

Performance

October—December 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
Notices served for breach of tenancy	25	N/A
Eviction notices served	0	N/A
Walkabouts—issues raised	73	N/A
Walkabouts—issues resolved	91	N/A
Number of repairs appointments made	6,928	N/A
Number of repairs appointments kept	6,879	N/A
Number of urgent repairs done on time	616	N/A
Number of gas services outstanding	12	9
Amount of rent paid	£6,059,557	£4,983,012
% rent collected	98.81%	96.25%
Tenants taken to Court for non-payment	7	45
New front doors that could be provided if all arrears were paid	540	N/A
Average days to relet empty properties	16.55	18
Empty properties having major works	4	N/A
Empty properties ready to let	9	N/A
Average bids per property	20	N/A
% satisfied with property standard at relet	94%	100%
Number of complaints received	21	N/A
Number of complaints resolved first time	18	N/A

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