

Performance

January—March 2013



Communities

- Notices served for breach of tenancy 9
- Eviction notices served 0
- Walkabouts—issues raised 19
- Walkabouts—issues resolved 10



Repairs

- Number of repairs appointments made 7,671
- Number of repairs appointments kept 7,671
- Number of urgent repairs done on time 1,298
- Number of gas services outstanding 11



Rents

- Amount of rent paid £5,077,508
- Tenants taken to Court for non-payment 5
- New front doors that could be provided if all arrears were paid 395



Empty Homes

- Average days to relet empty properties 17
- Empty properties having major works 4
- Empty properties ready to let 11



Lettings

- Average bids per property 22
- % satisfied with property standard at relet 84



Customer Promise

- Number of complaints received 20
- Number of complaints resolved first time 20

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