

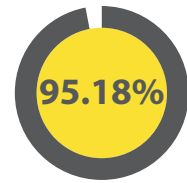


Customer First

Safety & Risk:



Gas Safety



Fire Risk



Legionella



Communities:



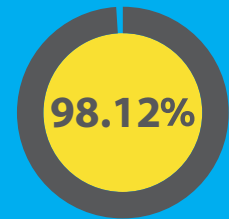
Voids
Target is <1.6%



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%)

89.7%



Number of complaints to date (Within financial year)

123

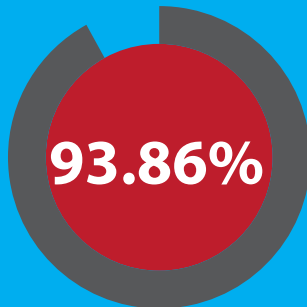


Percentage of complaints upheld to date (Within financial year)

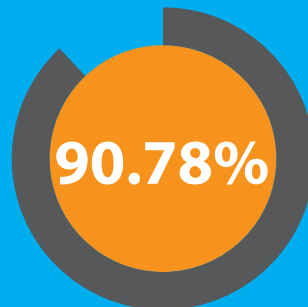
41%

Assets:

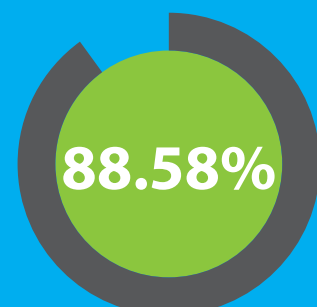
Response Repairs



Emergency
Target is 91%



Urgent
Target is 91%



Routine
Target is 90%

Post Inspections



14.41%
<£600 Target is 10%

99.93%
>£600 Target is 100%