

Performance

April - June 2013



Communities

- Notices served for breach of tenancy **15**
- Eviction notices served **0**
- Walkabouts—issues raised **196**
- Walkabouts—issues resolved **161**



Repairs

- Number of repairs appointments made **6,706**
- Number of repairs appointments kept **6,704**
- Number of urgent repairs done on time **1,451**
- Number of gas services outstanding **12**



Rents

- Amount of rent paid **£5,144,782**
- Tenants taken to Court for non-payment **12**
- New front doors that could be provided if all arrears were paid **518**



Empty Homes

- Average days to relet empty properties **19**
- Empty properties having major works **4**
- Empty properties ready to let **12**



Lettings

- Average bids per property **22**
- % satisfied with property standard at relet **89**



Customer Promise

- Number of complaints received **12**
- Number of complaints resolved first time **3**

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