

How We're Doing

August 2020

Managing our Rents

Current Rent Arrears	Number of Universal Credit Claimants
1.60% ▲	2307 ▲



Our Colleagues

Colleague Turnover	Sickness Absence
7.5% ▲	1.8% ▼
Number of Accidents Recorded	Number of RIDDORs Reported
1	0



Letting our Properties

Re-Let Time in Days General Needs and HfOP (Standards)
72.0 ▲

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
91.9% ▶	92.1% ▶



Properties with Valid Gas Certificates	Properties with Valid Electrical Periodical Test Certificates
99.83% ▶	78.4% in Q1 ▼
Properties with Valid Oil Fuel Certificates	Properties with Valid Solid Fuel Certificates
88.26% ▼	70.88% ▼



Feedback from Customers

Number of New Complaints	Number of New Compliments
1	9 ▼



Telephony

Resolved at First Point of Contact	Satisfaction with Calls
83.1% ▶	94.0% ▶



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