

# Performance

## January - March 2012



### Communities

- Notices served for breach of tenancy **6**
- Eviction notices served **0**
- Walkabouts—issues raised **95**
- Walkabouts—issues resolved **23**



### Repairs

- Number of repairs appointments made **5,807**
- Number of repairs appointments kept **5,781**
- Number of urgent repairs done on time **1,811**
- Number of gas services outstanding **0**



### Rents

- Amount of rent paid **£4,671,637**
- Tenants taken to Court for non-payment **7**
- New front doors that could be provided if all arrears were paid **279**



### Empty Homes

- Average days to relet empty properties **11**
- Empty properties having major works **7**
- Empty properties ready to let **7**



### Lettings

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



### Customer Promise

- Number of complaints received **32**
- Number of complaints resolved first time **32**

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