

Performance

October - December 2010



Communities

- Notices served for breach of tenancy **8**
- Eviction notices served **0**
- Walkabouts—issues raised **100**
- Walkabouts—issues resolved **93**



Repairs

- Number of repairs appointments made **2,118**
- Number of repairs appointments kept **1,521**
- Number of urgent repairs done on time **2,604**
- Number of gas services outstanding **0**



Rents

- Amount of rent paid **£4,291,761**
- Tenants taken to Court for non-payment **10**
- New front doors that could be provided if all arrears were paid **383**



Empty Homes

- Average days to relet empty properties **23**
- Empty properties having major works **19**
- Empty properties ready to let **11**



Lettings

- Average bids per property **19**
- % satisfied with property standard at relet **100**



Customer Promise

- Number of complaints received **38**
- Number of complaints resolved first time **33**

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