

How We're Doing

September 2020

Managing our Rents

Current Rent Arrears	Number of Universal Credit Claimants
1.72%	-



Our Colleagues

Colleague Turnover	Sickness Absence
0.4%	2.98%
Number of Accidents Recorded	Number of RIDDORs Reported
4	0



Letting our Properties

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

Satisfaction with Condition of Let Property	Satisfaction with Moving In Process
80.0%	100.0%



Number of New Homes Handed Over	Number of New Homes Started
24 in Q2	44 in Q2

Maintaining our Homes

Satisfaction with Repairs	Repairs Completed at First Visit
87.8%	90.2%



Properties with Valid Gas Certificates	Properties with Valid Electrical Periodical Test Certificates
99.96%	86.1% in Q2
Properties with Valid Oil Fuel Certificates	Properties with Valid Solid Fuel Certificates
71.48%	73.17%



Feedback from Customers

Number of New Complaints	Number of New Compliments
1	21



Telephony

Resolved at First Point of Contact	Satisfaction with Calls
86.7%	90.6%



Key (10% threshold)

	Better than this time last year
	Same as this time last year
	Worse than this time last year