

How we are performing April to June 2017

Thirteen has a range of measurements that we use to understand how we are performing. These measurements help us make changes to the way we work and improve the services we offer customers.

The measurements below give you details about our current performance.

Repairs

Satisfaction with repairs service - **9.1 out of 10 (for July)**

Satisfaction with gas service - **9.6 out of 10 (for July)**

Number of repairs raised

32,673

Number of repairs completed

27,874



Income



Weekly rent arrears (gross)

£79,782,848

Monthly arrears (net of Housing Benefit in July)

£4,862,982.24

Customer Services

Average call wait time

24 seconds

Percentage of calls answered within 30 seconds

73.8%



Lettings

Satisfaction with property standard - **8.3 out of 10 (for July)**

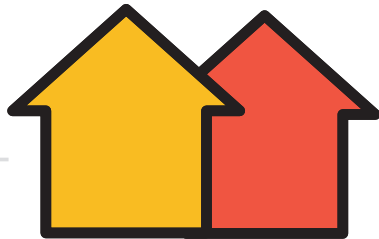
Satisfaction with service received - **9.4 out of 10 (for July)**

Number of homes re-let

740

Number of tenancies terminated

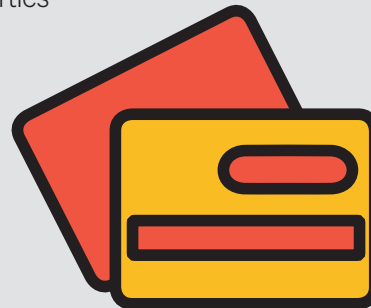
811



Sales

Number of sales properties built and void

290



Complaints

Satisfaction for handling of complaints - **9.5 out of 10 (for July)**

Average time to resolve stage one complaints

1.8
days



Percentage of stage one complaints resolved within timescale

96.6%