

HOW WELL ARE WE DOING?

The tables below let you see how we are performing against some key activities during the period 1 October to 31 December 2022

Remember, we always want to hear from you, whether it is good or bad. We can only improve our service if we hear from you.

KEY HOUSING MANAGEMENT AND MAINTENANCE PERFORMANCE STATISTICS

CURRENT TENANT RENT ARREARS

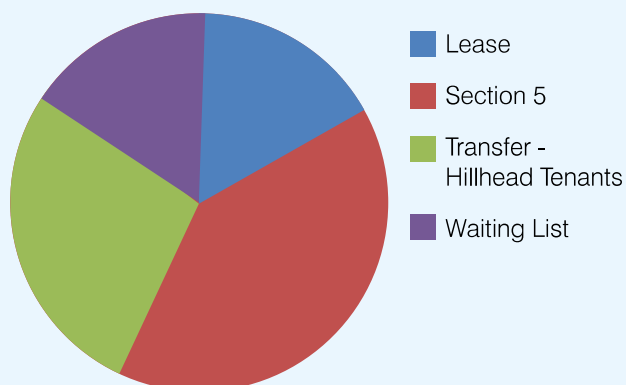
| Month | Tenant Arrears | Level of Arrears |
|----------|----------------|------------------|
| October | £105,215.36 | 2.64% |
| November | £110,308.03 | 2.77% |
| December | £117,290.99 | 2.94% |

Arrears have since come back down and were 2.70% at the end of January 2023.

ALLOCATIONS

| Month | No. of Lets |
|----------|-------------|
| October | 4 |
| November | 5 |
| December | 2 |

WHO WERE PROPERTIES ALLOCATED TO?



REPAIRS RESPONSE TIMES (excludes gas servicing)

| Category/Month | % Completed within time scales | | |
|------------------------|--------------------------------|----------|----------|
| | October | November | December |
| Emergency (24hours) | 96.72% | 98.98% | 95.12% |
| Urgent (3 days) | 100% | 100% | 96.55% |
| Routine (10 days) | 98.76% | 98.95% | 88.88% |
| Voids (7 days) | 94.44% | 92.86% | 60.00% |
| All Repairs - HHA 2000 | 97.92% | 98.78% | 93.92% |