

# How We're Doing

## June 2020

### Managing our Rents

Current Rent Arrears	Number of Universal Credit Claimants
1.58%	2226



### Our Colleagues

Colleague Turnover	Sickness Absence
0.91%	2.1%
Number of Accidents Recorded	Number of RIDDORs Reported
2	1



### Letting our Properties

Re-Let Time in Days General Needs and HfOP (Standards)
85.9

Satisfaction with Condition of Let Property	Satisfaction with Moving In Process
-	-



Number of New Homes Handed Over	Number of New Homes Started
29 in Q1	10 in Q1

### Maintaining our Homes

Satisfaction with Repairs	Repairs Completed at First Visit
-	97.5%



Properties with Valid Gas Certificates	Properties with Valid Electrical Periodical Test Certificates
99.7%	78.4% in Q1
Properties with Valid Oil Fuel Certificates	Properties with Valid Solid Fuel Certificates
93.6%	74.51%



### Feedback from Customers

Number of New Complaints	Number of New Compliments
3	18



### Telephony

Resolved at First Point of Contact	Satisfaction with Calls
89.6%	-



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