

in November 2021

81%

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%



225

complaints have been received between the 1st April 2021 and the end of November



41%

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%



67%

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

32

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%



*Six monthly figure performed between April - September 2021