

Performance

April – June 2014



Communities

- Notices served for breach of tenancy **25**
- Eviction notices served **0**
- Walkabouts—issues raised **199**
- Walkabouts—issues resolved **161**



Repairs

- Number of repairs appointments made **5,320**
- Number of repairs appointments kept **5,318**
- Number of urgent repairs done on time **1,909**
- Number of gas services outstanding **6**



Rents

- Amount of rent paid **£4,777,384**
- % rent collected **97.96%**
- Tenants taken to Court for non-payment **22**
- New front doors that could be provided if all arrears were paid **517**



Empty Homes

- Average days to relet empty properties **17**
- Empty properties having major works **5**
- Empty properties ready to let **17**



Lettings

- Average bids per property **26**
- % satisfied with property standard at relet **97%**



Customer Promise

- Number of complaints received **22**
- Number of complaints resolved first time **4**

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0845 258 5550
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