

2014/15 Year End Performance Data



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	Target	How are we doing?	Comparing to others
Percentage of appointments kept	97%	94.4%	95%		4
Percentage of repairs completed at first visit	86%	84.4%	80%		Not available
Percentage of emergency repairs completed within target time	99%	95.5%	100%		3
Percentage of non urgent repairs completed within target time	99%	96.4%	98%		2
Overall tenant satisfaction with Repairs Service	95.5%	94%	85%		2
Percentage of properties with valid Gas Safety Certificate	100%	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	0.85%	0.96%	1%		1
Former tenant arrears as a percentage of annual rent debit	0.93%	0.84%	-		1
Overall tenant satisfaction with income collection	78.8%	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)	38	22	30		1
Percentage of rent lost through vacant properties	1.34%	1.48%	1.6%		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	80%	80%	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	100%	86%	100%		Not available
Number of complaints received in the year	15	28	-	-	Not available
Satisfaction with the outcome of your complaint	88%	100%	90%		Not available