

Performance



July—September 2016



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
	24	N/A
	0	N/A
	70	N/A
	20	N/A
	5,396	N/A
	5,368	N/A
	607	N/A
	7	9
	£5,048,350	£4,983,012
	98.75%	96.25%
	9	45
	544	N/A
	16.85	18
	10	N/A
	6	N/A
	22	N/A
	96%	100%
	16	N/A
	12	N/A

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