

## in December 2021

**92%**

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



**94%**

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



**251**

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



**50%**

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%



**50%**

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

**26**

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