

# Performance Scorecard May 2023

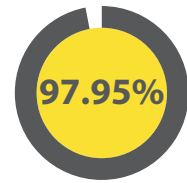


Customer First

## Safety & Risk:



Gas Safety



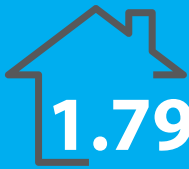
Fire Risk



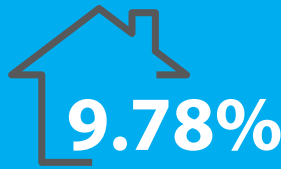
Legionella



## Communities:



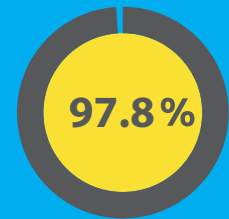
Voids  
Target is <1.6%



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%)

**100%**



Number of complaints to date (Within financial year)

**27**

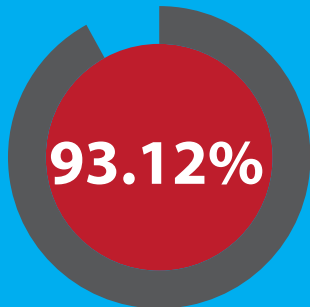


Percentage of complaints upheld to date (Within financial year)

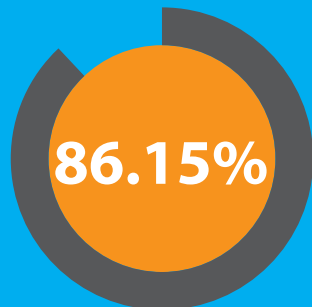
**47%**

## Assets:

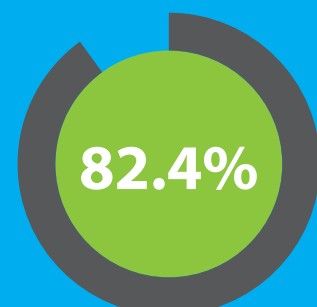
### Response Repairs



Emergency  
Target is 91%



Urgent  
Target is 91%



Routine  
Target is 90%

### Post Inspections



**12.69%**  
<£600 Target is 10%

**100%**  
>£600 Target is 100%