

How Did We Do?

Performance Summary (April – September 2016)

We've reached the halfway point in our reporting year. Here's our usual look at some of the facts and figures we collect to help monitor our key services and activities. The results shown are for the six month period between April and September 2016. If you have any questions about this information or would like further details, please contact us.

What We Measure...	The result we achieved...	Our Target is...	You might be interested to know...
Calls answered by the Customer Services Team within 30 seconds	97.9%	≥ 95%	The team received over 18' 000 calls during the six month period.
Average time to complete emergency repairs	3.2 hours	≤ 5 hours	Over 1,000 emergency repairs were completed.
Average time to complete non-emergency repairs	4.86 days	≤ 5 days	Over 3,000 non-emergency repairs were completed.
Non-emergency repairs completed "right first time"	92.9%	≥ 92%	These are repairs that were completed within timescale and during the contractor's first (or other pre-planned) visit.
Properties with current gas safety record	100%	100%	We have 1,736 properties with gas systems that must be safety checked each year.
Money spent on cyclical maintenance	£219,386	Annual budget	This was 34.4% of the budget for the year.
Money spent on planned maintenance	£1.3 million	Annual budget	Spent up to the end of September on planned maintenance and improving the quality of homes
Average re let time	15.7 days	≤ 17.5 days	We re let 144 properties in the given period.
Rent lost as a result of properties being empty before re let	0.3%	≤ 0.5%	This amounted to over £23,000.
Anti-social behaviour cases resolved within target times	94%	≥ 92%	75 cases resolved within the time frame out of a total of 79 reported cases for the given time period.
Outstanding rent owed by current tenants	4.59%	≤ 4%	£688,027 owed by current tenants