













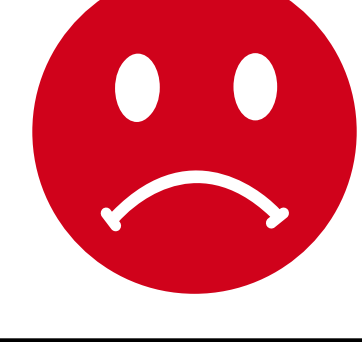



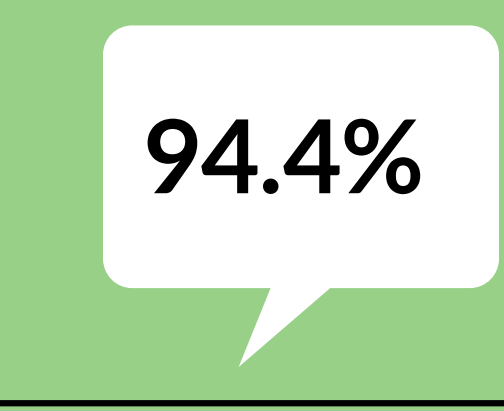

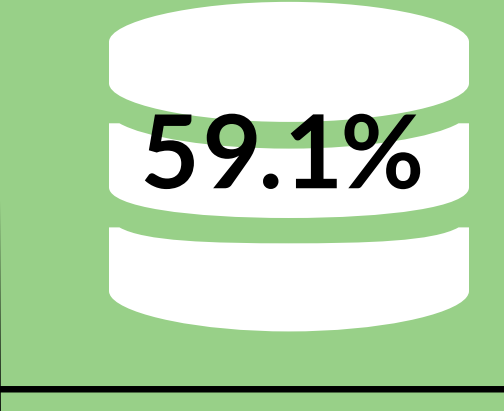

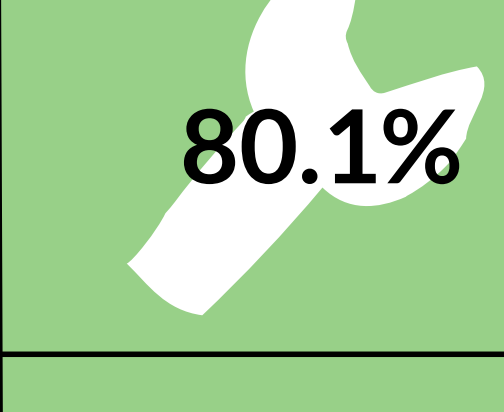

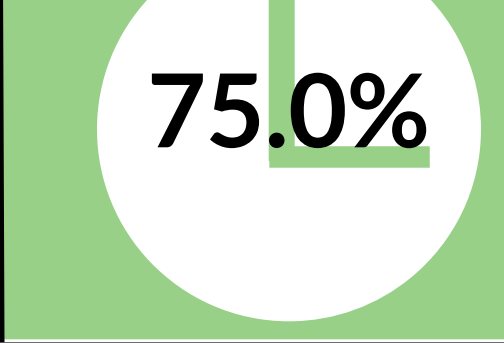

 Housing Management	Target	Result	Target met	Trend	Median peer*
We aim to re-let empty general needs properties within 24 days	24 days	 18.1		Better than last year	26.7 days
We aim to have less than 5 properties out of every 100 vacant and available to let at any time	5	 4.1		Worse than last year	1 out of 100
We aim for current tenant rent arrears to be less than £4.50 of every £100 of rent due	£4.50	 £5.00		Worse than last year	£2.80 of every £100
We aim for current tenant rent arrears, excluding that owed by Housing Benefit, to be less than £4.50 of every £100 of rent due	£4.50	 £5.00		Worse than last year	£2.80 of every £100

 Repairs	Target	Result	Target met	Trend	Median peer*
We aim to complete responsive repairs within 6.5 days	6.5 days	 18.0 days		Worse than last year	6.5 days
We aim to keep 94.5 out of every 100 responsive repairs appointments made	94.5%	 94.0%		Better than last year	95.8%
We aim to complete 2,866 planned component works from April to March	2,866	 2,049		Worse than last year	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 year	100 out of 100

 Tenant Satisfaction	Target	Result	Target met	Trend	Median peer*
We aim to keep 93 tenants out of every 100 satisfied with the service provided to new tenants	93.0%	 94.4%		Better than last year	95.8 out of 100
We aim to keep 85 tenants out of every 100 satisfied with the service provided regarding arrears management	85.0%	 59.1%		Worse than last year	Not available
We aim to keep 89 tenants out of every 100 satisfied with the overall quality of a responsive repair	89.0%	 80.1%		Worse than last year	89 out of 100
We aim to keep 85 tenants out of every 100 satisfied that the repair has been completed right first time	85.0%	 75.0%		Worse than last year	Not available

*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.