

Performance Report

Generated on: 30 September 2019



Customer Contact

Name	Jun 2019	Jul 2019	Aug 2019	Trend	Year to Date	Target	Status this Month
% of telephone calls answered	86	85	80	↓	84.2	80	✓
% satisfied with complaint handling	88.2	79.1	-	↓	86.6	90	⚠
% of Stage 1 complaints responded to in target	63.77%	44.68%	100%	↑	75.91%	96%	✓
% all cases resolved within target	94.76%	96.37%	95.93%	↓	95.59%	95%	✓
% all cases resolved at first contact	75.82%	74.79%	76.39%	↑	75.87%	75%	✓
% appointments kept (monthly)	98.88%	97.48%	95.28%	↓	97.36%	99%	⚠

Looking After Your Home

Name	Jun 2019	Jul 2019	Aug 2019	Trend	Year to Date	Target	Status this Month
% Repairs completed in target YTD (Wates & BSW/PH Jones only)	95.3	95.3	94.9	↓	94.9	95	⚠
Average days to complete a repair (YTD)	8.2	7.4	7.9	↓	7.9	8.5	✓
% of respondents satisfied with last repair	99.31%	97.99%	99.62%	↑	99.62	85%	✓
% of defect repairs completed in target	92.9	96.2	-	↑	95.2	95	✓
% of residents satisfied with their last defect repair	95	96.6	-	↑	95.2	85	✓
% of properties with valid gas safety certificate (Newlon responsible)	99.97	99.95	99.92	↓	99.92	100	⚠
Number of homes improved under the stock improvement programme	-	-	126	?	248	1596	✓
Stock condition surveys carried out	130	16	-	↓	317	1000	⚠

Rents and Lettings

Name	Jun 2019	Jul 2019	Aug 2019	Trend	Year to Date	Target	Status this Month
% rent arrears - overall (monthly)	2.78	2.82	3.3	↓	3.3	2.55	⚠
Proportion of rent collected in the last 12 months	100.47	100.36	99.65	↓	99.65	100	⚠
Average days to re-let a property - all tenures	9.8	26.2	15.2	↑	16.4	15	⚠

Your local Area

Name	Jun 2019	Jul 2019	Aug 2019	Trend	Year to Date	Target	Status this Month
% of ASB cases responded to in target	100	100	100	▬	100	100	✓
% satisfied handling of ASB	80	70	100	↑	83.3	87	✓
% of estates of good or fair standard	100	100	99.7	↓	99.7	96	✓
% estate actions done by 1st inspection	79.1	68.1	73.3	↑	74.1	70	✓

PI Status	
⚠	Alert
⚠	Warning
✓	OK