

Performance

July — September 2010



Communities

- Notices served for breach of tenancy **24**
- Eviction notices served **0**
- Walkabouts—issues raised **166**
- Walkabouts—issues resolved **154**



Repairs

- Number of repairs appointments made **3,683**
- Number of repairs appointments kept **3,653**
- Number of urgent repairs done on time **1,597**
- Number of gas services outstanding **11**



Rents

- Amount of rent paid **£4,186,880**
- Tenants taken to Court for non-payment **13**
- New front doors that could be provided if all arrears were paid **344**



Empty Homes

- Average days to relet empty properties **21**
- Empty properties having major works **14**
- Empty properties ready to let **33**



Lettings

- Average bids per property **19**
- % satisfied with property standard at relet **100**



Customer Promise

- Number of complaints received **34**
- Number of complaints resolved first time **28**

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