

Performance

April — June 2009



Communities

• Notices served for breach of tenancy	9
• Eviction notices served	0
• Walkabouts—issues raised	428
• Walkabouts—issues resolved	217



Repairs

• Number of repairs appointments made	3,045
• Number of repairs appointments kept	2,972
• Number of urgent repairs done on time	1,369
• Number of gas services outstanding	16



Rents

• Amount of rent paid	£4,245,287
• Tenants taken to Court for non-payment	15
• New bathrooms arrears equal	95



Empty Homes

• Average days to relet empty properties	15
• Empty properties having major works	15
• Empty properties ready to let	16



Lettings

• Average bids per property	23
• % satisfied with property standard at relet	98



Customer Promise

• Number of complaints received	61
• Number of complaints resolved first time	58

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