


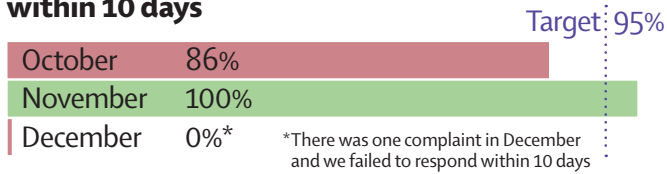
Key Performance Indicators

What do the colours mean?

-  – our target
- Green** – target has been met
- Amber** – slightly below target
- Red** – more work needed to improve the service

Customer service

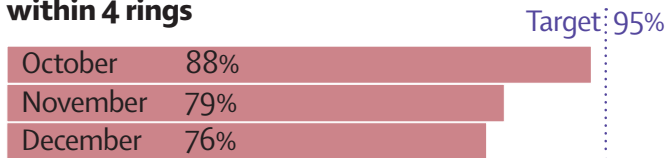
Complaints responded within 10 days



Repairs satisfaction rate



Helpdesk calls answered within 4 rings

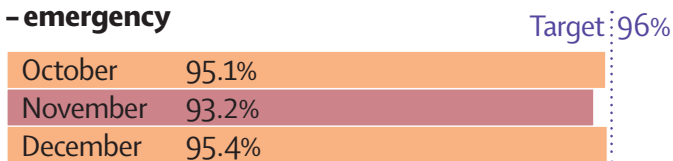


Rent enquiries calls answered within 4 rings

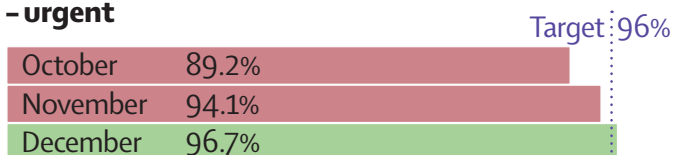


Property services

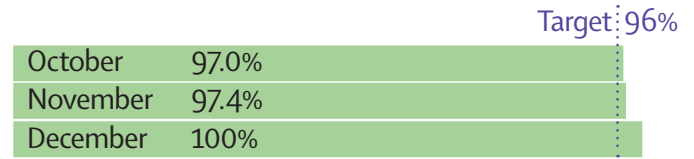
Repairs response times met – emergency



Repairs response times met – urgent



Repairs response times met – routine

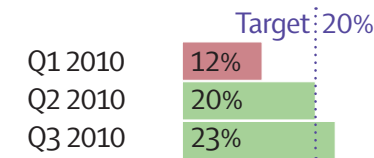


Valid gas certificates

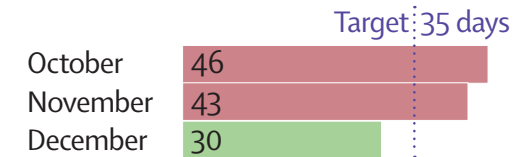


Voids and lettings

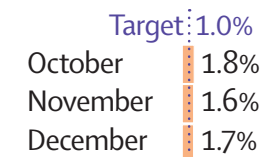
Lettings to BME customers



Average relet days

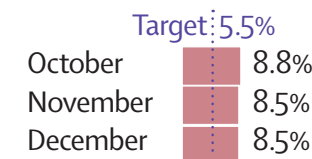


Void available to let



Financial

Current arrears – general needs



Current arrears – supported housing

