

# Q1 - 2023/24 Key Performance Indicators

## Your Home

Satisfaction with most recent repair

87.3%

Target:  
88.0%

Emergency repairs completed on target

86.1%

Target:  
97.0%

Average days taken to complete a responsive repair

23.5

Target:  
22.0

Routine repairs completed on target

92.3%

Target:  
94.0%

## Housing and Complaints

Scheduled caretaking and grounds jobs completed

97.5%

Target:  
95.0%

Formal stage 1 complaints received

38

Complaints escalated from stage 1

4

Current rent arrears as a % of rent due

2.58%

Target:  
2.25%

Complainants satisfied with complaint handling

85.7%

Target:  
75.0%

Percentage of complaints responded to within target

70.0%

Target:  
83.0%

Average number of days to relet void property

26.1

Target:  
25.0

ASB satisfaction with case handling

66.7%

Target:  
80.0%

## Customer Contact

Percentage of calls answered

85.5%

Target:  
82.0%

Percentage of calls dealt with at point of contact

75.7%

Target:  
80.0%

Percentage of repairs logged via the portal

29.1%

Target:  
51.0%