

OUR PERFORMANCE December 2006



How we are performing is very important to both you and us. We will constantly check and monitor our performance throughout the year. The target performance for the quarter ending December 2006 is shown below, together with the actual achieved.

Rent loss due to empty properties.



Rent arrears as a percentage of rent debit.



Responsive repairs for which appointments made and kept.



Average number of days to complete non-urgent repairs.



Average relet time in days.



Percentage of urgent repairs completed on time.



% of rent collected.



Did you know?

84% of our tenants are satisfied with the service they currently receive.

The Tenancy and Estates Team served 62 notices for breach of tenancy conditions during April to December.

We received 22 reports of abandoned properties during April to December.

We answered 93% of all telephone calls within 10 rings.

If you are interested in monitoring our services in more detail then why not consider joining one of our monitoring groups for either Housing Management or Repairs and Maintenance. Further details are available from the Tenancy and Estates Team on 01636 655462.