

How We're Doing

July 2020

Managing our Rents

Current Rent Arrears	Number of Universal Credit Claimants
1.57%	2273



Our Colleagues

Colleague Turnover	Sickness Absence
0.4%	2.9%
Number of Accidents Recorded	Number of RIDDORs Reported
4	0



Letting our Properties

Re-Let Time in Days General Needs and HfOP (Standards)
79.0

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
91.2%	92.6%



Properties with Valid Gas Certificates	Properties with Valid Electrical Periodical Test Certificates
99.8%	78.4% in Q1
Properties with Valid Oil Fuel Certificates	Properties with Valid Solid Fuel Certificates
91.9%	70.7%



Feedback from Customers

Number of New Complaints	Number of New Compliments
3	21



Telephony

Resolved at First Point of Contact	Satisfaction with Calls
82.9%	91.0%



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