

Q2 - 2023/24 Key Performance Indicators

Your Home

Satisfaction with most recent repair

89.9%

Target:
88.0%

Emergency repairs completed on target

90.4%

Target:
97.0%

Average days taken to complete a responsive repair

21.0

Target:
22.0

Routine repairs completed on target

91.2%

Target:
94.0%

Housing and Complaints

Scheduled caretaking and grounds jobs completed

96.8%

Target:
95.0%

Formal stage 1 complaints received

88

Complaints escalated from stage 1

9

Current rent arrears as a % of rent due

2.58%

Target:
2.25%

Complainants satisfied with complaint handling

90.9%

Target:
75.0%

Percentage of complaints responded to within target

80.4%

Target:
83.0%

Average number of days to relet void property

23.1

Target:
25.0

ASB satisfaction with case handling

84.6%

Target:
80.0%

Customer Contact

Percentage of calls answered

85.2%

Target:
82.0%

Percentage of calls dealt with at point of contact

75.7%

Target:
80.0%

Percentage of repairs logged via the portal

23.6%

Target:
51.0%