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**Performance as at October 2021**

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| **Delivering Maintenance Service** |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of homes with a valid gas safety certificate | 100% | 99.7% |  |
| % Tenant satisfaction with repair | 92% | 87.4% |  |
| **Homes with a valid gas safety certificate:**There were eight overdue gas services at the end of October which is significantly more than average. Six of the properties now have new gas services with court action commencing for the two properties which remain outstanding. We continue to work with the tenants to try and gain access. **% satisfaction with repair:**111 customers were surveyed with 14 stating they were dissatisfied with their most recent repair. Dissatisfaction was most often linked to the quality of work completed (10 responses) with reoccurring faults on boilers being the most common issue (4 responses). All dissatisfied customers have been contacted to ensure all outstanding issues are fully addressed. |

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| **Managing Empty Homes** |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of £ lost due to empty homes  | 1.00% |  |  |
| Average time to let a property | 23 days | 20.5 days |  |

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| **Managing Income** |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of £ lost due to rent arrears  | 2.30% | 2.94% |  |
| **% of rent arrears:**We are seeing our performance impacted as a result of the cyclical nature of housing benefit and universal credit (UC) payments. We are also seeing more tenants move onto UC which is also affecting our performance as this is paid monthly in arrears. We continue to support our tenants through our Welfare Benefit Service and in partnership with other organisations including Citizens Advice Bureau, Stepchange, Green Doctor etc.  |

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| **Delivering Customer Service**  |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of calls dealt with on first contact | 90% | 83% |  |
| **Calls dealt with on first contact:**We continue to see high levels of calls coming into our Customer Service Team with calls taking longer. During October, this trend continued with more heating and hot water calls. Customer satisfaction for our Customer Services Team remains high at 97.4%. |