

Performance

October — December 2014



Communities

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



Repairs

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



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



Empty Homes

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



Lettings

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



Customer Promise

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

	Outturn	Target
Notices served for breach of tenancy	28	N/A
Eviction notices served	1	N/A
Walkabouts—issues raised	133	N/A
Walkabouts—issues resolved	94	N/A
Number of repairs appointments made	6,794	N/A
Number of repairs appointments kept	6,793	N/A
Number of urgent repairs done on time	2,991	N/A
Number of gas services outstanding	8	9
Amount of rent paid	£5,352,089	N/A
% rent collected	97.81%	96.25%
Tenants taken to Court for non-payment	12	N/A
New front doors that could be provided if all arrears were paid	535	N/A
Average days to relet empty properties	20	18.5
Empty properties having major works	3	N/A
Empty properties ready to let	11	N/A
Average bids per property	29	N/A
% satisfied with property standard at relet	99%	100%
Number of complaints received	10	N/A
Number of complaints resolved first time	3	N/A

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