








Our Performance 2018/19





Quarter 1 – June 2018

Maintaining your homes					
Performance Indicator	16/17	17/18	18/19 Q1	Our Target	How are we doing?
Percentage of appointments kept	98.4%	95.1%	89%	95%	
Overall tenant satisfaction with repairs service	95.6%	90%	92.4%	92%	
Percentage of properties with valid Gas Safety Certificate at year end	99.93%	99.9%	100%	100%	

Property Management					
Performance Indicator	16/17	17/18	18/19 Q1	Our Target	How are we doing?
Average relet times (in days)	23.5 days	25.5 days	26.5 days	-	
Percentage of rent lost through vacant properties	1.19%	1.28%	1.31%	1.2%	

Income Management					
Performance Indicator	16/17	17/18	18/19 Q1	Our Target	How are we doing?
Current Rent Arrears net of Housing Benefit as a percentage of annual rent debit	1.53%	1.81%	2.11%	2.5%	
Former tenants arrears as a percentage of annual rent debit	1.57%	0.77%		-	

Customer Services

Performance Indicator	16/17	17/18	18/19 Q1	Our Target	How are we doing?
Percentage of Complaints responded to within 10 working days	92%	83.5%	94%	100%	
Number of complaints received in the year	204	166	45	-	
Percentage of complaints upheld or partially upheld	75%	73%	40%	-	
Satisfaction with overall service provided	97%	88.9%	84.2%	92%	



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