

Villages Housing Association	April – June Q1	July Q2	Target	Year to Date	Trend
Average re-let Times (<i>The number of days it takes us to let out homes</i>)	12	13	32	😊	↓
% Emergency Repairs completed on time	100%	99.8%	100%	😐	↔
% Urgent repairs completed on time	96.1%	95.7%	98%	😞	↓
% Routine Repairs completed on time	99.4%	99.2%	98%	😊	↔
% customers satisfied with their repairs	96.3%	96.7%	95%	😊	↑
% properties which have had their annual gas safety check	99%	99.3%	100%	😞	↑
% rent collected as a % rent charged	108.8%	105.9%	100.6%	😊	↓
The average number of seconds it takes to answer a phone call	10	9	20	😊	↑

Villages Community Housing Association	April – June Q1	July	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%	😊	↔
% Urgent repairs completed on time	100%	100%	98%	😊	↓
% Routine Repairs completed on time	100%	99.3%	98%	😊	↓
% customers satisfied with their repairs	96.3%	96.7%	95%	😊	↓
% properties which have had their annual gas safety check	98.1%	99.4%	100%	😞	↑
% rent collected as a % rent charged	113.2%	108.6%	102%	😊	↓
The average number of seconds it takes to answer a phone call	10	9	20	😊	↑

- No Data (No lettings in period)