



Customer First

## Safety & Risk:



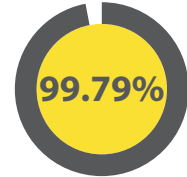
Gas Safety



Fire Risk



Legionella



## Communities:



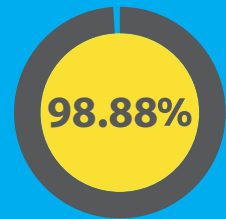
Voids  
Target is <1.6%



Rent Arrears  
Target is 10%



Re-Lets  
Target is < 35 days



Transfer Assessments  
(within 21 days)  
Target is 100%

## Corporate Services:



Percentage of complaints responded to within policy requirements (Policy requirement 80%)

**89.4%**



Number of complaints to date (Up to end of August)

**70**

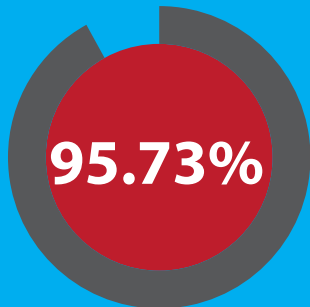


Percentage of complaints upheld to date (Within financial year)

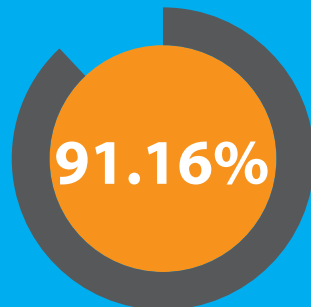
**17.14%**

## Assets:

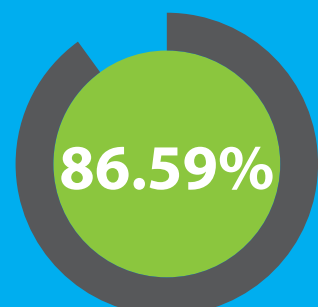
### Response Repairs



Emergency  
Target is 91%



Urgent  
Target is 91%



Routine  
Target is 90%

### Post Inspections



**10%**

<£1,000 Target is 10%

**100%**

>£1,000 Target is 100%