

OUR PERFORMANCE December 2008



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 month ending December 2008 is shown below, together with the actual achieved.

Rent loss due to empty properties.



Target

0.9 %

Actual

1.47 %

Rent arrears as a percentage of rent debit.



Target

1.78 %

Actual

1.6 %

Responsive repairs for which appointments made and kept.



Target

99 %

Actual

97 %

Average number of days to complete non-urgent repairs.



Target

20

Actual

15.4

Average relet time in days.



Target

19

Actual

29.45

Percentage of urgent repairs completed on time.



Target

98 %

Actual

98 %

% of rent collected.



Target

99.1 %

Actual

98.21 %

Did you know?

83% of our tenants are satisfied with the service they currently receive.

The Tenancy and Estates Team served 65 notices for breach of tenancy conditions for the period from April to December.

We answered 85.81% 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 either Housing Management or Repairs and Maintenance. Further details are available from the Tenancy and Estates Team on 0845 258 5550