

Performance



July - September 2009



Communities

- Notices served for breach of tenancy **8**
- Eviction notices served **0**
- Walkabouts—issues raised **240**
- Walkabouts—issues resolved **184**



Repairs

- Number of repairs appointments made **3,575**
- Number of repairs appointments kept **3,499**
- Number of urgent repairs done on time **1,325**
- Number of gas services outstanding **7**



Rents

- Amount of rent paid **£4,108,444**
- Tenants taken to Court for non-payment **15**
- New bathrooms arrears equal **95**



Empty Homes

- Average days to relet empty properties **16**
- Empty properties having major works **8**
- Empty properties ready to let **4**



Lettings

- Average bids per property **22**
- % satisfied with property standard at relet **97**



Customer Promise

- Number of complaints received **42**
- Number of complaints resolved first time **36**

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