

Villages Housing Association	Oct	Nov	Dec	Mar	Target	Year to Date	Trend
Average re-let times <i>(The number of days it takes us to let out homes)</i>	31	25	24	23	37.5	😊	↑
% Emergency repairs complete within target time <i>(The % of emergency repairs completed on time)</i>	99%	99%	99%	99%	100%	😐	↔
% Urgent repairs complete within target time <i>(The % of urgent repairs completed on time)</i>	99%	99%	99%	98%	98%	😊	↔
% Routine repairs complete within target time <i>(The % of routine repairs completed on time)</i>	99%	98%	99%	98%	98%	😊	↔
% overall satisfaction with day to day repairs <i>(The percentage of customers who were satisfied with their repairs)</i>	100%	100%	99%	98%	95%	😊	↔
% of properties with a valid gas certificate. <i>(The % of properties which have had their annual gas safety check)</i>	100%	100%	100%	100%	100%	😊	↔
Rent collected as a % of net rent charged <i>(The % of rent collected since April 2008)</i>	102%	103%	105%	100%	99%	😊	↔
Average Phone Response time (secs) <i>(The average amount of time it takes to answer a phone call)</i>	9	9	11	11	10	😐	↔

Villages Community Housing Association	Oct	Nov	Dec	Mar	Target	Year to Date	Trend
Average re-let times <i>(The number of days it takes us to let out homes)</i>	27	23	27	27	50	😊	↔
% Emergency repairs complete within target time <i>(The % of emergency repairs completed on time)</i>	100%	100%	98%	99%	100%	😐	↔
% Urgent repairs complete within target time <i>(The % of urgent repairs completed on time)</i>	100%	100%	100%	99%	98%	😊	↔
% Routine repairs complete within target time <i>(The % of routine repairs completed on time)</i>	94%	98%	98%	97%	98%	😐	↔
% overall satisfaction with day to day repairs <i>(The percentage of customers who were satisfied with their repairs)</i>	100%	100%	99%	98%	95%	😊	↔
% of properties with a valid gas certificate. <i>(The % of properties which have had their annual gas safety check)</i>	100%	100%	100%	100%	100%	😊	↔
Rent collected as a % of net rent charged <i>(The % of rent collected since April 2008)</i>	108%	110%	108%	100%	99%	😊	↔
Average Phone Response time (secs) <i>(The average amount of time it takes to answer a phone call)</i>	9	9	11	11	10	😐	↔