




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.

How we performed from 1st April 2016 to 30th June 2016

Income Management Amount of current arrears outstanding – 1.98% (target is 1.90%) 	Complaints Percentage of complaints resolved at the first stage – 100% (target is 87%) 
Lettings Percentage of properties re-let within target of 25 days – 65.58% (target 58%) 	Repairs and Maintenance Percentage of residents satisfied with the repairs service – 96% (target is 97%)  Percentage of repairs completed correctly first time – 79% (target is 86%)  Percentage of repairs completed on time – 99% (target is 99%)  Percentage of new residents satisfied with the condition of their home – 87% (target is 85%) 
Response to Letters Percentage of letters responded to within 10 working days – 90% (target is 98%) 	Value for Money Value for money savings achieved as a percentage of operating costs – 4.59% (target is 5%) 
Estate Inspections Percentage of estate inspections completed within 6 months – 95.7% (target is 85%) 	

 **Green**
 Performance on target
 **Amber**
 Performance below but close to target
 **Red**
 Action is needed to meet target

How we performed from 1st July 2016 to 30th September 2016

Income Management Amount of current arrears outstanding – 1.69% (target is 1.90) 	Complaints Percentage of complaints resolved at the first stage – 100% (target is 87%) 
Lettings Percentage of properties re-let within target of 25 days – 67.3% (target 58%) 	Repairs and Maintenance Percentage of residents satisfied with the repairs service – 97% (target is 97%)  Percentage of repairs completed correctly first time – 87% (target is 86%)  Percentage of repairs completed on time – 99% (target is 99%)  Percentage of new residents satisfied with the condition of their home – 88% (target is 85%) 
Response to Letters Percentage of letters responded to within 10 working days – 94% (target is 98%) 	Value for Money Value for money savings achieved as a percentage of operating costs – 4.7% (target is 5%) 
Estate Inspections Percentage of estate inspections completed within 6 months – 98% (target is 85%) 