

# performance

Last year's figures in brackets



Homes provided	2,531	(2,346)
Average weekly gross rent	£93.45	(£91.58)
Time taken to let empty homes	38 days	(55)
Emergency repairs completed on target	93%	(87%)
Urgent repairs completed on target	80%	(79%)
Routine repairs completed on target	90%	(88%)
Overall tenant satisfaction	68%	(72%)
Rent collection rate	103%	(108%)
Rent lost owing to voids	2%	(1%)
Rent arrears	6.7%	(8.1%)
Homes vacant and available to let	19	(24)
Average time between lettings	64 days	(108 days)
New lettings	131	(72)
Lettings to BME households	75%	(72%)
Ethnic analysis of lettings:		
White 32%, Mixed 4.5%, Asian 25.4%, Black 36.1%, Other 2%		



Homes provided	7,248	(6,924)
Average weekly gross rent	£67.28	(£65.00)
Time taken to let empty homes	35 days	(25 days)
Emergency repairs completed on target	88.8%	(92.5%)
Urgent repairs completed on target	92.9%	(93.4%)
Routine repairs completed on target	93.4%	(94.2%)
Overall tenant satisfaction	74.2%	(74.2%)
Rent collection rate	99.2%	(100%)
Rent lost owing to voids	1.7%	(1.6%)
Rent arrears	6.3%	(6.2%)
Homes vacant and available to let	42	(57)
Average time between lettings	35 days	(25 days)
New lettings	97	(90)
Lettings to BME households	21.2%	(21.2%)
Ethnic analysis of lettings:		
White 78.8%, Mixed 2.6%, Asian 7.2%, Black 9.1%, Other 2.4%		



Homes provided	389	(384)
Average weekly gross rent	£65.06	(£63.03)
Time taken to let empty homes	36 days	(19 days)
Emergency repairs completed on target	96%	(98.5%)
Urgent repairs completed on target	95%	(93.5%)
Routine repairs completed on target	95%	(96.4%)
Overall tenant satisfaction	83%	(88%)
Rent collection rate	98.4%	(98.4%)
Rent lost owing to voids	3.9%	(2.71%)
Rent arrears	13.8%	(8.6%)
Homes vacant and available to let	14	(16)
Average time between lettings	36 days	(19 days)
New lettings	68	(59)
Lettings to BME households	26.5%	(28.8%)
Ethnic analysis of lettings:		
White 73.5%, Mixed 8.8%, Asian 2.9%, Black 13.2%, Other 1.5%		



Homes managed	471	(536)
Average weekly gross rent	N/A	(£65.00)
Time taken to let empty homes	In LHA data	In LHA data
Emergency repairs completed on target	In LHA data	In LHA data
Urgent repairs completed on target	In LHA data	In LHA data
Routine repairs completed on target	In LHA data	In LHA data
Overall tenant satisfaction	In LHA data	In LHA data
Rent collection rate	102.9%	(100%)
Rent lost owing to voids	6.5%	(4.1%)
Rent arrears	2.6%	(2.8%)
Homes vacant and available to let	47	(58)
Average time between lettings	In LHA data	In LHA data
New lettings	0	(0)
Ethnic analysis of lettings:		
White 80%, Asian 8%, Black 8%, Other 4%		