

## April – December 2015/16 Performance Information



### Performance key

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

Comparing to others	
Top quartile	
Upper middle	
Lower middle	
Bottom quartile	



### Maintaining your homes

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 appointments kept	94.4%	93.1%	97.2%	98.2%	95%		
Percentage of repairs completed at first visit	84.4%	90%	86.4%	91.1%	80%		
Percentage of emergency repairs completed within target time	95.5%	100%	100%	99%	100%		Not available
Percentage of non urgent repairs completed within target time	96.4%	96%	97%	97%	95%		Not available
Overall tenant satisfaction with last repair carried out	94%	100%	97.1%	96.5%	92%		
Percentage of properties with valid Gas Safety Certificate	100%	100%	100%	100%	100%		


### 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	0.96%	0.52%	0.76%	0.88%	0.95%		
Former tenant arrears as a percentage of annual rent debit	0.84%	0.96%	0.94%	0.78%	-		
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)	22	19.5	17	15.5	22		1
Percentage of rent lost through vacant properties	1.48%	1.29%	1.29%	1.24%	1.6%		2

## 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	80%	50%	N/A	N/A	90%		3

## 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	86%	67%	50%	63%	100%		Not available
Number of complaints received in the year	28	3	8	16	-	-	Not available
Satisfaction with the outcome of your complaint	100%	100%	N/A	N/A	90%		1