

Performance

January—March 2016



Communities

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

Outturn	Target
15	N/A
1	N/A
58	N/A
13	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

5,445	N/A
5,407	N/A
593	N/A
12	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

£5,536,680	N/A
99.27%	96.25%
22	N/A
489	N/A



Empty Homes

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

16.87	18.5
5	N/A
8	N/A



Lettings

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

28	N/A
91%	100%



Customer Promise

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

19	N/A
17	N/A

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