





















## Our Performance 2015/16








Maintaining your homes								
	EHA				THA			
Performance Indicator	14/15	15/16	Our Target	How are we doing?	14/15	15/16	Our Target	How are we doing?
Percentage of appointments kept	91%	95%	95%		94.4%	98%	95%	
Percentage of repairs completed at first visit	78.9%	86.9%	80%		84.4%	88.6%	80%	
Percentage of emergency repairs completed within target time	95.6%	99%	100%		95.5%	99%	100%	
Percentage of non urgent repairs completed within target time	95.2%	97%	95%		96.4%	97%	95%	
Overall tenant satisfaction with last repair carried out	91.5%	88.9%	92%		94.4%	97.6%	92%	
Percentage of properties with valid Gas Safety Certificate at Quarter end	100%	99.8%	100%		100%	100%	100%	

Income Management								
	EHA				THA			
Performance Indicator	14/15	15/16	Our Target	How are we doing?	14/15	15/16	Our Target	How are we doing?
Current Rent Arrears net of Housing Benefit as a percentage of annual rent debit	2.01%	1.84%	1.95%		0.96%	0.75%	0.95%	
Former tenants arrears as a percentage of annual rent debit	1.47%	1.35%	-		0.84%	0.73%	-	

## Property Management

Performance Indicator	EHA				THA			
	14/15	15/16	Our Target	How are we doing?	14/15	15/16	Our Target	How are we doing?
Average relet times (in days)	36	28.5	27		22	16.5	22	
Percentage of rent lost through vacant properties	1.95%	1.51%	2%		1.48%	1.04%	1.6%	

## Customer Services

Performance Indicator	EHA				THA			
	14/15	15/16	Our Target	How are we doing?	14/15	15/16	Our Target	How are we doing?
Percentage of Complaints responded to within 10 working days	88%	89.4%	100%		86%	82.6%	100%	
Number of complaints received in the year	103	76	-		28	23	-	
Percentage of complaints upheld or partially upheld	62%	70%	-		79%	74%	-	
Satisfaction with Customer Services	95%	99.6%	92%		95%	99.6%	92%	