

# Performance

## January—March 2014



### Communities

- Notices served for breach of tenancy **14**
- Eviction notices served **1**
- Walkabouts—issues raised **97**
- Walkabouts—issues resolved **41**



### Repairs

- Number of repairs appointments made **7,548**
- Number of repairs appointments kept **7,547**
- Number of urgent repairs done on time **2,550**
- Number of gas services outstanding **8**



### Rents

- Amount of rent paid **£5,445,160**
- % rent collected **98.73%**
- Tenants taken to Court for non-payment **26**
- New front doors that could be provided if all arrears were paid **471**



### Empty Homes

- Average days to relet empty properties **19**
- Empty properties having major works **6**
- Empty properties ready to let **4**



### Lettings

- Average bids per property **20**
- % satisfied with property standard at relet **84%**



### Customer Promise

- Number of complaints received **25**
- Number of complaints resolved first time **20**

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