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Average re-let Times <i>(The number of days it takes us to let out homes)</i>	39	39	36	37	32		
% Emergency Repairs completed on time	100%	99.9%	99%	98.7%	100%		
% Urgent repairs completed on time	96.1%	96.3%	95.4%	92.5%	98%		
% Routine Repairs completed on time	99.4%	99.5%	98%	97.5%	98%		
% customers satisfied with their repairs	96.6%	96.7%	95.9%	96%	95%		
% properties which have had their annual gas safety check	99%	100%	99%	99.2%	100%		
% rent collected as a % rent charged	108.8%	103.4%	102%	101.8%	100.6%		
The average number of seconds it takes to answer a phone call	10	10	10	10	20		

-- No Data (No applicable lettings in period)

Villages Community Housing Association	April – June Q1	April – Sep 10 Q2	April – Dec 10 Q3	April - Jan 11 Q4	Target	Year to Date	Trend
Average re-let Times <i>(The number of days it takes us to let out homes)</i>	-----	-----	-----	-----	37		
% Emergency Repairs completed on time	100%	100%	100%	97.5%	100%		
% Urgent repairs completed on time	100%	95.3%	93.8%	94.4%	98%		
% Routine Repairs completed on time	100%	99.5%	99.6%	99.6%	98%		
% customers satisfied with their repairs	96.3%	96.9%	95.9%	96%	95%		
% properties which have had their annual gas safety check	98.1%	99.4%	98.1%	99.4%	100%		
% rent collected as a % rent charged	113.2%	105.4%	104.4%	100%	102%		
The average number of seconds it takes to answer a phone call	10	10	10	10	20	