

# Performance

## April — June 2010



### Communities

- Notices served for breach of tenancy **8**
- Eviction notices served **0**
- Walkabouts—issues raised **204**
- Walkabouts—issues resolved **170**



### Repairs

- Number of repairs appointments made **3,105**
- Number of repairs appointments kept **3,073**
- Number of urgent repairs done on time **1,348**
- Number of gas services outstanding **9**



### Rents

- Amount of rent paid **£4,244,576**
- Tenants taken to Court for non-payment **3**
- New front doors that could be provided if all arrears were paid **371**



### Empty Homes

- Average days to relet empty properties **21**
- Empty properties having major works **14**
- Empty properties ready to let **17**



### Lettings

- Average bids per property **20**
- % satisfied with property standard at relet **99**



### Customer Promise

- Number of complaints received **45**
- Number of complaints resolved first time **37**

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