

Performance

January - March 2011



Communities

- Notices served for breach of tenancy **17**
- Eviction notices served **0**
- Walkabouts—issues raised **61**
- Walkabouts—issues resolved **33**



Repairs

- Number of repairs appointments made **4,675**
- Number of repairs appointments kept **4,307**
- Number of urgent repairs done on time **2,499**
- Number of gas services outstanding **7**



Rents

- Amount of rent paid **£4,363,637**
- Tenants taken to Court for non-payment **11**
- New front doors that could be provided if all arrears were paid **299**



Empty Homes

- Average days to relet empty properties **20**
- Empty properties having major works **10**
- Empty properties ready to let **8**



Lettings

- Average bids per property **22**
- % satisfied with property standard at relet **100**



Customer Promise

- Number of complaints received **38**
- Number of complaints resolved first time **34**

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