

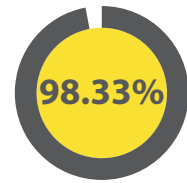


Customer First

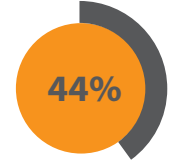
Safety & Risk:



Gas Safety



Fire Risk



Legionella



Communities:



Voids
Target is <1.6%



Rent Arrears
Target is 10%



Re-Lets
Target is < 35 days



Transfer Assessments
(within 21 days)
Target is 100%

Corporate Services:



Percentage of complaints responded to within policy requirements (Policy requirement 80%)

92.7%



Number of complaints to date (Within financial year)

78

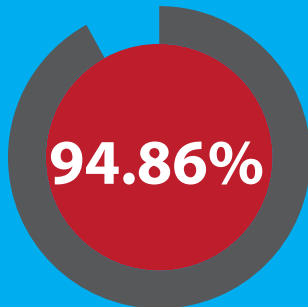


Percentage of complaints upheld to date (Within financial year)

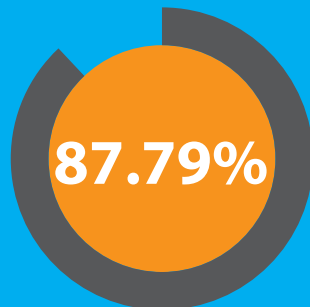
47.4%

Assets:

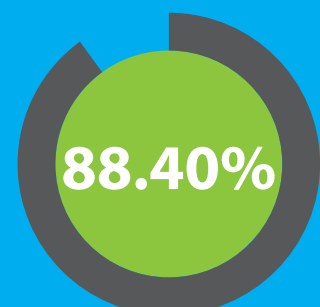
Response Repairs



Emergency
Target is 91%



Urgent
Target is 91%



Routine
Target is 90%

Post Inspections



11.68%
<£600 Target is 10%

100%
>£600 Target is 100%