

How We're Doing

March 2020

Managing our Rents

Current Rent Arrears	Number of Universal Credit Claimants
1.50%	1489



Our Colleagues

Colleague Turnover	Sickness Absence
0.7%	2.9%
Number of Accidents Recorded	Number of RIDDORs Reported
3	0



Letting our Properties

Re-Let Time in Days General Needs and HfOP (Standards)
44.6

Satisfaction with Condition of Let Property	Satisfaction with Moving In Process
71.4% in Q4	92.9% in Q4



Number of New Homes Handed Over	Number of New Homes Started
40 in Q4	38 in Q4

Maintaining our Homes

Satisfaction with Repairs	Repairs Completed at First Visit
-	92.5%



Properties with Valid Gas Certificates	Properties with Valid Electrical Periodical Test Certificates
99.8%	87.6% in Q4
Properties with Valid Oil Fuel Certificates	Properties with Valid Solid Fuel Certificates
99.0%	98.6%



Feedback from Customers

Number of New Complaints	Number of New Compliments
4	13



Telephony

Resolved at First Point of Contact	Satisfaction with Calls
84.7%	-



Key (10% threshold)

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