

Performance

July — September 2014



Communities

- Notices served for breach of tenancy
- Eviction notices served
- Walkabouts—issues raised
- Walkabouts—issues resolved

Outturn	Target
29	N/A
0	N/A
121	N/A
92	N/A



Repairs

- Number of repairs appointments made
- Number of repairs appointments kept
- Number of urgent repairs done on time
- Number of gas services outstanding

6,305	N/A
6,295	N/A
2,350	N/A
1	3



Rents

- Amount of rent paid
- % rent collected
- Tenants taken to Court for non-payment
- New front doors that could be provided if all arrears were paid

£5,377,726	N/A
97.81%	96.25%
26	N/A
516	N/A



Empty Homes

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

20	18.5
6	N/A
16	N/A



Lettings

- Average bids per property
- % satisfied with property standard at relet

27	N/A
96%	100%



Customer Promise

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

11	N/A
8	N/A

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