

## Operating performance report

Monthly performance target	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20
<b>Democratic process</b>							
Board meetings notified 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 profit against net profit 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	✗	✗	😊	✗	✗	✗	✗
All applications acknowledged within 2 working days of receipt	✗	✗	😊	✗	✗	✗	✗
All applicants notified within 2 working days of decision	✗	✗	😊	✗	✗	✗	✗
<b>Tenancy management</b>							
No vacated premises vacant for > 4 months	😊	😊	😊	😊	😊	😊	😊
No unplanned individual tenant arrears outstanding for > 3 months	😞	😞	😞	😞	😞	😞	😞
Total accumulated arrears > 3 months old < 3% of current month's rent and outgoings demanded	😞	😞	😞	😊	😞	😞	😞
<b>Property maintenance</b>							
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	😞	😞	😞	😞	😞	😞	😞

😊 achieved

😞 not achieved

😊 partially achieved

✗ nothing to report on, not measured