

Our performance figures 2016/17

Our performance measures	2016/17			
	Q1	Q2	Q3	Q4
Overall satisfaction (over 3 months)	85.99%	82.6%	85.03%	85.4%
Overall satisfaction with repairs (over 3 months)	82.4%	79.54%	80%	80.6%
Satisfaction with customer service centre (over 3 months)	76.68%	78.35%	n/a	80.6%
New home satisfaction (re-lets only)	81.63%	87.5%	96.15%	86%
Rent collected as % due	85.99%	97.05%	98.31%	98.65%
Rent loss due to voids	1.54%	1.1%	1%	1.08%
Current tenant arrears as % of annual rent debit	4.64%	4.46%	4.60%	3.69%
Percentage of properties with valid gas certificates	100%	100%	100%	99.92%