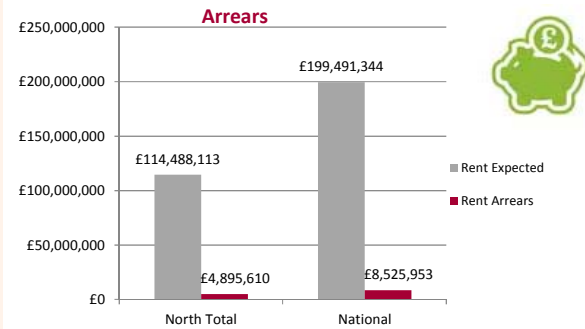
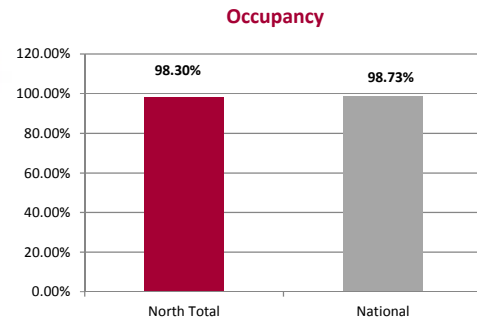




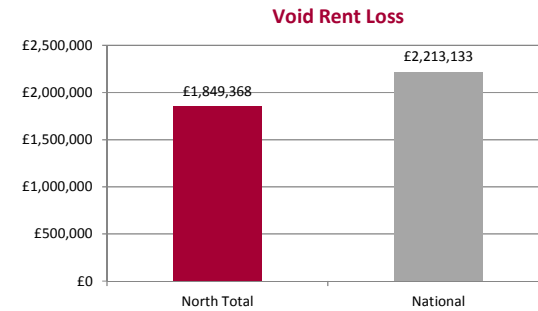
## Value for Money - Arrears & Voids



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

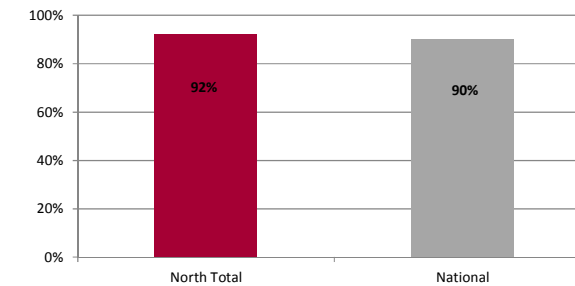


**What does this mean?** This is the percentage of our properties that are occupied



**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

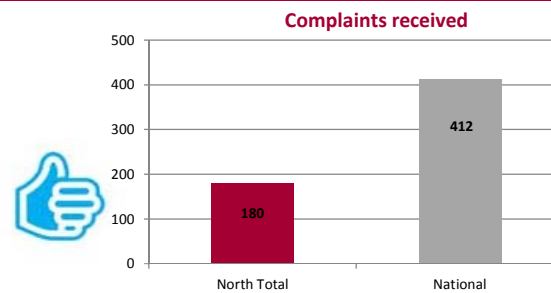


## Reliable Services & People Who Care - Customer Satisfaction & Complaints



Satisfaction with....	North Overall Score	Target
Repairs	89%	91%
Gas Servicing	95%	95%
Home Cares	83%	87%
Neighbourhood	88%	91%

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

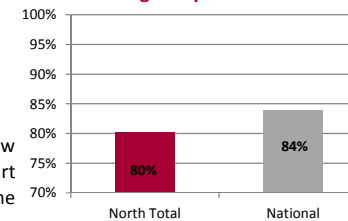


**What does this mean?** The top bar chart show how many complaints were received and the right chart shows the percentage of complaints closed within the 5 day target.

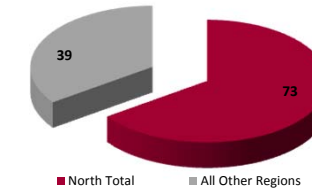
### Key reasons for complaints

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

### Closing complaints in time



## A Safe Place to Live - ASB



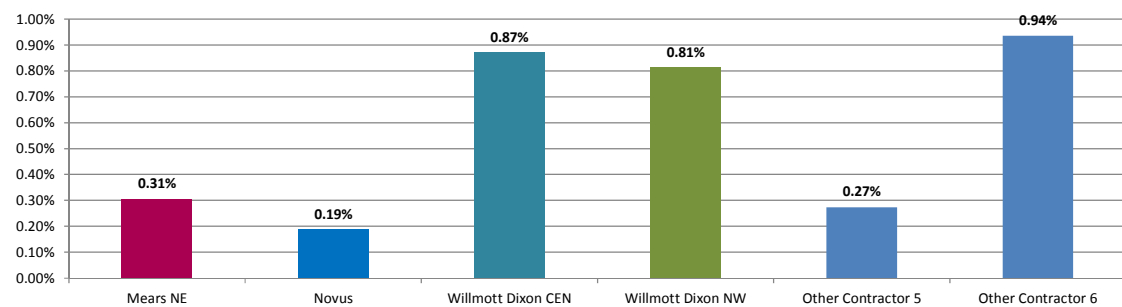
### Key reasons for complaints

1. Harassment
2. Noise
3. Garden Nuisance



**What does this mean?** The pie chart compares the number of ASB cases received in the South and the rest of the country.

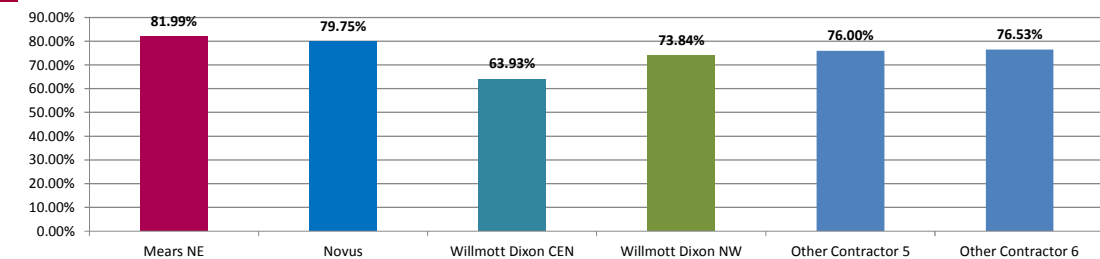
## Reliable Services - Repairs Chaser Calls



**What does this mean?** For every job logged in the month, this chart shows the percentage where customers have had to chase for progress. Contractors' identity from other areas cannot be shown on this report.



## 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