

















Villages HOUSING

More than just a Landlord

Villages Housing Association	June	Sep	Target	Year to Date	Trend
Average re-let times <i>(The number of days it takes us to let out homes)</i>	39	32	37	😊	↑
% Emergency repairs complete within target time <i>(The % of emergency repairs completed on time)</i>	97.8%	97.4%	100%	😐	↔
% Urgent repairs complete within target time <i>(The % of urgent repairs completed on time)</i>	98.6%	96.9%	98%	😐	↓
% Routine repairs complete within target time <i>(The % of routine repairs completed on time)</i>	98.7%	97.2%	98%	😐	↓
% overall satisfaction with day to day repairs <i>(The percentage of customers who were satisfied with their repairs)</i>	98.6%	96.9%	95%	😐	↓
% of properties with a valid gas certificate. <i>(The % of properties which have had their annual gas safety check)</i>	98.9%	99.8%	100%	😐	↑
Rent collected as a % of net rent charged <i>(The % of rent collected since April 2008)</i>	95.9%	99.4%	100.2%	😐	↑
Average Phone Response time (secs) <i>(The average amount of time it takes to answer a phone call)</i>	10	9	10	😊	↑

Villages Community Housing Association	June	Sep	Target	Year to Date	Trend
Average re-let times <i>(The number of days it takes us to let out homes)</i>	0	77(*)	50		
% Emergency repairs complete within target time <i>(The % of emergency repairs completed on time)</i>	100%	97.4%	100%		
% Urgent repairs complete within target time <i>(The % of urgent repairs completed on time)</i>	95.2%	95.1%	98%		
% Routine repairs complete within target time <i>(The % of routine repairs completed on time)</i>	98.9%	95%	98%		
% overall satisfaction with day to day repairs <i>(The percentage of customers who were satisfied with their repairs)</i>	98.6%	96.9%	100%		
% of properties with a valid gas certificate. <i>(The % of properties which have had their annual gas safety check)</i>	98.7%	100%	100%		
Rent collected as a % of net rent charged <i>(The % of rent collected since April 2008)</i>	96.8%	93%	100.2%		
Average Phone Response time (secs) <i>(The average amount of time it takes to answer a phone call)</i>	10	9	10		

* = 1 specialist needs property