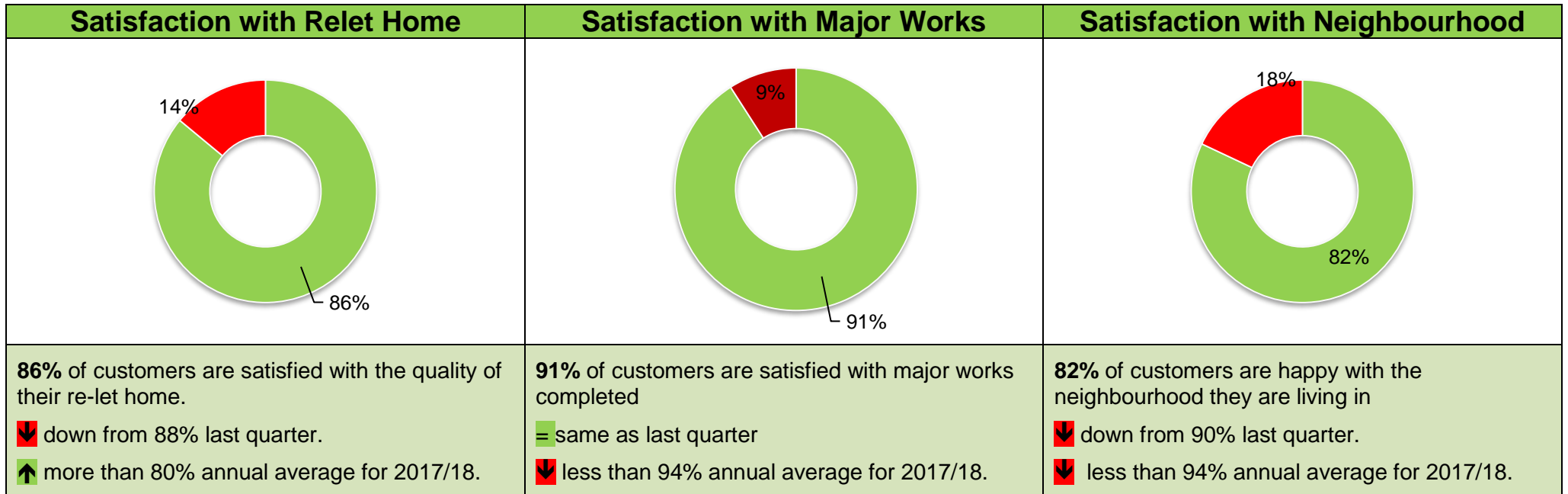
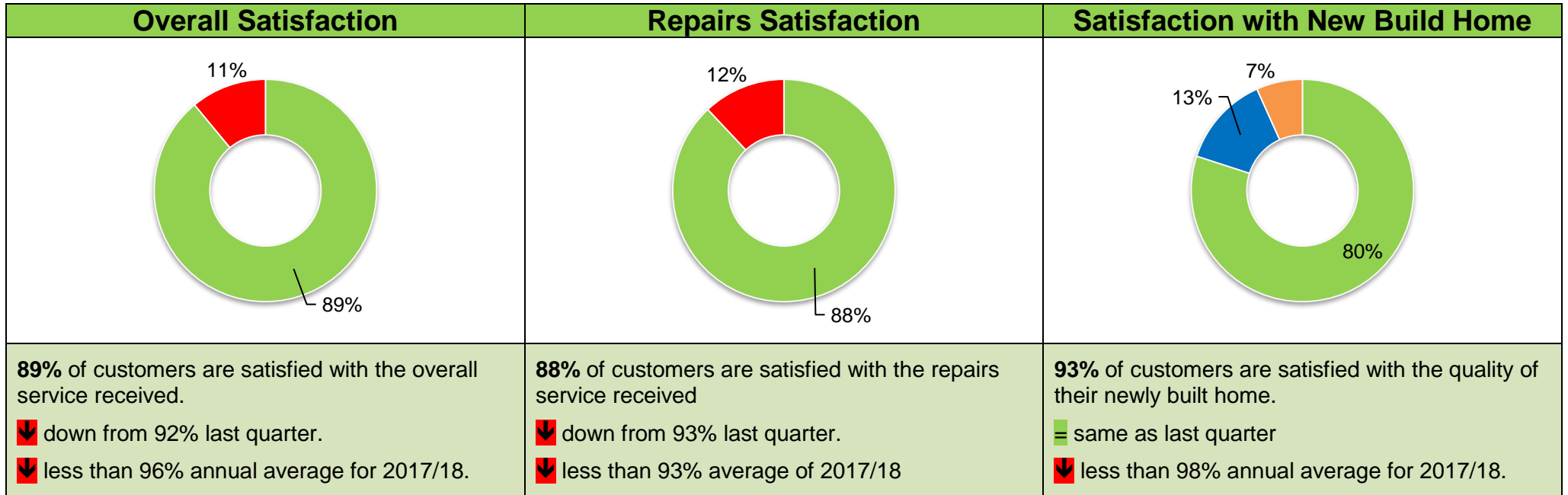





# Customer Feedback and Performance



## Quarter 3 2018.19


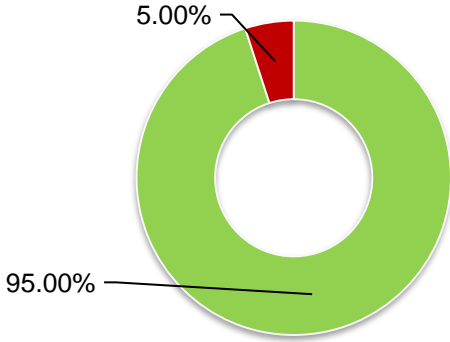
Key


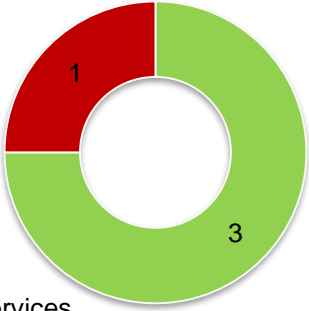


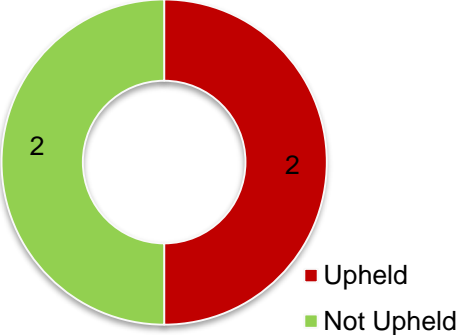
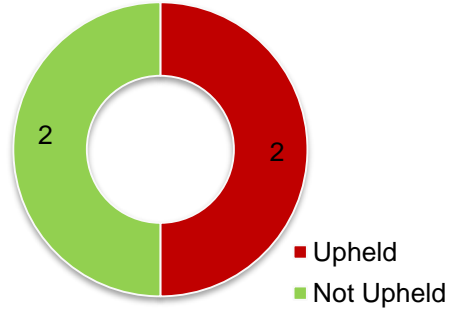
<p style="text-align: center;"><b>1.83 hours</b></p> 	<p style="text-align: center;"><b>6.3 days</b></p> 	<p style="text-align: center;"><b>93.9%</b></p> <p style="text-align: center;">just fix it.</p>
<p><b>1.83 hours</b> to complete emergency repairs</p> <ul style="list-style-type: none"> <li>▲ up from last quarter - 1.75 hours</li> <li>▼ down from 1.80 last year.</li> </ul>	<p><b>6.3 days</b> to complete non- emergency repairs</p> <ul style="list-style-type: none"> <li>▬ same as last quarter – 6.3 days</li> <li>▲ up from 6.1 days last year.</li> </ul>	<p><b>93.9%</b> completed first time</p> <ul style="list-style-type: none"> <li>▲ up from last quarter – 93.2%</li> <li>▲ up from 93.5% last year</li> </ul>

New Build Properties Completed	% Repairs Appointments Kept
 <p style="text-align: center;"><b>241 new homes</b></p>	 <p style="text-align: center;"><b>99.9%</b></p>
<p style="text-align: center;"><b>63 new homes built this quarter</b> Year-end target of 356 new homes.</p>	<p><b>99.9%</b> repairs appointments kept</p> <ul style="list-style-type: none"> <li>▲ up from last quarter – 99.8%</li> <li>▲ up from 99.4% last year</li> </ul>

Gross Rent Arrears as % of rent due	% of vacant houses
 <p data-bbox="705 606 840 654"><b>3.36%</b></p>	 <p data-bbox="1422 598 1556 646"><b>4.02%</b></p>
<p data-bbox="421 678 761 710"><b>3.36%</b> Gross rent arrears</p> <p data-bbox="421 718 817 750">▲ up from 3.27% last quarter</p> <p data-bbox="421 758 817 790">▼ down from 3.77% last year.</p>	<p data-bbox="1133 678 1646 710"><b>4.02%</b> housing stock becoming vacant</p> <p data-bbox="1133 718 1534 750">▲ up from 2.45% last quarter</p> <p data-bbox="1133 758 1534 790">▼ down from 6.29% last year</p>

Average relet time	Anti-social cases
<p data-bbox="649 901 862 949"><b>18.3 Days</b></p> 	 <p data-bbox="1220 1236 1758 1268">■ Within Timescale ■ Not within Timescale</p>
<p data-bbox="403 1300 817 1332"><b>18.3days</b> is average relet time.</p> <p data-bbox="403 1348 884 1380">▼ down from 20.3 days last quarter.</p> <p data-bbox="403 1396 817 1428">▼ down from 19 days last year.</p>	<p data-bbox="1120 1300 1702 1332"><b>95%</b> anti-social cases resolved within target</p> <p data-bbox="1120 1340 1489 1372">▲ up from 88% last quarter</p> <p data-bbox="1120 1380 1456 1412">■ equal to 95% last year</p>

Sickness absence	Overall Complaints Upheld
<p style="text-align: center;">2.6%</p> 	 <p>■ Investment ■ Customer Services ⊗ CVPS</p>
<p style="text-align: center;"><b>2.6%</b> sickness levels.</p> <p>▲ up from 1.7% last quarter ▲ up from 2.1% last year.</p>	<p style="text-align: center;">Investment – 3 upheld Customer Services – 1 upheld</p>

Stage 1 Complaints	Stage 2 Complaints
 <p>■ Upheld ■ Not Upheld</p>	 <p>■ Upheld ■ Not Upheld</p>
<p><b>4</b> Stage 1 complaints received.</p> <p>▼ 2 upheld down from 4 last quarter</p>	<p><b>4</b> Stage 2 complaints received.</p> <p>▼ 2 upheld down from 4 last quarter</p>