

How are we performing?

2017-18 - 1st April 2017 to 31st March 2018

Repairing your home	Performance	Target
Percentage of repairs completed on target	85.0%	99.0%
Percentage of repair appointments kept	99.93%	99.0%
Satisfaction with repairs service	91.09%	91.0%

Helping with your enquiries	Performance	Target
Percentage of calls resolved at first point by Customer Services	72.8%	60.0%
Average call waiting time in seconds	119.8	60.0
Percentage Customer satisfaction with calls via Customer Services	93.3%	90.0%

Managing tenancies	Performance	Target
Rent collected of rent due	99.8%	98.6%
Current tenant rent arrears	1.02% (£276,382)	< 1.35%

Careline	Performance	Target
Careline alarm calls answered in 1 minute	98.4%	98.5%
Careline telephone calls answered within 40 seconds	85.0%	80.0%

Letting homes	Performance	Target
Average number of days to re-let homes	20.0	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