



















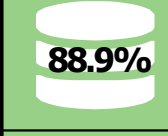

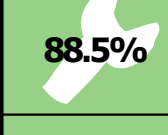

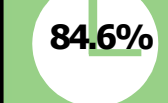

 Housing Management	Target	Result	Target met	Trend	Median peer*
We aim to re-let empty general needs properties within 25 days	25 days	 30.8		Better than last quarter	34 days
We aim to have less than 5 properties of every 100 vacant and available to let at any time	5	 1		Better than last quarter	1 out of 100
We aim for current tenant rent arrears to be less than £4.60 of every £100 of rent due	£4.60	 £4.10		Worse than last quarter	£3.70 of every £100
We aim for current tenant rent arrears, excluding that owed by Housing Benefit, to be less than £3.80 of every £100 of rent due	£4.00	 £2.70		Worse as last quarter	Not available
 Repairs	Target	Result	Target met	Trend	Median peer*
We aim to complete responsive repairs within 6.5 days	6.5 days	 11.3 days		Worse than last quarter	13.3 days
We aim to keep 94 out of every 100 responsive repairs appointments made	94%	 94%		Worse than last quarter	96.9%
We aim to complete 1,873 planned component works from April to March	1,873	 733		Better than last quarter	Not available
We aim for 100 out of every 100 gas appliances to have been serviced in the last 12 months	100%	 100%		Same as last quarter	100 out of 100
 Tenant Satisfaction	Target	Result	Target met	Trend	Median peer*
We aim to keep 92 tenants out of every 100 satisfied with the service provided to new tenants	92%	 94.7%		Better than last quarter	92.7 out of 100
We aim to keep 85 tenants out of every 100 satisfied with the service provided regarding arrears management	85%	 88.9%		Better than last quarter	Not available
We aim to keep 87 tenants out of every 100 satisfied with the overall service of a responsive repair	87%	 88.5%		Better than last quarter	87.3 out of 100
We aim to keep 87 tenants out of every 100 satisfied that the repair has been completed right first time	87%	 84.6%		Worse than last quarter	82.8 out of 100

*This column shows the performance figures of the median performing housing associations across England & Wales. We aim to be within the top quarter of all housing associations.