

Performance



July - September 2011



Communities

- Notices served for breach of tenancy **11**
- Eviction notices served **0**
- Walkabouts—issues raised **187**
- Walkabouts—issues resolved **132**



Repairs

- Number of repairs appointments made **6,325**
- Number of repairs appointments kept **6,308**
- Number of urgent repairs done on time **1,508**
- Number of gas services outstanding **2**



Rents

- Amount of rent paid **£4,639,382**
- Tenants taken to Court for non-payment **7**
- New front doors that could be provided if all arrears were paid **387**



Empty Homes

- Average days to relet empty properties **10**
- Empty properties having major works **8**
- Empty properties ready to let **4**



Lettings

- Average bids per property **22**
- % satisfied with property standard at relet **100**



Customer Promise

- Number of complaints received **21**
- Number of complaints resolved first time **21**

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