

OUR PERFORMANCE June 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 June 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.



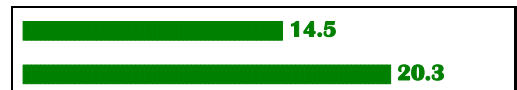
Target
Actual



Average relet time in days.



Target
Actual



Percentage of urgent repairs completed on time.



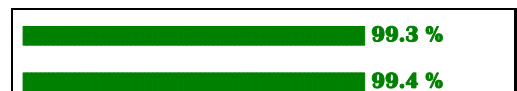
Target
Actual



% of rent collected.



Target
Actual



Did you know?

96.59% of our tenants are satisfied with the service they currently receive.

The Tenancy and Estates Team served 17 notices for breach of tenancy conditions during April 07 to June 07.

We answered 87.57% of all telephone calls within 10 seconds.

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.