

in September 2021

93%

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

60

live complaints at the end of the month

we had received

147

complaints so far this year at the end of this month



76%

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%



100%

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

38

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



69%

of our tenants were satisfied with the cleanliness and safety of our communal areas
our target for this year is to achieve above 85%

