

How We're Doing

February 2020

Managing our Rents

Current Rent Arrears	Number of Universal Credit Claimants
1.38%	1733



Our Colleagues

Colleague Turnover	Sickness Absence
1.3%	1.7%
Number of Accidents Recorded	Number of RIDDORs Reported
1	0



Letting our Properties

Re-Let Time in Days General Needs and HfOP (Standards)
25

Satisfaction with Condition of Let Property	Satisfaction with Moving In Process
63.8% in Q3	91.5% in Q3



Number of New Homes Handed Over	Number of New Homes Started
27 in Q3	38 in Q3

Maintaining our Homes

Satisfaction with Repairs	Repairs Completed at First Visit
86.3%	91.7%



Properties with Valid Gas Certificates	Properties with Valid Electrical Periodical Test Certificates
99.95%	94.9% in Q3
Properties with Valid Oil Fuel Certificates	Properties with Valid Solid Fuel Certificates
99.0%	98.2%



Feedback from Customers

Number of New Complaints	Number of New Compliments
2	13



Telephony

Resolved at First Point of Contact	Satisfaction with Calls
82.0%	89.3%



Key (10% threshold)

	Better than this time last year
	Same as this time last year
	Worse than this time last year