

# Performance



## July - September 2012



### Communities

- Notices served for breach of tenancy **14**
- Eviction notices served **0**
- Walkabouts—issues raised **151**
- Walkabouts—issues resolved **106**



### Repairs

- Number of repairs appointments made **7,412**
- Number of repairs appointments kept **7,126**
- Number of urgent repairs done on time **1,560**
- Number of gas services outstanding **5**



### Rents

- Amount of rent paid **£4,879,878**
- Tenants taken to Court for non-payment **1**
- New front doors that could be provided if all arrears were paid **301**



### Empty Homes

- Average days to relet empty properties **13**
- Empty properties having major works **9**
- Empty properties ready to let **21**



### Lettings

- Average bids per property **25**
- % satisfied with property standard at relet **95**



### Customer Promise

- Number of complaints received **13**
- Number of complaints resolved first time **13**

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