

Performance Report

Generated on: 22 September 2020



Customer Contact

Ref	Name	Jun 2020	Jul 2020	Aug 2020	Trend	Year to Date	Status this Month
A1	% of Telephone Calls Answered	80	82	79	↓	85.4	✓
A2	% of Stage 1 Complaints Responded to in Target	100%	100%	100%	▬	100%	✓
A3	% of Complaints Resolved at Stage 0	87.01%	95.15%	100%	↑	94.66%	✓
A4	% all cases resolved within target	96.72%	97.48%	94.75%	↓	96.52%	⚠
A5	% all cases resolved at first contact	71.08%	82.72%	92.23%	↑	80.83%	✓
A6	% appointments kept (monthly)	96.92%	96.67%	97.82%	↑	97.44%	⚠

Looking After Your Home

Ref	Name	Jun 2020	Jul 2020	Aug 2020	Trend	Year to Date	Status this Month
B1	% Repairs Completed in Target YTD (Wates & BSW/PH Jones only)	96.7	96.8	97.1	↑	97.1	✓
B2	Ave days to complete a repair (YTD)	4.4	4.5	4.4	↑	4.4	✓
B3	% of Properties with Valid Gas Safety Certificate (Newlon Responsible)	99.77	99.82	99.9	↑	99.9	⚠
B4	Number of Homes Improved under the Stock Improvement Programme	52	67	136	↑	343	⚠
B5	Stock Condition Surveys Carried out	41	71	61	↓	173	⚠

Rents and Lettings

Ref	Name	Jun 2020	Jul 2020	Aug 2020	Trend	Year to Date	Status this Month
C1	% rent arrears - Overall (monthly)	3.5	3.76	3.74	↑	3.74	⚠
C2	Proportion of rent collected in the last 12 months	98.9	97.67	98.69	↑	98.69	⚠
C4	% rent arrears - General Needs (monthly)	4.69	5.01	4.99	↑	4.99	⚠

Your local Area

Ref	Name	Jun 2020	Jul 2020	Aug 2020	Trend	Year to Date	Status this Month
D1	% of ASB cases responded to in target	96	96.9	100	↑	98.2	✓
D2	% satisfied handling of ASB	-	83.3	90	↑	86.4	✓
D3	% of Estates of Good or Fair Standard	100	98.5	98.7	↑	98.7	✓
D4	% estate actions done by 1st inspection	63	75.4	84.3	↑	74.5	⚠

PI Status	
⚠	Alert
⚠	Warning
✓	OK
?	Unknown
📊	Data Only