

Performance



July—September 2015



Communities

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

Outturn	Target
32	N/A
0	N/A
85	N/A
90	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

5,582	N/A
5,577	N/A
614	N/A
10	6



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

£5,527,840	N/A
98.27%	96.25%
19	N/A
578	N/A



Empty Homes

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

18.32	18.5
4	N/A
3	N/A



Lettings

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

30	N/A
97%	100%



Customer Promise

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

33	N/A
27	N/A

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