

Our Performance

We constantly monitor and measure our performance to make sure that we are keeping to our promise to offer high quality services to our customers.

1 April 2015 to 30 June 2015

Income Management

Amount of current arrears outstanding – 1.69% (target is 1.90)



Lettings

Average time taken to repair and re-let an empty property – 39.16 days (target is 25 days)

Performance has improved since the last quarter but the successful re-letting of a property that had been empty for a long time affected the average re-let time. If this is removed from the figures, the average re-let time would be 23.37 days



Response to Letters

Percentage of letters responded to within 10 working days – 95% (target is 98%)



Estate Inspections

Percentage of estate inspections completed within 6 months – 100% (target is 85%)



Complaints

Percentage of complaints resolved at the first stage – 83% (target is 94%)

6 complaints were received and 5 were resolved at the first stage



Repairs and Maintenance

Percentage of residents satisfied with the repairs service – 98% (target is 97%)



Percentage of repairs completed correctly first time – 83% (target is 86%)



Percentage of repairs completed on time – 99% (target is 99%)



Percentage of new residents satisfied with the condition of their home – 76% (target is 85%)



There was an issue with the cleaning of empty properties that has now been resolved but will continue to be reflected in the performance figure.

Value for Money

Value for money savings achieved as a percentage of operating costs – 1.27% (target is 5%)



This is accumulative and 1.27% was achieved in the first 3 months of the financial year