

















Villages Housing Association	June	Sep	Dec	Mar	Target	Meet Target	Trend
Average re-let times (The number of days it takes us to let out homes)	39	32	28	26	37	😊	↑
% Emergency repairs complete within target time (The % of emergency repairs completed on time)	97.8% (353/361)	98.5% (654/664)	98.8% (994/1006)	98.9 (1379/1395)	100%	😐	↑
% Urgent repairs complete within target time (The % of urgent repairs completed on time)	98.6% (277/281)	97.7% (515/527)	98.2% (761/775)	98.2 (1004/1022)	98%	😊	↑
% Routine repairs complete within target time (The % of routine repairs completed on time)	98.8% (985/997)	98.9% (2059/2081)	99% (3094/3126)	98.6 (4025/4083)	98%	😊	↔
% overall satisfaction with day to day repairs (The percentage of customers who were satisfied with their repairs)	96.3%	97.6%	98.2%	96.36	95%	😊	↑
% of properties with a valid gas certificate. (The % of properties which have had their annual gas safety check)	98.9%	99.9%	100%	100%	100%	😊	↑
Rent collected as a % of net rent charged (The % of rent collected since April 2008)	106.3%	101.6%	100.6%	100.4%	100.2%	😊	↓
Average Phone Response time (secs) (The average amount of time it takes to answer a phone call)	10	9	10	-	10	😊	↑

Villages Community Housing Association	June	Sep	Dec	Mar	Target	Year to Date	Trend
Average re-let times (The number of days it takes us to let out homes)	0	77(*)	77(*)	67(*)	50		
% Emergency repairs complete within target time (The % of emergency repairs completed on time)	100% (20/20)	100% (46/46)	96.4% (80/83)	97.1% (136/140)	100%		
% Urgent repairs complete within target time (The % of urgent repairs completed on time)	95.2% (20/21)	93.9% (46/49)	94.8% (73/77)	94.8% (92/97)	98%		
% Routine repairs complete within target time (The % of routine repairs completed on time)	98.9% (86/87)	96.9% (156/161)	97.6% (245/251)	98.3% (340/346)	98%		
% overall satisfaction with day to day repairs (The percentage of customers who were satisfied with their repairs)	100%	93.8%	94.4%	96%	95%		
% of properties with a valid gas certificate. (The % of properties which have had their annual gas safety check)	98.1%	99.4%	100%	100%	100%		
Rent collected as a % of net rent charged (The % of rent collected since April 2008)	113.8%	105.5%	106.1%	103.4	106.2 %		
Average Phone Response time (secs) (The average amount of time it takes to answer a phone call)	10	9	10	-	10		

\* = 1 specialist needs property