

Performance

January— March 2015



Communities

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

Outturn	Target
21	N/A
0	N/A
60	N/A
22	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

6,674	N/A
6,672	N/A
2,824	N/A
18	9



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

£5,460,048	N/A
98.75%	96.25%
39	N/A
446	N/A



Empty Homes

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

18.45	18.5
4	N/A
3	N/A



Lettings

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

22	N/A
97%	100%



Customer Promise

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

15	N/A
6	N/A

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