

Our Performance

We constantly measure and monitor our performance to gauge how good the service we provide is and to make sure we are keeping our promise to offer customers the highest possible level of service.

How we performed from 1st April 2011 to 30th June 2011.

green

Performance on target



amber

Performance below but close to target



red

Action is needed to meet target



Income Management

Amount of current rent arrears outstanding – 1.91% (target is 1.90%)



Lettings

Average time taken to repair and let an empty property = 56.61 days (target is 25 days)

The average time taken to re-let empty properties has increased because several properties that were empty for a long time have been successfully marketed and re-let.



Disabled Adaptations

Percentage of work completed within 4 weeks = 100% (target is 95%)



Response to Letters

Percentage of letters responded to within 30 working days = 97% (target is 95%)



Response to Telephone Calls

Percentage of telephone calls answered within 7 seconds = 58% (target is 65%)

Performance has improved since June and will be shown in the next report.



New Tenancy Visit

Percentage of new tenants visited within 6 week = 100% (target is 92%)



New Applications

Percentage of new applications assessed within 14 days = 100% (target is 95%)



Complaints

Percentage of complaints resolved at the first stage = 100% (target is 95%)



Repairs and Maintenance

Average cost of a responsive repair = £104.30 (target is £108.37)



Percentage of residents satisfied with the repairs service = 96% (target is 96%)



Percentage of repairs completed correctly first time = 82% (target is 86%)



Percentage of repairs completed on time = 93% (target is 90%)



Average number of days to complete a repair = 9 days (target is 11 days)

