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**Performance as at March 2022**

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| **Delivering Maintenance Service** |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of homes with a valid gas safety certificate | 100% | 99.8% |  |
| % Tenant satisfaction with repair | 92% | 92.2% |  |
| **Homes with a valid gas safety certificate:**There were five properties which had not received a gas service within the last 12 months at the end of March.One of these has now been complete, two are going through the abandonment process and two have appointments booked for 27th April 2022. |

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| **Managing Empty Homes** |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of £ lost due to empty homes  | 1.00% | 0.89% |  |
| Average time to let a property | 23 days | 21 days |  |

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| **Managing Income** |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of £ lost due to rent arrears  | 2.30% | 2.54% |  |
| **% of rent arrears:**Performance has improved from last month. We continue to see our performance impacted by the cyclical nature of housing benefit and universal credit payments. We are also seeing more customers finding it increasingly difficult to pay their rent as a result of the rising cost of living. Our Welfare Benefits Team continue to support tenants maximise their income. During the last year, they have supported 657 households and increased their income by £586k.  |

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| **Delivering Customer Service**  |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of calls dealt with on first contact | 90% | 89% |  |
| **Calls dealt with on first contact:**Performance has improved from last month. Many of our incoming calls require follow up with our contractors which is impacting performance. We used alternative contractors to assist with the increase in fencing and roofing repairs caused by the various storms. As a result of this, the number of calls during March reduced. Satisfaction remains high for Customer Services at 98%. |