

Performance Results Against Targets

Year Ended 31 March 2022

Response Maintenance

	Standard	Target	Results
Emergency repairs completed within target	less than 24 hours	95%	99%
Urgent repairs completed within target	less than 3 days	95%	94%
Routine repairs completed within target	less than 28 days	95%	95%

Rent Collection

		Target	Results
Rent receivable	£2,000,000		
Rent received	£1,980,000		
Collection rate		95%	99%

Void Properties

	Target	Results
Rent loss due to void properties	5.00%	4.50%

New Lettings

Applicants	25
Transfers	6