

Quarterly Performance Report for Quarter 1, 30/06/2018

Performance Indicator	Target	Direction Of Travel (DOT)	Jun 2018	Mar 2018	Dec 2017	Sept 2017	Jun 2017	Comments
The amount of actual rent and service charges received vs what was owed.	98.97%	▼	97.38%	99.37%	98.58%	98.65%	98.35%	Whilst the performance reported at the end of this quarter shows a slight dip this is an anomaly caused by timing of the quarter end. The figure the following week showed performance at 100.91% reflecting the additional income received relating to the previous quarter.
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%	▼	99.99%	100.00%	99.97%	99.98%	99.99%	There were 2 gas services outstanding at the 30th June (quarter 1). We applied to court for injunctions to gain access to both properties 1 of which is now compliant.
Overall customer satisfaction	82.16%	▼	78.08%	79.82%	80.58%	80.38%	80.18%	Satisfaction within quarter 1 has remained stable although slightly below the yearly target set. In response to the above 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%	▲	90.99%	88.75%	89.00%	89.42%	89.61%	Satisfaction with repairs has improved from the previous quarter and is just short of the annual target.
Total number of homes completed	646 <i>(YTD Target)</i>	N/A	166	612	463	320	127	The target for the development of new homes for 2018/19 is 646. In quarter 1 (01/04/2018–30/06/2018), 166 homes were completed - this leaves a target balance of 480 over the remaining quarters (01/07/2018–31/03/2019). It is anticipated that 187 homes will be completed in quarter 2.