

Villages Housing Association	April – June Q1	Apr – Sep 11 Q2	Target	Year to Date	Trend
Average re-let Times (<i>The number of days it takes us to let out homes</i>)	22	19	30	😊	↑
% Emergency Repairs completed on time	98.5	99	100	😐	↑
% Urgent repairs completed on time	95.8	96.3	98	😞	↑
% Routine Repairs completed on time	98.4	98.6	98	😊	↑
% customers satisfied with their repairs	96.6	99.9	95	😊	↑
% properties which have had their annual gas safety check	99.6	99.9	100	😐	↑
% rent collected as a % rent charged	107.5	102.5	100.8	😊	↔
The average number of seconds it takes to answer a phone call	11	9	15	😊	↑
Ave Number of Days to respond to a complaint	12	12	16	😊	↑

Villages Community Housing Association	April – June Q1	April – Sep 11 Q2	Target	Year to Date	Trend
Average re-let Times (<i>The number of days it takes us to let out homes</i>)	41	26	34	😊	↑
% Emergency Repairs completed on time	100	100	100	😊	↔
% Urgent repairs completed on time	100	93.5	98	😊	↓
% Routine Repairs completed on time	100	100	98	😊	↔
% customers satisfied with their repairs	92.9	93.1	95	😞	↑
% properties which have had their annual gas safety check	100	100	100	😊	↔
% rent collected as a % rent charged	114.8	107.8	102.3	😊	↔
The average number of seconds it takes to answer a phone call	13	11	15	😊	↑
Ave Number of Days to respond to a complaint	—	2	16	😊	↑

* No complaints April to July