

Our performance figures 2017/18

| Our performance measures | 2017/18 | | | |
|---|---------|--------|--------|---------|
| | Q1 | Q2 | Q3 | Q4 |
| Overall satisfaction (over 3 months) | 87.9% | 86.2% | 87.6% | 87.47% |
| Overall satisfaction with repairs (over 3 months) | 80.5% | 81.4% | 83.87% | 80.26% |
| Satisfaction with customer service centre (over 3 months) | 81.1% | 81.7% | 84.1% | 82.14% |
| New home satisfaction (re-lets only) | 92% | 52.63% | 90.63% | 85.29% |
| Rent collected as % due | 95.4% | 96.84% | 98.62% | 100.82% |
| Rent loss due to voids | 1.10% | 1.09% | 1.05% | 1.08% |
| Current tenant arrears as % of annual rent debit | 4.29% | 4.8% | 4.62% | 3.96% |
| Percentage of properties with valid gas certificates | 100% | 99.99% | 99.97% | 99.96% |