

# Performance

## July—September 2013



### Communities

- Notices served for breach of tenancy **13**
- Eviction notices served **0**
- Walkabouts—issues raised **112**
- Walkabouts—issues resolved **46**



### Repairs

- Number of repairs appointments made **5,968**
- Number of repairs appointments kept **5,960**
- Number of urgent repairs done on time **1,957**
- Number of gas services outstanding **5**



### Rents

- Amount of rent paid **£5,803,099**
- Tenants taken to Court for non-payment **40**
- New front doors that could be provided if all arrears were paid **523**



### Empty Homes

- Average days to relet empty properties **19**
- Empty properties having major works **6**
- Empty properties ready to let **14**



### Lettings

- Average bids per property **16**
- % satisfied with property standard at relet **86**



### Customer Promise

- Number of complaints received **23**
- Number of complaints resolved first time **3**

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