





















Our Performance Quarter 2 2016/17







Maintaining your homes										
Performance Indicator	EHA					THA				
	15/16	16/17 Q1	16/17 Q2	Our Target	How are we doing?	15/16	16/17 Q1	16/17 Q2	Our Target	How are we doing?
Percentage of appointments kept	95%	96%	97%	95%		98%	95.4%	98.5%	95%	
Percentage of repairs carried out first time	86.9%	87.5%	84.4%	85%		88.6%	100%	96%	85%	
Percentage of emergency repairs completed within target time	99%	98%	97%	100%		99%	97%	94%	100%	
Percentage of non urgent repairs completed within target time	97%	98%	98%	95%		97%	95%	96%	95%	
Overall tenant satisfaction with repairs service	88.9%	96.3%	90%	94%		97.6%	100%	100%	94%	
Percentage of properties with valid Gas Safety Certificate at Quarter end	99.8%	99%	99%	100%		100%	100%	100%	100%	

Income Management										
Performance Indicator	EHA					THA				
	15/16	16/17 Q1	16/17 Q2	Our Target	How are we doing?	15/16	16/17 Q1	16/17 Q2	Our Target	How are we doing?
Current Rent Arrears net of Housing Benefit as a percentage of annual rent debit	1.84%	1.99%	2.09%	1.95%		0.75%	0.98%	0.87%	0.75%	
Former tenants arrears as a percentage of annual rent debit	1.35%	1.44%	-	-		0.73%	0.86%	-	-	

Property Management

	EHA					THA				
Performance Indicator	15/16	16/17 Q1	16/17 Q2	Our Target	How are we doing?	15/16	16/17 Q1	16/17 Q2	Our Target	How are we doing?
Average relet times (in days)	28.5	29	26.5	29		16.5	21.5	17.5	16	
Percentage of rent lost through vacant properties	1.51%	1.65%	1.65%	1.95%		1.04%	0.44%	0.41%	1%	

Customer Services

	EHA					THA				
Performance Indicator	15/16	16/17 Q1	16/17 Q2	Our Target	How are we doing?	15/16	16/17 Q1	16/17 Q2	Our Target	How are we doing?
Percentage of Complaints responded to within 10 working days	89.4%	95.6%	98%	100%		82.6%	92.9%	91%	100%	
Number of complaints received in the year	76	23	48	-		23	14	22	-	
Percentage of complaints upheld or partially upheld	70%	91.3%	81%	-		74%	71.4%	59%	-	
Satisfaction with Customer Services	99.6%	No data	No data	92%		99.6%	No data	No data	92%	



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