

Villages Housing Association	April – June Q1	July – Sep Q2	Oct – Dec Q3	Target	Year to Date	Trend
Average re-let Times (<i>The number of days it takes us to let out homes</i>)	37	30	32	37	😊	↔
% Emergency Repairs completed on time	97.8%	98.5%	98.6%	100%	😞	↑
% Urgent repairs completed on time	98.6%	97.7%	97.7%	98%	😐	↓
% Routine Repairs completed on time	98.8%	98.9%	98.8%	98%	😊	↔
% customers satisfied with their repairs	98.6%	97.7%	97.7%	95%	😊	↓
% properties which have had their annual gas safety check	98.9%	99.9%	99.9%	100%	😊	↑
% rent collected as a % rent charged	106.3%	101.6%	101.1%	100.2%	😊	↓
The average number of seconds it takes to answer a phone call	10	9	10	10	😊	↔

Villages Community Housing Association	April – June Q1	July – Sep Q2	Oct – Dec Q3	Target	Year to Date	Trend
Average re-let Times (<i>The number of days it takes us to let out homes</i>)	—	77(*)	77(*)	50	😞	↔
% Emergency Repairs completed on time	100%	100%	100%	100%	😊	↔
% Urgent repairs completed on time	95.2%	93.9%	93.1%	98%	😞	↓
% Routine Repairs completed on time	98.9%	96.9%	96.9%	98%	😞	↓
% customers satisfied with their repairs	98.6%	97.7%	97.7%	95%	😊	↓
% properties which have had their annual gas safety check	98.1%	99.4%	100%	100%	😊	↑
% rent collected as a % rent charged	113.8%	105.5%	104.3%	100.2%	😊	↓
The average number of seconds it takes to answer a phone call	10	9	10	10	😊	↔