

Villages Housing Association	April-June Q1	April-Sep Q2	April-Dec Q3	Jan	Target	Year to Date	Trend
Average re-let times <i>(The number of days it takes us to let out homes)</i>	39	32	28	27	37	😊	↑
% Emergency repairs complete within target time <i>(The % of emergency repairs completed on time)</i>	97.8 %	98.5%	98.8%	98.9 %	100%	😐	↑
% Urgent repairs complete within target time <i>(The % of urgent repairs completed on time)</i>	98.6 %	97.7%	98.2%	98%	98%	😊	↑
% Routine repairs complete within target time <i>(The % of routine repairs completed on time)</i>	98.8 %	98.9%	99%	98.5 %	98%	😊	↔
% overall satisfaction with day to day repairs <i>(The percentage of customers who were satisfied with their repairs)</i>	96.3 %	97.6%	98.2%	98%	95%	😊	↑
% of properties with a valid gas certificate. <i>(The % of properties which have had their annual gas safety check)</i>	98.9 %	99.9%	100%	100%	100%	😊	↑
Rent collected as a % of net rent charged <i>(The % of rent collected since April 2008)</i>	106.3 %	101.6 %	100.6 %	100.9 %	100.2 %	😊	↓
Average Phone Response time (secs) <i>(The average amount of time it takes to answer a phone call)</i>	10	9	10	-	10	😊	↑

Villages Community Housing Association	April-June Q1	April-Sep Q2	April-Dec Q3	Jan	Target	Year to Date	Trend
Average re-let times <i>(The number of days it takes us to let out homes)</i>	0	77(*)	77(*)	67(*)	50	☹	↑
% Emergency repairs complete within target time <i>(The % of emergency repairs completed on time)</i>	100%	100%	96.4%	96.6%	100%	☹	↓
% Urgent repairs complete within target time <i>(The % of urgent repairs completed on time)</i>	95.2%	93.9%	94.8%	95.3%	98%	☹	↑
% Routine repairs complete within target time <i>(The % of routine repairs completed on time)</i>	98.9%	96.9%	97.6%	97.8%	98%	😊	↑
% overall satisfaction with day to day repairs <i>(The percentage of customers who were satisfied with their repairs)</i>	100%	93.8%	94.4%	94.4%	100%	😊	↑
% of properties with a valid gas certificate. <i>(The % of properties which have had their annual gas safety check)</i>	98.1%	99.4%	100%	100%	100%	😊	↑
Rent collected as a % of net rent charged <i>(The % of rent collected since April 2008)</i>	113.8%	105.5%	106.1%	106.2%	106.2%	😊	↔
Average Phone Response time (secs) <i>(The average amount of time it takes to answer a phone call)</i>	10	9	10	-	10	😊	↔

* = 1 specialist needs property