



our performance

Here is the latest data for our performance in key areas. The figures show the results for April-August 2011. Call Leanne on 0117 916 7768 to discuss the results.

Service	Latest result	Target	Are we improving?	How do we compare?	Comments
RESPONSE REPAIRS					
Average job cost	£84.57	£85			The average job cost has reduced by £10 since March 2011.
Appointments kept by contractor	99%	98.9%			This information comes from the satisfaction forms you return.
RELETS					
Average number of days to relet a property	36 days	22			A new temporary surveyor has now been appointed so times will improve.
RENT					
Rent arrears	3.7%	2.68%			Rent arrears are slightly behind but staff are taking action to get back on track.
ANTISOCIAL BEHAVIOUR (ASB)					
How many new cases of ASB?	6	No target			We have fewer reports of ASB than other housing associations.
How many cases of ASB resolved?	2	No target			We have ongoing cases that Housing Officers are working to resolve.
NEW HOMES / HOUSE SALES					
How many new properties were let?	13	These were in Stoke Gifford, South Gloucestershire.			
How many houses were sold for shared ownership?	3	These were also in Stoke Gifford, South Gloucestershire.			
How many old houses were sold?	4	3 in Easton and 1 in Totterdown.			
How many properties have been relet to new residents?	24	This is more than at this point last year. We will look into this and address any issues that we find.			

*Source: HouseMark benchmarking service