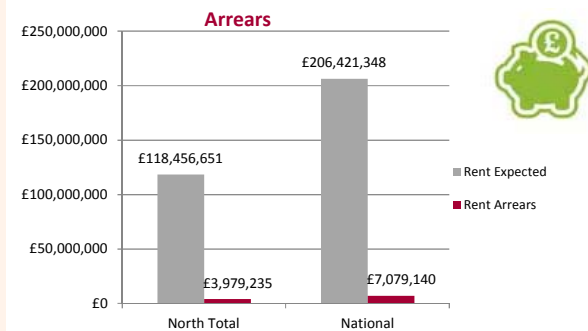
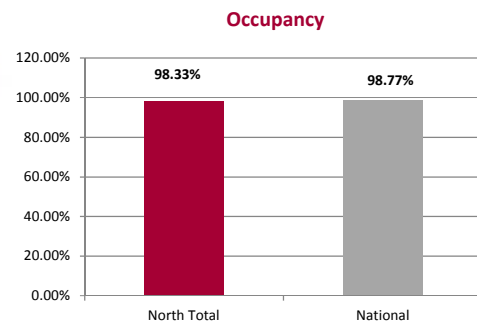




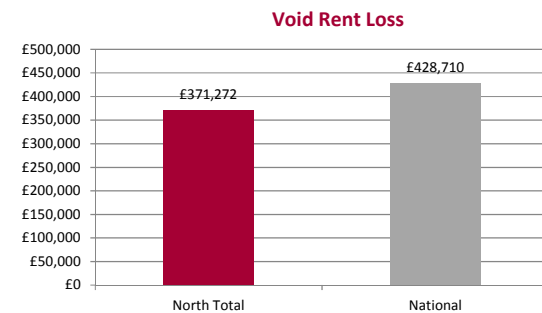
Value for Money - Arrears & Voids



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

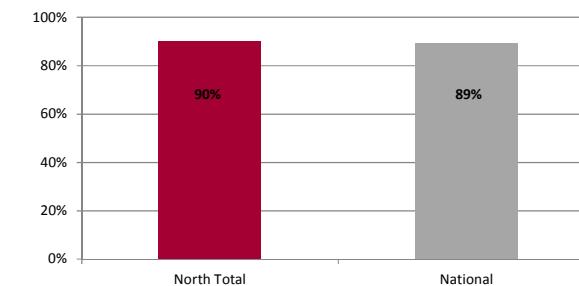


What does this mean? This is the percentage of our properties that are occupied



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

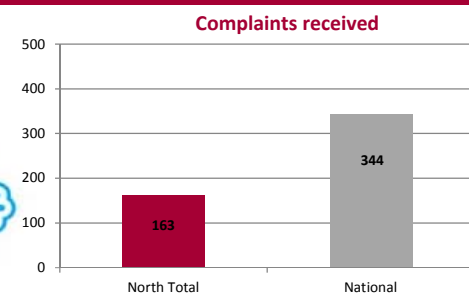


Reliable Services & People Who Care - Customer Satisfaction & Complaints



Satisfaction with....	North Overall Score	Target
Repairs	85%	91%
Gas Servicing	97%	95%
Home Cares	73%	87%
Neighbourhood	92%	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.

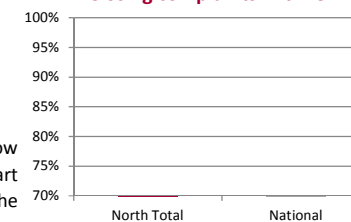


What does this mean? The top bar chart show how many complaints were received and the right chart shows the percentage of complaints closed within the 5 day target.

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

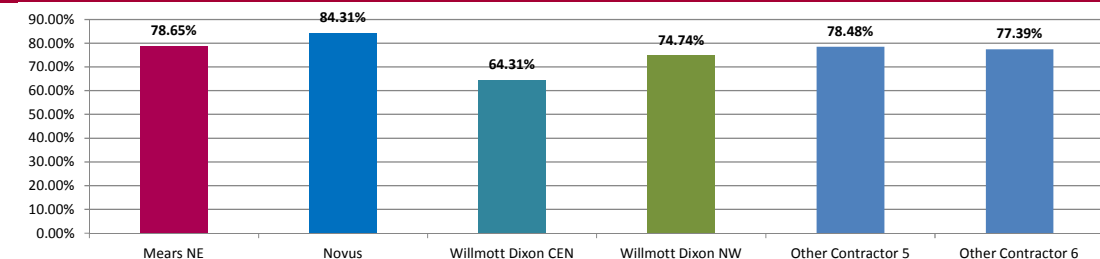
This measure is currently on hold due to system issues

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