

HOW WELL ARE WE DOING?

The tables below let you see how we are performing against some key activities during the period 1 October to 31 December 2021.

Remember, we always want to hear from you, whether it is good or bad. We can only improve our service if we hear from you.

KEY HOUSING MANAGEMENT AND MAINTENANCE PERFORMANCE STATISTICS

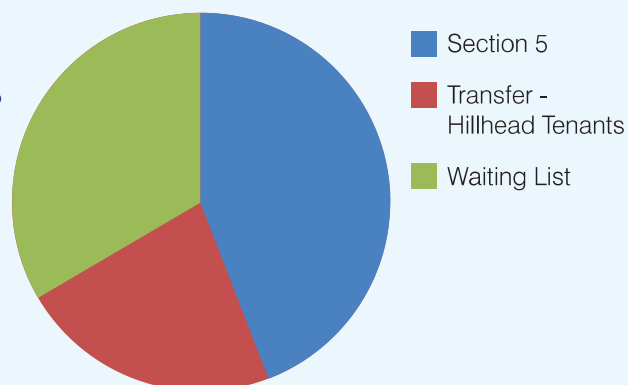
CURRENT TENANT RENT ARREARS

Month	Tenant Arrears	Level of Arrears	Rent Arrears Target
October	£117,649.37	3.07%	5.0%
November	£113,775.27	2.97%	5.0%
December	£122,263.56	3.19%	5.0%

ALLOCATIONS

Month	No. of Lets
October	2
November	6
December	1

WHO WERE PROPERTIES ALLOCATED TO?



REPAIRS RESPONSE TIMES (excludes gas servicing)

Category/Month	% Completed within time scales		
	October	November	December
Emergency (24hours)	95.45%	100%	100%
Urgent (3 days)	100%	96.84%	100%
Routine (10 days)	93.38%	98.27%	98.16%
Voids (7 days)	100%	88.89%	100%
All Repairs - HHA 2000	96.90%	97.23%	98.03%