













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	14/15	Apr–June 15/16	Apr–Sept 15/16	Apr–Dec 15/16	Our Target	How are we doing?	Comparing to others
Percentage of appointments kept	91%	94.7%	94.4%	94.9%	95%		3
Percentage of repairs completed at first visit	78.9%	89.2%	88%	87.8%	80%		3
Percentage of emergency repairs completed within target time	95.6%	99%	99%	99%	100%		Not available
Percentage of non urgent repairs completed within target time	95.2%	98%	98%	97%	95%		Not available
Overall tenant satisfaction with last repair carried out	91.5%	96%	91.5%	81.8%	92%		4
Percentage of properties with valid Gas Safety Certificate at Quarter end	100%	100%	100%	99%	100%		4

Income Management							
Performance Indicator	14/15	Apr–June 15/16	Apr–Sept 15/16	Apr–Dec 15/16	Target	How are we doing?	Comparing to others
Current Rent Arrears net of Housing Benefit as a percentage of annual rent debit	1.76%	2.07%	1.86%	2.09%	1.95%		1
Former tenants arrears as a percentage of annual rent debit	1.47%	1.74%	1.57%	1.49%	-		2
Overall tenant satisfaction with income collection	100%	100%	100%	N/A	92%		Not available



Property Management

Performance Indicator	14/15	Apr–June 15/16	Apr–Sept 15/16	Apr–Dec 15/16	Target	How are we doing?	Comparing to others
Average relet times (in days)	34	31.5	29.5	28.5	27		2
Percentage of rent lost through vacant properties	1.77%	1.84%	1.61%	1.57%	2%		3

Anti Social Behaviour

Performance Indicator	14/15	Apr–June 15/16	Apr–Sept 15/16	Apr–Dec 15/16	Target	How are we doing?	Comparing to others
Overall level of tenant satisfaction with how the case was handled	87.7%	80%	N/A	N/A	90%		2

Customer Services

Performance Indicator	14/15	Apr–June 15/16	Apr–Sept 15/16	Apr–Dec 15/16	Target	How are we doing?	Comparing to others
Percentage of Complaints responded to within 10 working days	88%	73%	78%	84%	100%		Not available
Number of complaints received in the year	103	15	32	44	-	-	Not available
Satisfaction with the outcome of your complaint	75.6%	75.6%	N/A	N/A	90%		2