

# Performance Report

Generated on: 18 July 2019



## Customer Contact

Ref	Name	Apr 2019	May 2019	Jun 2019	Trend	Year to Date	Target	Status this Month
A1	% of Telephone Calls Answered	88	82	86	↑	85.3	80	✓
A2	% satisfied with complaint handling	89.5	93.4	-	↑	91.4	90	✓
A3	% of Stage 1 Complaints Responded to in Target	96.77%	97.56%	63.77%	↓	80.85%	96%	✗
A4	% of Complaints Resolved at Stage 0	91.38%	89.04%	88.89%	↓	89.73%	92.5%	✗
A5	% all cases resolved within target	95.04%	95.83%	94.76%	↓	95.21%	95%	⚠
A6	% all cases resolved at first contact	76.72%	75.75%	75.82%	↑	76.11%	75%	✓
A7	Case Quality	94	94	-	▬	94	92	✓

## Looking After Your Home

Ref	Name	Apr 2019	May 2019	Jun 2019	Trend	Year to Date	Target	Status this Month
B1	% Repairs Completed in Target YTD (Wates & BSW/PH Jones only)	94.4	94.8	95.3	↑	95.3	95	✓
B2	Ave days to complete a repair (YTD)	8.5	9.4	8.2	↑	8.2	8.5	✓
B3	% of Defect Repairs Completed in Target	96.8	96	-	↓	96.4	95	✓
B4	% of residents satisfied with their last defect repair	100	91.7	-	↓	95.5	85	✓
B5	% of Properties with Valid Gas Safety Certificate (Newlon Responsible)	100	100	-	▬	100	100	✓
B7	Number of Kitchens Improved under the Stock Improvement Programme	25	24	24	▬	73	250	✓
B7	Number of Bathrooms Improved under the Stock Improvement Programme	11	1	5	↑	17	125	✗
B7	Number of Rewires Improved under the Stock Improvement Programme	12	0	99	↑	111	90	✓
B7	Number of Boilers Improved under the Stock Improvement Programme	10	11	27	↑	48	250	✓
B7	Number of Roofs Improved under the Stock Improvement Programme	0	6	6	▬	12	225	✓
B7	Number of Structures/Lifts Improved under the Stock Improvement Programme	0	0	-	▬	0	63	✓
B7	Number of Windows/Doors Improved under the Stock Improvement Programme	12	10	20	↑	42	250	✓
B7	Number of Lifts Improved under the Stock Improvement Programme	0	0	8	↑	8	72	✓
B7	Number of Door Entry's Improved under the Stock Improvement Programme	0	0	-	▬	0	271	✓
B7	Number of Homes Improved under the Stock Improvement Programme	70	52	-	↓	122	1596	✗
B8	Stock Condition Surveys Carried out	86	85	130	↑	301	1000	✓

## Rents and Lettings

Ref	Name	Apr 2019	May 2019	Jun 2019	Trend	Year to Date	Target	Status this Month
C1	% rent arrears - Overall (monthly)	2.75	2.67	2.78	↓	2.78	2.55	✗
C2	Proportion of rent collected in the last 12 months	100.57	100.06	100.47	↑	100.47	100	✓
C3	Void Performance - General Needs (TET)	37.5	50	33.5	↑	41.7	20	✗
C4	% rent arrears - General Needs (monthly)	3.96	3.78	3.99	↓	3.99	3.79	✗
C5	Void Performance - Intermediate Rent (TET)	36	26	19	↑	30.1	20	✓
C6	Void Performance - New Lets (TET)	-	2.6	8	↓	6.8	14	?
C7	Void Performance - All Tenures	36.3	14.4	9.8	↑	13.6	15	✓

## Your local Area

Ref	Name	Apr 2019	May 2019	Jun 2019	Trend	Year to Date	Target	Status this Month
D1	% of ASB cases responded to in target	100	100	-	▬	100	100	✓
D2	% satisfied handling of ASB	87.5	80	-	↓	83.3	87	✗
D3	% of Estates of Good or Fair Standard	94.9	99.6	100	↑	100	96	✓
D4	% estate actions done by 1st inspection	83	68.3	79.1	↑	77.5	70	✓