





HOW ARE WE PERFORMING?

Performance Figures June 2016

	2016/16 Actual	To June 2016	BHP Target 2016/17	
VALUE FOR MONEY We aim to collect 99.5% of all rent due	98.5%	99.1%	99.5%	
VALUE FOR MONEY We aim to minimise rent loss through void properties	0.59%	0.55%	0.7%	
HOME We aim to complete 92% of repairs on the first visit	89%	88%	92%	
HOME We aim for 96% of customers to be satisfied with the quality of repairs work	80%	85%	95%	
NEIGHBOURHOOD AND COMMUNITY We aim for 90% of all residents to be satisfied with the standard of internal and external cleaning	80%	63%	96%	
TENANCY We aim to let standard empty homes within 24 days	30.7 days	24.3 days	24 days	
TENANCY We aim to let empty homes requiring major works within 61 days	59.4 days	48.3 days	61 days	
TENANT INVOLVEMENT AND EMPOWERMENT We aim to respond to 93% of stage 1 local resolution enquiries within 20 days	80%	97%	93%	
TENANT INVOLVEMENT AND EMPOWERMENT Percentage of stage one complaints escalated to stage two	11%	18%		
TENANT INVOLVEMENT AND EMPOWERMENT Percentage of phone calls answered in the Customer Response Team	88%	86%	100%	
TENANT INVOLVEMENT AND EMPOWERMENT Average answering time for calls to the Customer Response Team	2.05 minutes	2.10 minutes	60 seconds	