

Performance

October - December 2012



Communities

- Notices served for breach of tenancy **12**
- Eviction notices served **0**
- Walkabouts—issues raised **49**
- Walkabouts—issues resolved **23**



Repairs

- Number of repairs appointments made **7,799**
- Number of repairs appointments kept **7,797**
- Number of urgent repairs done on time **1,531**
- Number of gas services outstanding **8**



Rents

- Amount of rent paid **£4,932,027**
- Tenants taken to Court for non-payment **0**
- New front doors that could be provided if all arrears were paid **472**



Empty Homes

- Average days to relet empty properties **16**
- Empty properties having major works **3**
- Empty properties ready to let **13**



Lettings

- Average bids per property **20**
- % satisfied with property standard at relet **91**



Customer Promise

- Number of complaints received **15**
- Number of complaints resolved first time **13**

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