

## in August 2021

**92%**

of our emergency repairs were completed within four hours  
our target for this year is to achieve above 90%



**91%**

of our urgent repairs were completed within 24 hours  
our target for this year is to achieve above 90%



we had

**47**

live complaints at the end of the month

we had received

**131**

complaints so far this year at the end of this month



**71%**

of the complaints we received were dealt with within the time set out in our policy  
our target for this year is to achieve above 90%



**75%**

of our tenants were satisfied with how we have handled cases of anti-social behaviour  
our target for this year is to achieve above 90%



on average it took us

**50**

days to re-let a home once it becomes empty  
our target for this year is to achieve below 20 days

