

# Performance



## January — March 2010



### Communities

- Notices served for breach of tenancy 0
- Eviction notices served 0
- Walkabouts—issues raised 103
- Walkabouts—issues resolved 98



### Repairs

- Number of repairs appointments made 3,394
- Number of repairs appointments kept 3,258
- Number of urgent repairs done on time 2,033
- Number of gas services outstanding 5



### Rents

- Amount of rent paid £4,253,384
- Tenants taken to Court for non-payment 5
- New bathrooms that could be provided if all arrears were paid 74



### Empty Homes

- Average days to relet empty properties 16
- Empty properties having major works 1
- Empty properties ready to let 17



### Lettings

- Average bids per property 33
- % satisfied with property standard at relet 99



### Customer Promise

- Number of complaints received 37
- Number of complaints resolved first time 28

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