

# Performance

## October - December 2011



### Communities

- Notices served for breach of tenancy **6**
- Eviction notices served **1**
- Walkabouts—issues raised **102**
- Walkabouts—issues resolved **101**



### Repairs

- Number of repairs appointments made **5,556**
- Number of repairs appointments kept **5,535**
- Number of urgent repairs done on time **1,874**
- Number of gas services outstanding **2**



### Rents

- Amount of rent paid **£4,624,881**
- Tenants taken to Court for non-payment **8**
- New front doors that could be provided if all arrears were paid **372**



### Empty Homes

- Average days to relet empty properties **10**
- Empty properties having major works **13**
- Empty properties ready to let **6**



### Lettings

- Average bids per property **23**
- % satisfied with property standard at relet **100**



### Customer Promise

- Number of complaints received **24**
- Number of complaints resolved first time **23**

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