
All properties have current minimum Category B seismic risk rating	😞	😞	😞	😞	😞	😞	😞	Four properties assessed as category C
All repair & maintenance issues raised by tenants are responded to within 2 working days	😊	😊	😊	😊	😊	😊	😊	
All approved repairs & maintenance completed within 25 days of issue being raised	😊	😞	😞	😞	😞	😞	😞	Pahiatua roof repairs delayed

😊 achieved

😞 not achieved

😐 partially achieved

X nothing to report on, not measured