

Performance

April - June 2012



Communities

- Notices served for breach of tenancy **6**
- Eviction notices served **0**
- Walkabouts—issues raised **112**
- Walkabouts—issues resolved **83**



Repairs

- Number of repairs appointments made **6,379**
- Number of repairs appointments kept **6,326**
- Number of urgent repairs done on time **1,136**
- Number of gas services outstanding **9**



Rents

- Amount of rent paid **£4,911,551**
- Tenants taken to Court for non-payment **13**
- New front doors that could be provided if all arrears were paid **382**



Empty Homes

- Average days to relet empty properties **10**
- Empty properties having major works **18**
- Empty properties ready to let **11**



Lettings

- Average bids per property **17**
- % satisfied with property standard at relet **95**



Customer Promise

- Number of complaints received **9**
- Number of complaints resolved first time **9**

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