

## Operating performance report

| Monthly performance target   | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 | Jan-18 | Feb-18 | Notes                                   |
|--|--------|--------|--------|--------|--------|--------|--------|---|
| <b>Democratic process</b>  |        |        |        |        |        |        |        |   |
| 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               | 😊      | 😊      | 😊      | 😊      | 😊      | 😊      | 😊      |   |
| <b>Financial stewardship</b>   |        |        |        |        |        |        |        |   |
| 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%       | 😊      | 😊      | 😊      | 😊      | 😊      | 😊      | 😊      |   |
| <b>Distribution of funds to the community</b>  |        |        |        |        |        |        |        |   |
| 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      | 😊      | 😊      | 😊      | 😊      |   |
| <b>Tenancy management</b>  |        |        |        |        |        |        |        |   |
| No vacated premises vacant for > 4 months  | 😞      | 😞      | 😞      | 😞      | 😞      | 😞      | 😞      | 64 Main St, 124 Main St                 |
| No individual tenant arrears outstanding for > 3 months                                      | 😊      | 😊      | 😊      | 😊      | 😊      | 😞      | 😊      | Lawson Avery Ltd \$100                  |
| Total accumulated arrears > 3 months old < 3% of current month's rent and outgoings demanded | 😞      | 😊      | 😊      | 😊      | 😊      | 😊      | 😊      | (0% on an unplanned basis)              |
| <b>Property maintenance</b>  |        |        |        |        |        |        |        |   |
| All properties have current minimum Category B seismic risk rating                           | 😞      | 😞      | 😞      | 😞      | 😞      | 😞      | 😞      | Three 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            | 😞      | 😞      | 😞      | 😞      | 😞      | 😞      | 😞      | Delayed repairs, Pahiatua & Whanganui   |

😊 achieved

😞 not achieved

😐 partially achieved

X nothing to report on, not measured