

How We're Doing

May 2020

Managing our Rents

Current Rent Arrears	Number of Universal Credit Claimants
1.54% ▲	2158



Our Colleagues

Colleague Turnover	Sickness Absence
0.9% ▲	1.7% ▼
Number of Accidents Recorded	Number of RIDDORs Reported
2	0



Letting our Properties

Re-Let Time in Days General Needs and HfOP (Standards)
79.2 ▲

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 ▲	47 in Q4 ▼

Maintaining our Homes

Satisfaction with Repairs	Repairs Completed at First Visit
-	99.0% ▶



Properties with Valid Gas Certificates	Properties with Valid Electrical Periodical Test Certificates
98.7% ▶	87.6% in Q4 ▶
Properties with Valid Oil Fuel Certificates	Properties with Valid Solid Fuel Certificates
95.3% ▶	88.0% ▼



Feedback from Customers

Number of New Complaints	Number of New Compliments
3	7 ▼



Telephony

Resolved at First Point of Contact	Satisfaction with Calls
88.0% ▶	-



Key (10% threshold)

▲	Better than this time last year
▶	Same as this time last year
▼	Worse than this time last year