

# Performance

## April - June 2011



### Communities

- Notices served for breach of tenancy **24**
- Eviction notices served **1**
- Walkabouts—issues raised **158**
- Walkabouts—issues resolved **122**



### Repairs

- Number of repairs appointments made **6,315**
- Number of repairs appointments kept **6,285**
- Number of urgent repairs done on time **1,227**
- Number of gas services outstanding **9**



### Rents

- Amount of rent paid **£4,461,892**
- Tenants taken to Court for non-payment **8**
- New front doors that could be provided if all arrears were paid **352**



### Empty Homes

- Average days to relet empty properties **12**
- Empty properties having major works **4**
- Empty properties ready to let **10**



### Lettings

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



### Customer Promise

- Number of complaints received **25**
- Number of complaints resolved first time **24**

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