

Q3 - 2023/24 Key Performance Indicators

Your Home

Satisfaction with most recent repair

90.8%

Target:
88.0%

Emergency repairs completed on target

92.0%

Target:
97.0%

Average days taken to complete a responsive repair

19.3

Target:
22.0

Routine repairs completed on target

83.7%

Target:
94.0%

Housing and Complaints

Scheduled caretaking and grounds jobs completed

96.8%

Target:
95.0%

Formal stage 1 complaints received

117

Complaints escalated from stage 1

15

Current rent arrears as a % of rent due

2.52%

Target:
2.25%

Complainants satisfied with complaint handling

91.7%

Target:
75.0%

Percentage of complaints responded to within target

84.4%

Target:
83.0%

Average number of days to relet void property

23.7

Target:
25.0

ASB satisfaction with case handling

80.0%

Target:
80.0%

Customer Contact

Percentage of calls answered

84.4%

Target:
82.0%

Percentage of calls dealt with at point of contact

76.5%

Target:
80.0%

Percentage of repairs logged via the portal

18.1%

Target:
51.0%