

Key Performance Indicators

What do the colours mean?

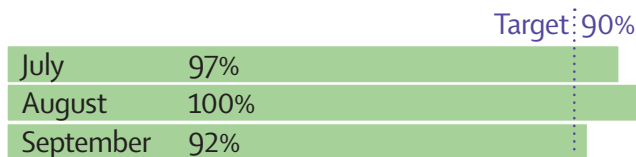
- – our target
- Green** – target has been met
- Amber** – slightly below or just meets the target but may need more work to improve or reach the target
- Red** – more work needed to improve the service

Customer service

Complaints responded within 10 days



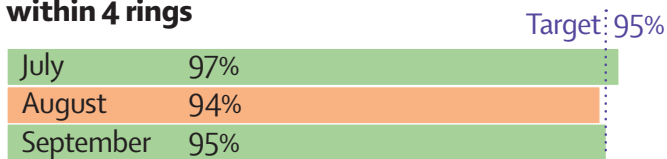
Repairs satisfaction rate



Helpdesk calls answered within 4 rings

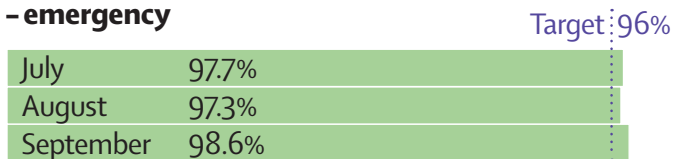


Rent enquiries calls answered within 4 rings

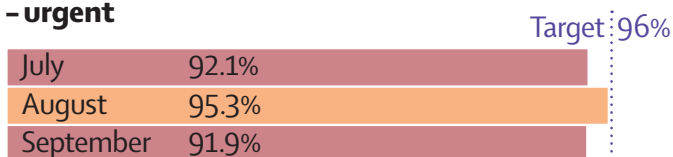


Property services

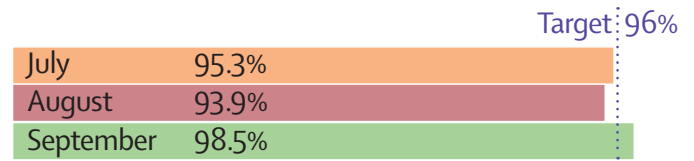
Repairs response times met – emergency



Repairs response times met – urgent



Repairs response times met – routine

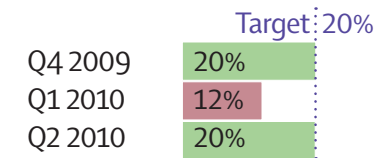


Valid gas certificates

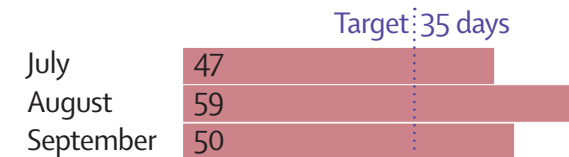


Voids and lettings

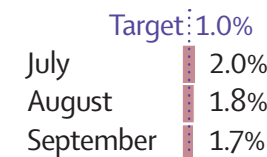
Lettings to BME customers



Average relet days

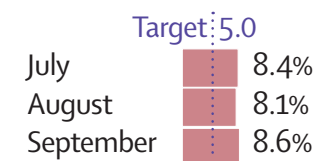


Void available to let



Financial

Current arrears – general needs



Current arrears – supported housing

