

Performance Report

Generated on: 03 February 2022



Customer Contact

Ref	Name	Oct 2021	Nov 2021	Dec 2021	Trend	Current or Year to Date	Target	Status
A1	% of telephone calls answered	78	80	81	↑	80	82	⚠
A2	% satisfied with complaint handling	86.5	91.4	91.9	↑	89.6	90	⚠
A3	% of stage 1 complaints responded to in target	100%	100%	98.11%	↓	99.08%	90%	✅
A3.1	% of stage 2 complaints responded to in target	100%	100%	100%	▬	70.77%	90%	❌
A3.2	average days to respond to a stage 2 complaint	17.2	17.3	15.2	↑	15.2	20	✅
A4	% of complaints resolved at stage 0	71.43%	96%	95%	↓	89.78%	92.5%	❌
A5	% all cases resolved within target	96.43%	96.14%	97.27%	↑	96.34%	95%	✅
A6	% all cases resolved at first contact	90.01%	88.51%	88.03%	↓	87.46%	85%	✅
A7	% appointments kept (monthly)	96.55%	94.04%	96.56%	↑	95.65%	98%	❌

Looking After Your Home

Ref	Name	Oct 2021	Nov 2021	Dec 2021	Trend	Current or Year to Date	Target	Status
B1	% repairs completed in target	87.8	86.8	86.7	↓	86.7	96	❌
B2	average days to complete a repair	12.8	13.4	13.7	↓	13.7	7	❌
B3	% satisfied with last repair	95%	94%	94%	▬	94%	93%	✅
B7	number of homes improved under the stock improvement programme	175	247	125	↓	1239	1752	❌
B8	stock condition surveys carried out	107	182	70	↓	1376	1100	✅

Rents and Lettings

Ref	Name	Oct 2021	Nov 2021	Dec 2021	Trend	Current or Year to Date	Target	Status
C1	% rent arrears - overall (monthly)	3.92	3.78	3.78	▬	3.78	3.85	✅
C2	proportion of rent collected in the last 12 months	98.87	98.15	97.13	↓	97.13	100	❌
C3	void performance - general needs	34.8	64.6	46.8	↑	41.3	25	❌
C4	% rent arrears - general needs (monthly)	5.06	4.98	4.98	▬	4.98	4.96	⚠
C7	void performance - all tenures	30	45.8	35.9	↑	34.6	20	❌

Your local Area

Ref	Name	Oct 2021	Nov 2021	Dec 2021	Trend	Current or Year to Date	Target	Status
D1	% of ASB cases responded to in target	100	100	97.7	↓	99	100	⚠
D2	% satisfied handling of ASB	66.7	55.6	77.8	↑	64.6	80	❌
D3	% of estates of good or fair standard	99.6	99.7	99.7	▬	99.7	98	✅
D4	% estate actions done by 1st inspection	84.5	84.7	86.6	↑	87.5	85	✅

PI Status		Short Term Trends	
🚨	Alert	↑	Improving
⚠	Warning	▬	No Change
✅	OK	↓	Getting Worse
📊	Data Only		