

How are we performing?

2016-17 - 1st April 2016 to 30th September 2016

Repairing your home	Performance	Target
Percentage of repairs completed on target	97.5%	99.0%
Percentage of repair appointments kept	99.9%	99.0%
Satisfaction with repairs service	90.1%	90.0%

Helping with your enquiries	Performance	Target
Percentage of HHL Connect telephone calls answered within 20 seconds	72.0%	70.0%
Average call waiting time in seconds	40.5	35.0
Percentage of calls resolved at first contact	58.5%	60.0%

Managing tenancies	Performance	Target
Rent collected of all rent due	99.3%	98.6%
Current tenant rent arrears	1.11% (£284,297)	< 1.45%

Careline	Performance	Target
Careline alarm calls answered in 1 minute	99.3%	98.5%
Careline telephone calls answered within 40 seconds	84.3%	80.0%

Letting homes	Performance	Target
Average number of days to re-let homes	14.5%	15.0 days

Overall performance ...



Key

Performing well
Performance is close to target but needs improving
Performance is well below target

Every three months we produce a report to show how well we are performing across a range of service areas. We use traffic lights to demonstrate how we are performing against our targets.

If you have any questions about this performance information please contact Jan Lee-Buxton on (01432) 384014