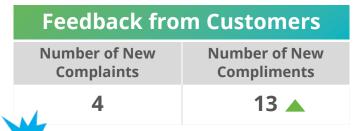
How We're Doing March 2020

Managing our Rents Current Rent Arrears Number of Universal Credit Claimants 1.50% 1489

1.50%

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 ▼

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

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%

Key (10% threshold)	
	Better than this time last year
	Same as this time last year
	Worse than this time last year

