Quarter 4 2023 (January 2023 to March)



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

98% % of Tenants satis with repairs servic (transactional) 63 out of 64		88% % of complaints resolved within target timescale 32 out of 36		100% % of closed ASB cases that were resolved 6 out of 6	
Repairs					
95%		97%		100%	
% of Repairs completed within target time		% Repairs completed Right first time		% of Repairs appointments kept as a % of appointments made	
307 out of 322		312 out of 322		322 out of 322	
Safety in your homes					
99%	100%		100	%	100%
% of properties with an in date electrical safety inspection 5 Years	% of properties with an valid fire safety certificate		% of proper a valid Asbe safety certif (Communal	estos icate	% dwellings with a valid gas safety cert

Financially Strong and Compliant

857 out of 865

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.

