

## Performance Report for Quarter 2, 30/09/2018

Performance Indicator	Target	Direction Of Travel (DOT)	Sept 2018	Jun 2018	Mar 2018	Dec 2017	Sept 2017	Comments
The amount of actual rent and service charges received vs what was owed.	98.97%	▲	97.85%	97.38%	99.37%	98.58%	98.65%	As with quarter 1 the timing of month end has had a marginally negative impact on the figure with £730k housing benefit and direct debits due over the weekend being received early the following week.
Number of Fire Risk Assessments outstanding	0	—	0	0	0	0	0	We have carried out Fire Risk Assessments on all eligible properties, ensuring the continued safety of our customers. None were outstanding at the end of the quarter.
Gas safety compliance	100%	▲	100.00%	99.99%	100.00%	99.97%	99.98%	The gas team and the contractors have continued to work really hard to gain a full 100% compliance despite delays in obtaining Court dates for injunction notices.
Overall customer satisfaction	82.16%	▲	78.66%	78.08%	79.82%	80.58%	80.38%	Satisfaction within quarter 2 has continued to remain constant compared to performance in previous quarters and the year end position. We are working on a robust action plan to increase customer satisfaction and achieve our target set for the year.
Customer satisfaction with responsive repairs	91.00%	▲	92.45%	90.99%	88.75%	89.00%	89.42%	Satisfaction with repairs has improved from the previous quarter and has exceeded the target set for the year.
Total number of homes completed	646	N/A	279	166	612	463	320	The target for the development of new homes for 2018/19 is 646. In quarter 1 and 2 combined (01/04/2018–30/09/2018), 279 homes were completed this leaves a target balance of 367 over the remaining quarters (01/10/2018–31/03/2019).