

Performance

April — June 2009



Communities

- Notices served for breach of tenancy **9**
- Eviction notices served **0**
- Walkabouts—issues raised **428**
- Walkabouts—issues resolved **217**



Repairs

- Number of repairs appointments made **3,045**
- Number of repairs appointments kept **2,972**
- Number of urgent repairs done on time **1,369**
- Number of gas services outstanding **16**



Rents

- Amount of rent paid **£4,245,287**
- Tenants taken to Court for non-payment **15**
- New bathrooms arrears equal **95**



Empty Homes

- Average days to relet empty properties **15**
- Empty properties having major works **15**
- Empty properties ready to let **16**



Lettings

- Average bids per property **23**
- % satisfied with property standard at relet **98**



Customer Promise

- Number of complaints received **61**
- Number of complaints resolved first time **58**

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