

## 2014/15 Year End Performance



**ENDEAVOUR**  
HOUSING ASSOCIATION





### PERFORMANCE KEY


How are we doing?	
Good	
Room for improvement	
Cause for concern	



Comparing to others	
Top quartile	1
Upper middle	2
Lower middle	3
Bottom quartile	4

Maintaining your homes					
Performance Indicator	13/14	14/15	Our Target	How are we doing?	Comparing to others
Percentage of appointments kept	92.5%	91%	95%		4
Percentage of repairs completed at first visit	77%	78.9%	80%		Not available
Percentage of emergency repairs completed within target time	97.4%	95.6%	100%		3
Percentage of non urgent repairs completed within target time	95%	95.2%	96%		3
Overall tenant satisfaction with Repairs Service	95%	91.5%	85%		3
Percentage of properties with valid Gas Safety Certificate at Quarter end	99.95%	100%	100%		1

Income Management					
Performance Indicator	13/14	14/15	Target	How are we doing?	Comparing to others
Current Rent Arrears net of Housing Benefit as a percentage of annual rent debit	1.74%	1.76%	1.80%		2
Former tenants arrears as a percentage of annual rent debit	1.64%	1.47%	-		2
Overall tenant satisfaction with income collection	74.4%	100%	85%		Not available

Property Management					
Performance Indicator	13/14	14/15	Target	How are we doing?	Comparing to others
Average relet times (in days)	29	34	25		
Percentage of rent lost through vacant properties	1.94%	1.77%	2%		

Anti Social Behaviour					
Performance Indicator	13/14	14/15	Target	How are we doing?	Comparing to others
Overall level of tenant satisfaction with how the case was handled	88.5%	87.7%	90%		Not available

Customer Services					
Performance Indicator	13/14	14/15	Target	How are we doing?	Comparing to others
Percentage of Complaints responded to within 10 working days	92%	88%	100%		Not available
Number of complaints received in the year	76	103	-	-	Not available
Satisfaction with the outcome of your complaint	76.3%	75.6%	90%		Not available