

Performance



July - September 2009



Communities

• Notices served for breach of tenancy	8
• Eviction notices served	0
• Walkabouts—issues raised	240
• Walkabouts—issues resolved	184



Repairs

• Number of repairs appointments made	3,575
• Number of repairs appointments kept	3,499
• Number of urgent repairs done on time	1,325
• Number of gas services outstanding	7



Rents

• Amount of rent paid	£4,108,444
• Tenants taken to Court for non-payment	15
• New bathrooms arrears equal	95



Empty Homes

• Average days to relet empty properties	16
• Empty properties having major works	8
• Empty properties ready to let	4



Lettings

• Average bids per property	22
• % satisfied with property standard at relet	97



Customer Promise

• Number of complaints received	42
• Number of complaints resolved first time	36

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