

our performance

Here are our results to the end of February and details of how we compare to other housing associations.



Service	Latest result	Target	Latest data	Are we improving?	How do we compare?	Comments
RESPONSE REPAIRS						
Average job cost	£87	£145	On average response repairs work cost £87.			We have now reduced our job cost from £145. Average job cost has increased by just over £10 since last quarter.
Appointments kept by contractor	100%	97%	According to satisfaction forms, all appointments have been kept by contractors.			This information comes from the satisfaction forms you return when jobs are complete.
RELETS						
Average number of days to relet a property	18	20	It takes us 18 days on average to relet a property that becomes empty. Our relet standard is online.			The number of days has continued to reduce to our lowest in 2 years.
RENT						
Rent arrears	3%	2.8%	We have collected all but 3% of rent.			Rent arrears are slightly behind.