

HOW WELL ARE WE DOING?

The tables below let you see how we are performing against some key activities during the period 1 April to 30 June 2023.

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

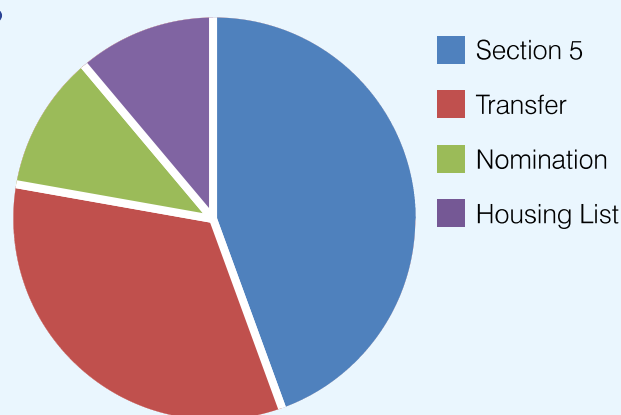
CURRENT TENANT RENT ARREARS

Month	Tenant Arrears	Level of Arrears
April	110625.28	2.59%
May	110723.42	2.59%
June	101343.45	2.37%

ALLOCATIONS

Month	No. of Lets
April	4
May	4
June	1

WHO WERE PROPERTIES ALLOCATED TO?



REPAIRS RESPONSE TIMES (excludes gas servicing)

Category/Month	% Completed within time scales		
	April	May	June
Emergency (24hours)	94.11%	95.83%	100%
Urgent (3 days)	100%	95.71%	97.50%
Routine (10 days)	97.10%	96.25%	95.71%
Voids (7 days)	83.33%	100%	100%
All Repairs - HHA 2000	96.40%	96.27%	97.33%