

Villages Housing Association	April – June Q1	Apr – July 11 Q2	Apr – Dec 11 Q3	Apr – Mar 12 Q4	Target	Year to Date	Trend
Average re-let Times <i>(The number of days it takes us to let out homes)</i>	22	21	–	–	30	😊	↑
% Emergency Repairs completed on time	98.5	98.9	–	–	100	😞	↑
% Urgent repairs completed on time	95.3	95.1	–	–	98	😞	↓
% Routine Repairs completed on time	98.3	98.4	–	–	98	😊	↑
% customers satisfied with their repairs	96.6	96.7	–	–	95	😊	↑
% properties which have had their annual gas safety check	99.6	99.6	–	–	100	😞	↔
% rent collected as a % rent charged	107.5	104.8	–	–	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	11	–	–	16	😊	↑

Villages Community Housing Association	April – June Q1	April – July 11 Q2	April – Dec 11 Q3	April - Jan 12 Q4	Target	Year to Date	Trend
Average re-let Times <i>(The number of days it takes us to let out homes)</i>	41	41	–	–	34	😞	↔
% Emergency Repairs completed on time	100	100	–	–	100	😊	↔
% Urgent repairs completed on time	100	100	–	–	98	😊	↔
% Routine Repairs completed on time	100	100	–	–	98	😊	↔
% customers satisfied with their repairs	92.9	92.7	–	–	95	😞	↓
% properties which have had their annual gas safety check	100	98.7	–	–	100	😞	↓
% rent collected as a % rent charged	114.8	111.6	–	–	102.3	😊	↓
The average number of seconds it takes to answer a phone call	12	10	–	–	15	😊	↑
Ave Number of Days to respond to a complaint	–	–	–	–	16		

* No complaints April to July