

## Operating performance report

### Monthly performance target

#### **Democratic process**

Board meetings notified monthly

Apr-20 May-20 Jun-20 Jul-20 Aug-20 Sep-20 Oct-20 Nov-20 Dec-20 Jan-21 Feb-21 Mar-21

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

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

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#### **Financial stewardship**

No breach of borrowing limit approved by Minister of Finance

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

X 😊 😊 😊 😞 😞 😞 😊 😊 😊 😞 😊

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

X 😊 😊 😊 😊 😊 😊 😊 😊 😊 😊 😊 😊

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

X 😊 😊 😊 😊 😊 😊 😊 😊 😊 😊 😊 😊

#### **Distribution of funds to the community**

Grants only awarded to Greytown residents or organisations serving Greytown

X X X X 😊 😊 😊 😊 😊 😊 X 😊

All applications acknowledged within 2 working days of receipt

X X X X 😊 😊 😊 😊 😊 😊 X 😊

All applicants notified within 2 working days of decision

X X X X 😊 😊 😊 😊 😊 😊 X 😊

#### **Tenancy management**

No vacated premises vacant for > 4 months

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No unplanned individual tenant arrears outstanding for > 3 months

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

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#### **Property maintenance**

All properties have current minimum Category B seismic risk rating

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

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

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😊 achieved

😞 not achieved

😊 partially achieved

X nothing to report on, not measured