

Performance

October—December 2015



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
	28	N/A
	0	N/A
	127	N/A
	110	N/A
	6,090	N/A
	6,050	N/A
	693	N/A
	13	9
	£5,502,721	N/A
	98.36%	96.25%
	17	N/A
	577	N/A
	17.48	18.5
	9	N/A
	9	N/A
	22	N/A
	96%	100%
	29	N/A
	27	N/A

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