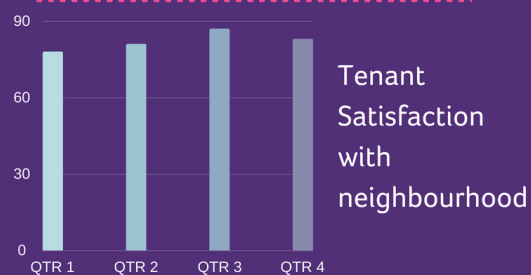
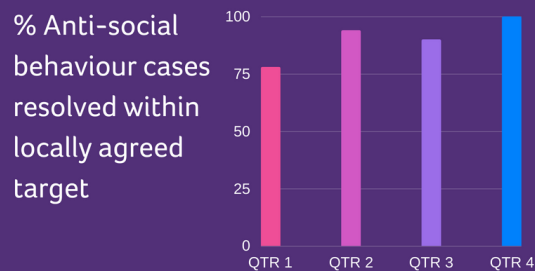


Housing Services

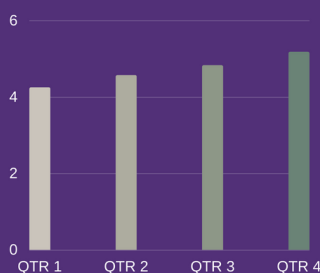
Performance



Average no. days to relet homes

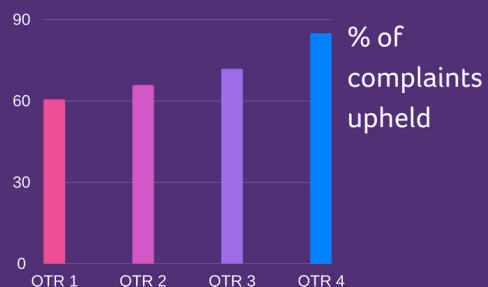
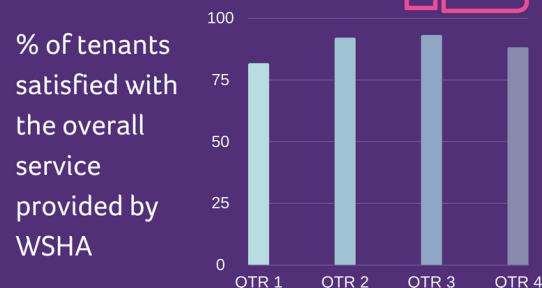
31 QTR 1	28 QTR 2
28 QTR 3	29 QTR 4

Gross rent arrears as % of rent due

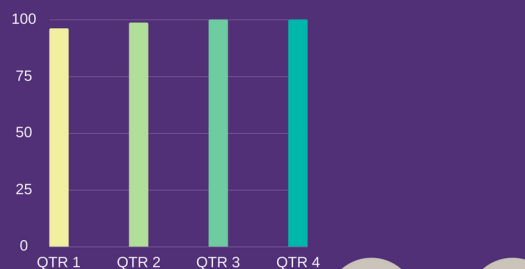


Customer Satisfaction

Performance

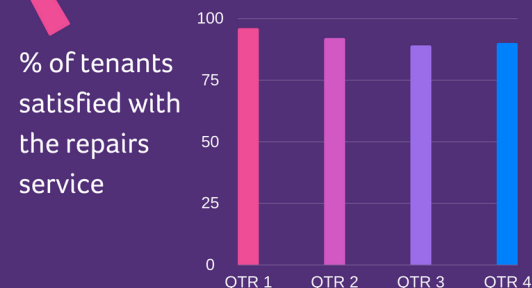
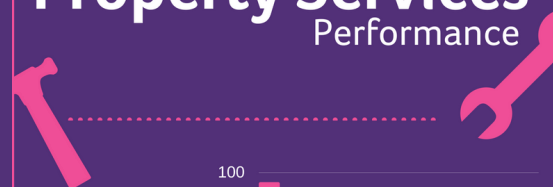


% of all complaints responded to in full and within SPSO timescale



Property Services

Performance



Average no. hours to complete emergency repairs

3.85 QTR 1	2.8 QTR 2
2.9 QTR 3	3.49 QTR 4

Average no. days to complete non - emergency repairs

5.01 QTR 1	5.53 QTR 2
4.73 QTR 3	4.19 QTR 4

% of repairs appointments kept

