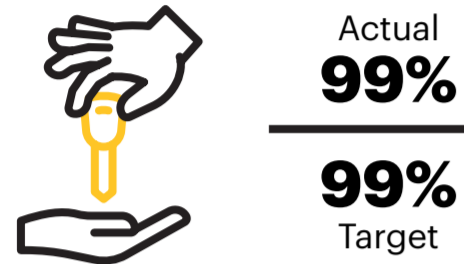


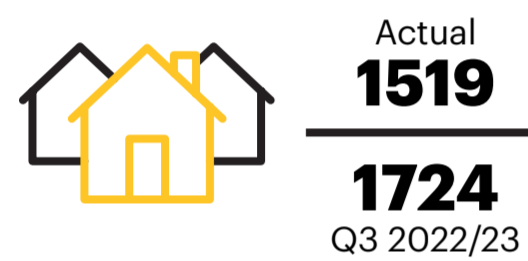
Customer Committee

Quarter 3 performance measures

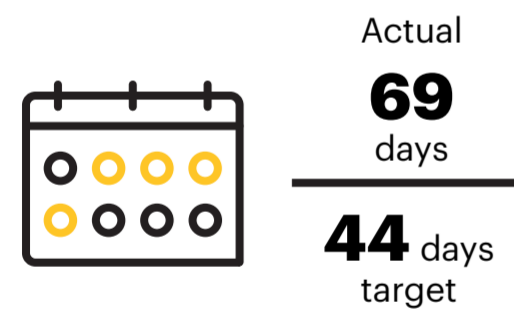
Empty Homes



% of lettable homes currently occupied

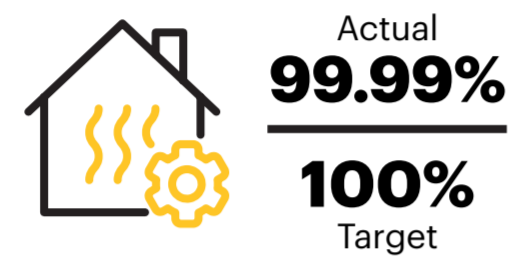


Number of properties allocated (year-to-date)

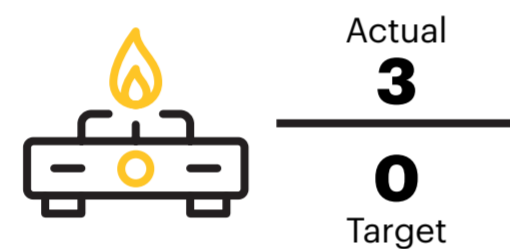


Average number of days to re-let

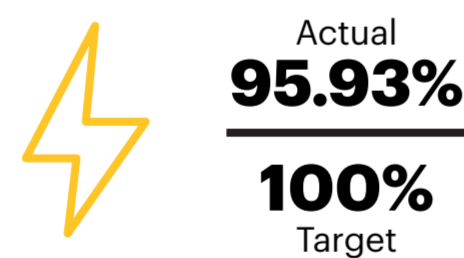
Landlord health and safety compliance



% of eligible properties with a current Landlord Gas Safety Record



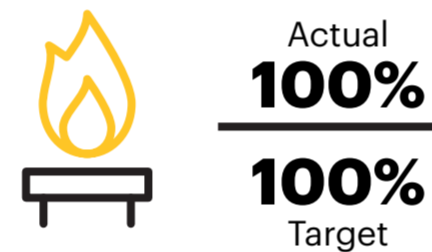
Number of overdue remedial actions arising from a Landlord Gas Safety Check



% of domestic properties with a current electrical installation condition report



Number of overdue remedial actions arising from a domestic electrical installation condition report

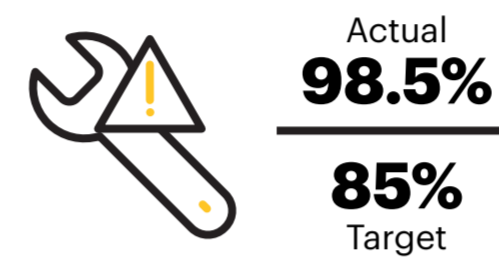


% of non-domestic properties with a current fire risk assessment

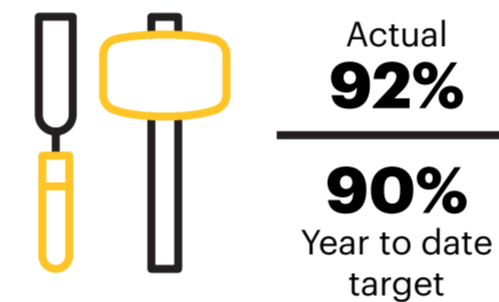


Number of overdue actions arising from a fire risk assessment

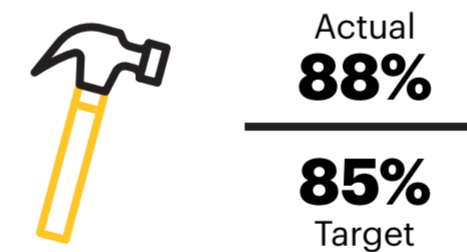
Repairs



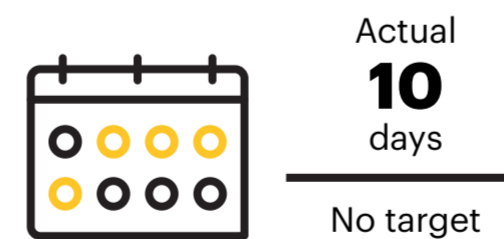
% of emergency repairs completed within target



% of repairs completed right first time



% of non-emergency repairs completed within target timescale

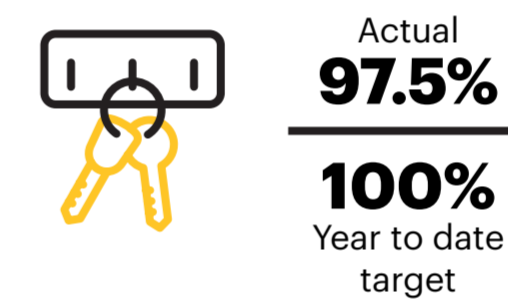


Average number of days to complete a repair

Stock condition

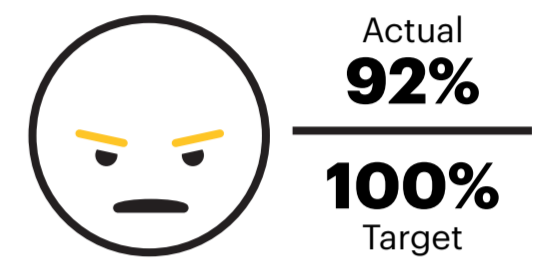


% of homes that meet the requirements of the Decent Homes Standard



% of homes with a current stock condition survey

Neighbourhoods and communities



% of anti-social behaviour cases responded to in target timescale



Average number of days to resolve an anti-social behaviour case

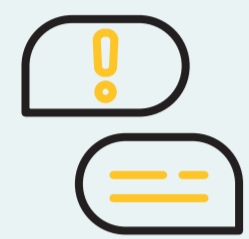
Customer Committee

Quarter 3 performance measures

Complaints

Note – these measures are broken down to distinguish between stage one and two complaints in order to demonstrate how we meet the Housing Ombudsman response times

Stage 1



94
actual in quarter
287
Year to date

Number of stage one complaints received (year to date)



Actual **100%**
Target **100%**

% of stage one complaints acknowledged within five working days of the complaint being received



Actual **80%**
Target **100%**

% of stage one complaints responded to within 10 working days of the complaint being received

Stage 2



33
actual in quarter
95
Year to date

Number of stage two complaints received (year to date)



Actual **100%**
Target **100%**

% of stage two complaints acknowledged within five days of the escalation request being received



Actual **100%**
Target **100%**

% of stage two complaints responded to within 20 working days of the escalation request being received



Actual in quarter **1**
Year to date **4**

Number of Housing Ombudsman Maladministration Notices received



Year to date **0**

Number of Housing Ombudsman Severe Maladministration Notices received



Actual in quarter **2**
Year to date **4**

Number of Housing Ombudsman Severe Failures

Customer contact



Actual **280,929**

Number of calls presented



Actual **81%**
Year to date target **80%**

% of calls answered within 60 seconds



Actual **16%**
Target **5%**

% of calls abandoned

Income



Actual **100.9%**
Target **100.1%**

% of rent collected



Actual **1.63%**
Year to date target **1.57%**

% of rent arrears as a % of the debit



Actual **1.28%**
Year to date target **1.32%**

% of rent lost through empty homes