

Our Performance 2022/23

Customer Satisfaction

Performance



Average time for a response to Stage 1 complaints

2.7 days
QTR 1

4.3 days
QTR 2

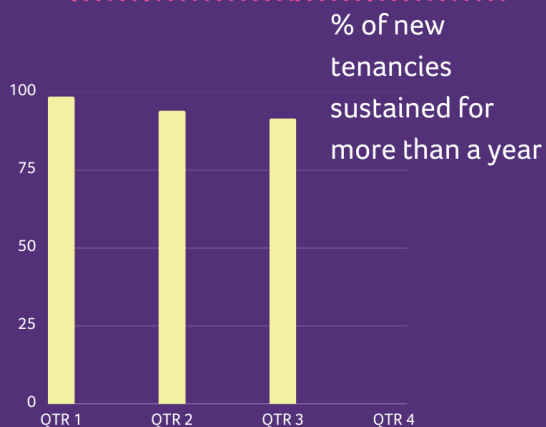
3.4 days
QTR 3

Average time for a response to Stage 2 complaints

20 days
QTR 1

11 days
QTR 2

11.3 days
QTR 3

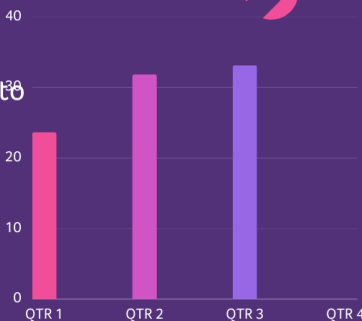


Repairs Services

Performance



Average time to complete adaptations (days)



Average time to complete emergency repairs

3.12 hours
QTR 1

3.96 hours
QTR 2

4 hours
QTR 3

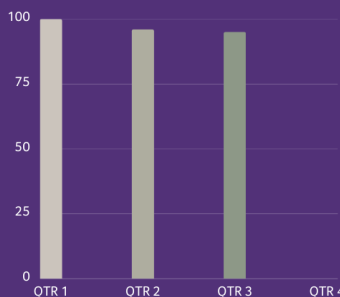
Average time to complete non-emergency repairs

8.9 days
QTR 1

7.8 days
QTR 2

8.1 days
QTR 3

% of tenants satisfied with home when moving in

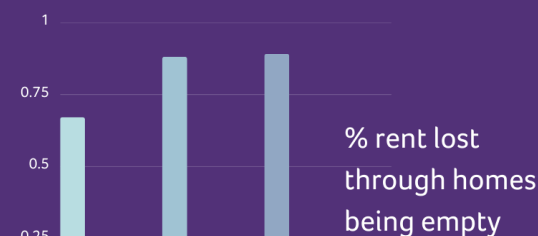
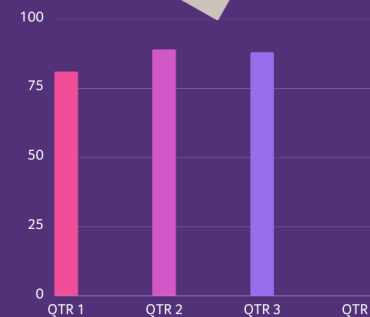


Housing Services

Performance



% of communal close inspections undertaken



Average time to relet homes

21 days QTR 1 **31 days** QTR 2 **23 days** QTR 3

Gross rent arrears as % of rent due

