

# OUR PERFORMANCE December 2007

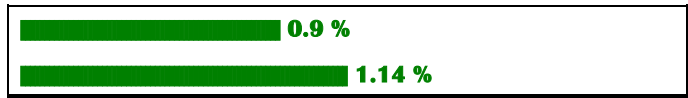


How we are performing is very important to both you and us. We will constantly check and monitor our performance throughout the year. The target performance for the Quarter ending December 2007 is shown below, together with the actual achieved.

Rent loss due to empty properties.



Target  
Actual



Rent arrears as a percentage of rent debit.



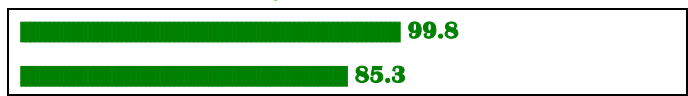
Target  
Actual



Responsive repairs for which appointments made and kept.



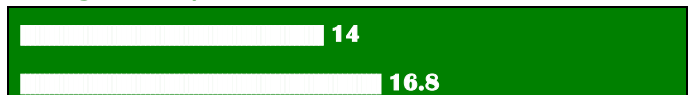
Target  
Actual



Average number of days to complete non-urgent repairs.



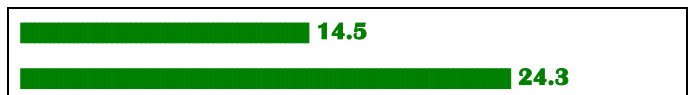
Target  
Actual



Average relet time in days.



Target  
Actual



Percentage of urgent repairs completed on time.



Target  
Actual



% of rent collected.



Target  
Actual



Did you know?

87% of our tenants are satisfied with the service they currently receive.

The Tenancy and Estates Team served 70 notices for breach of tenancy conditions during April 07 to December 07.

We answered 86.81% of all telephone calls within 10 seconds.

If you are interested in monitoring our services in more detail then why not consider 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.