

Indicator	Target	Last Year	Jul-19	Aug-19	Sep-19	Q2	Oct-19	On Target?
Total Number of Complaints Received	N/A	135	11	4	6	21	10	
Complaints Responded to within Target	100.00%	97.04%	100.00%	100.00%	100.00%	100.00%	100.00%	
No of calls received by Customer Services	N/A	63685	5784	4535	5656	16128	4691	
Percentage of Calls answered by Customer Services within timescale	95.00%	97.73%	97.77%	97.86%	97.37%	97.65%	98.74%	
Current Rent Arrears	N/A	£451,278.44	£379,892.37	£375,496.49	£373,330.47	£373,330.47	£365,219.01	
Rent Collected as Proportion of Rent Due	99.30%	99.74%	101.86%	103.48%	103.16%	103.16%	104.59%	
Former Tenant Arrears Collected	£5,000 PCM	£105,271.90	£12,609.00	£6,521.37	£7,448.40	£26,578.77	£4,795.20	
Emergency Repairs Completed in Target	100.00%	98.95%	98.28%	99.31%	99.35%	98.94%	100.00%	
Appointable Repair Jobs Completed in Target	95.00%	87.99%	87.39%	90.15%	90.31%	89.25%	93.63%	
Repairs completed at first visit	80.00%	89.45%	89.34%	92.40%	91.47%	91.05%	89.13%	
Average Number of Calendar Days taken to complete all Repairs	12 Days	13.70	16.18	13.98	15.99	15.38	10.95	
Total Number of Jobs Raised	N/A	13901	1656	1536	2243	5435	2507	
% of Tenants satisfied with repair service (transactional)	85.00%	85.81%	90.00%	87.50%	93.50%	90.33%	90.00%	
Gas Services Completed within Target (by anniversary date)	100.00%	99.77%	100.00%	100.00%	99.71%	99.91%	99.80%	
Properties with a valid Gas Safety certified at period end	100.00%	99.99%	100.00%	100.00%	100.00%	100.00%	100.00%	
No of Voids	N/A	286	31	31	22	84	19	
Avg. Time to Re-let Void Properties	17.00	17.47	19.16	20.29	21.77	20.41	23.79	
ASB New Cases Opened (Minor and Major)	N/A	274	38	35	32	105	34	
ASB Cases Closed	N/A	308	44	27	34	105	30	