(October 2022 to December)



HOW WE ARE PERFORMING

Provider of Excellent Services

Ensuring we deliver excellent performance on cost and quality for our housing and repairs services, including managing compliance, empty homes and adaptations and improvements.

Our Service

96%

% of Tenants satisfied with repairs service (transactional)

79 out of 85

100%

% of complaints resolved within target timescale

14 out of 14

100%

% of closed ASE cases that were resolved

4 out of 4

Repairs

99%

% of Repairs completed within target time

292 out of 296

93%

% Repairs completed Right first time

274 out of 295

100%

% of Repairs appointments kept as a % of appointments made

296 out of 296

Safety in your homes

95%

% of properties with an in date electrical safety inspection 5 Years

822 out of 865

100%

% of properties with an valid fire safety certificate

77 out of 77

100%

% of properties with a valid Asbestos safety certificate (Communal Areas Only) 100%

% dwellings with a valid gas safety

722 out of 722

Financially Strong and Compliant

We will continue to be compliant with current regulations and ensure that we are well placed to respond to any new regulation and legislation through the delivery of a strong business plan.

4.8%

Current tenant arrears as a percentage of the annual rent debit

235K out of 4.9M

99%

% of Rent Collected

3.67M out of 3.70M

8 Days

Average re-let time (calendar davs) - GN only

Twelve properties average re let time

8 Days

Average re-let time (calendar days) - HfOP/ Sholtered

Three properties average re let time