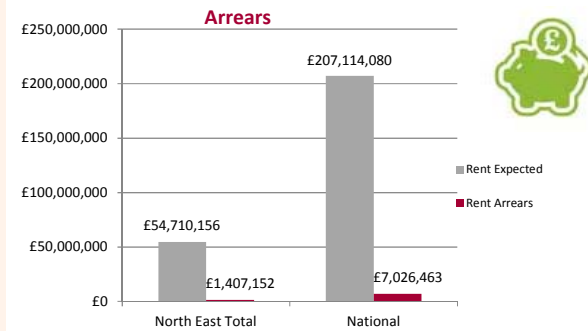
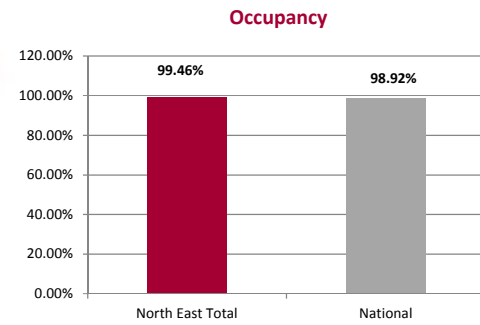




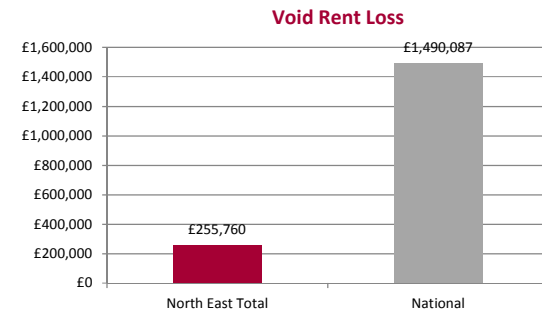
## Value for Money - Arrears & Voids



**What does this mean?** This is the amount of rent we expect to receive and the amount which is still due to us

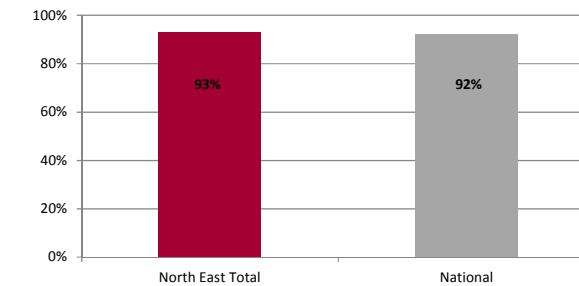


**What does this mean?** This is the percentage of our properties that are occupied



**What does this mean?** This shows the amount of income we have lost as a result of properties being empty

## A Decent Home - Satisfaction with Planned Works



**What does this mean?** This chart shows how satisfied our customers are with planned works at their home so far this year

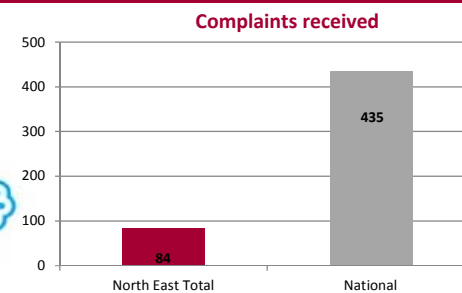


## Reliable Services & People Who Care - Customer Satisfaction & Complaints



Satisfaction with....	North East Overall Score	Target
Repairs	93%	91%
Gas Servicing	97%	95%
Neighbourhood	91%	91%

**What does this mean?** Every month we carry out customer satisfaction surveys. This is how satisfied our customers are so far this year with the service and what our targets are.

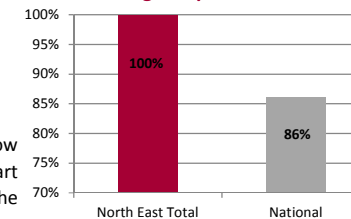


**What does this mean?** The top bar chart show how many complaints were received and the right chart shows the percentage of complaints closed within the 5 day target.

### Key reasons for complaints

1. Time taken to complete
2. Appointment Missed
3. Quality of Work

### Closing complaints in time



## A Safe Place to Live - ASB

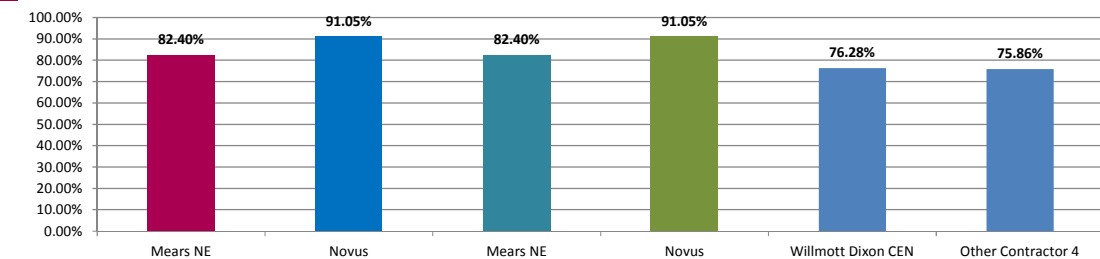
This measure is currently on hold due to system issues

## Reliable Services - Repairs Chaser Calls

This measure is currently on hold due to reporting specification redesign



## Reliable Services - Repairs Appointments Kept



**What does this mean?** This chart shows the percentage of appointments kept by contractor this month. Contractors' identity from other areas cannot be shown on this report