

thirteen

Managing and building homes

Thirteen Performance Pack April-December 2018



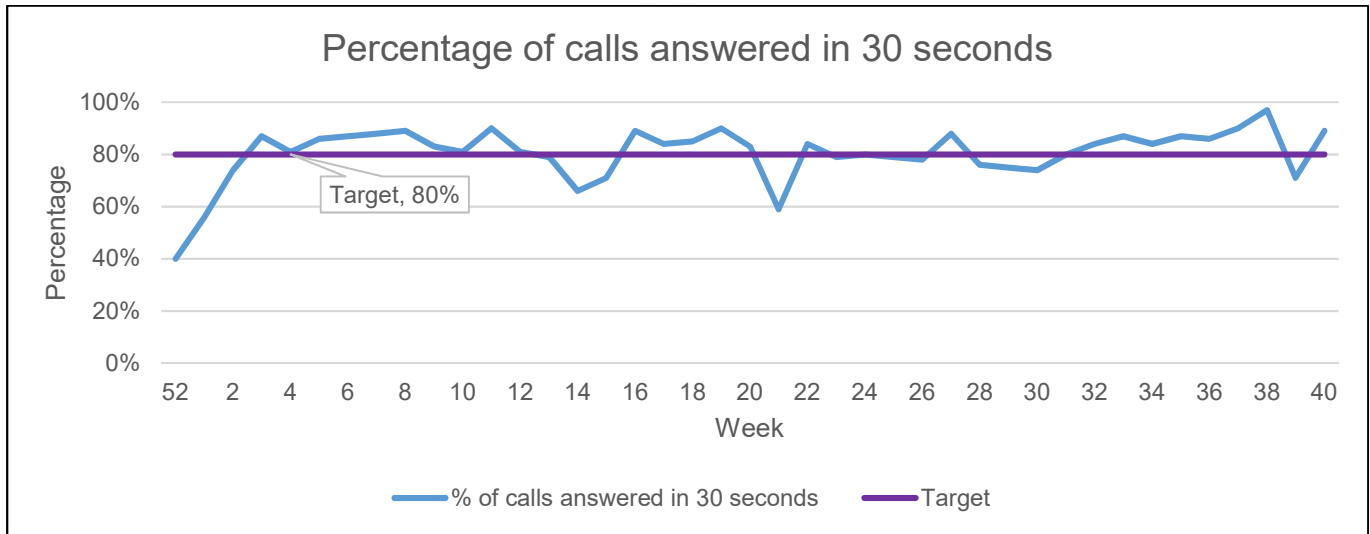
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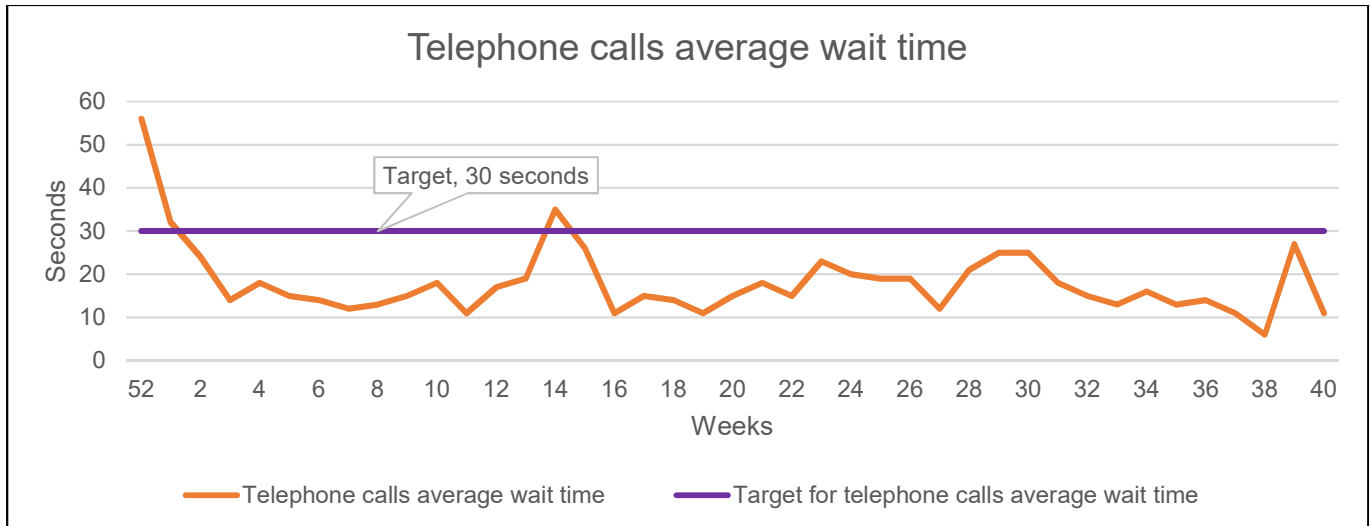
Priority 1. Delivering Great Customer Service

Customer Service

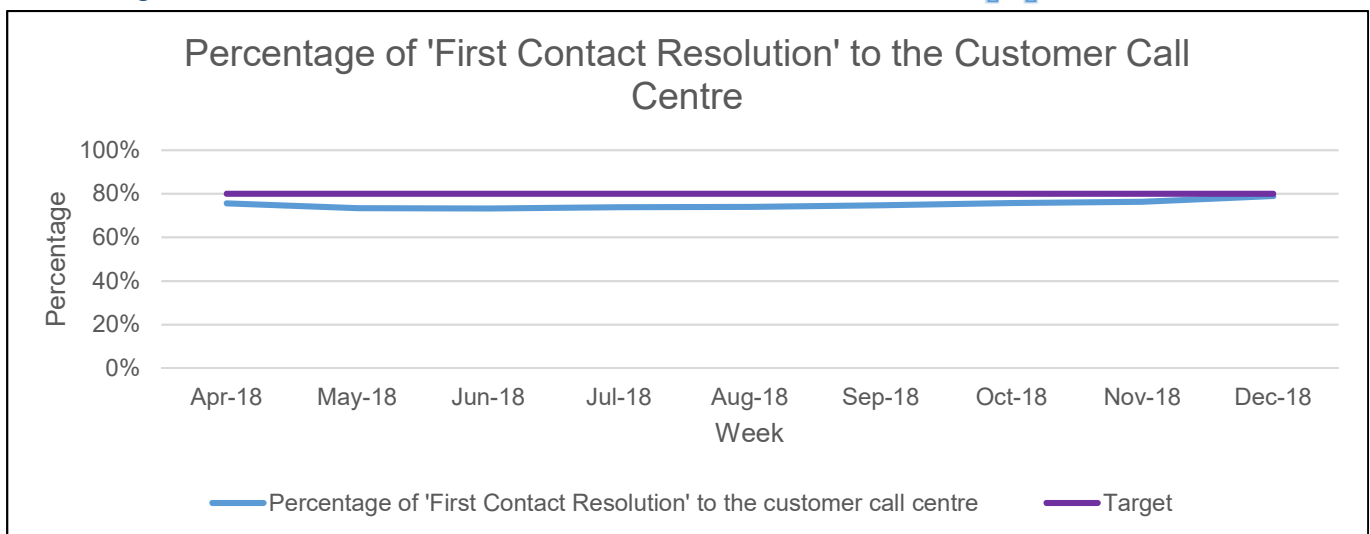
Percentage of calls answered in 30 seconds **[P]**



Telephone calls average wait time

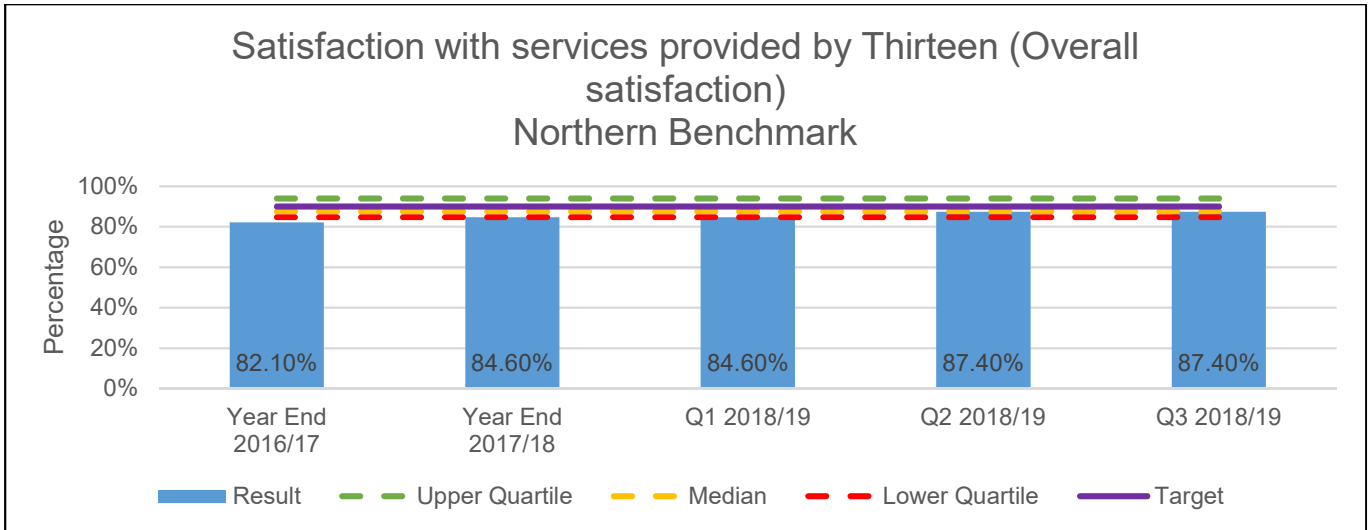


Percentage of 'First Contact Resolution' to the Customer Call Centre **[P]**

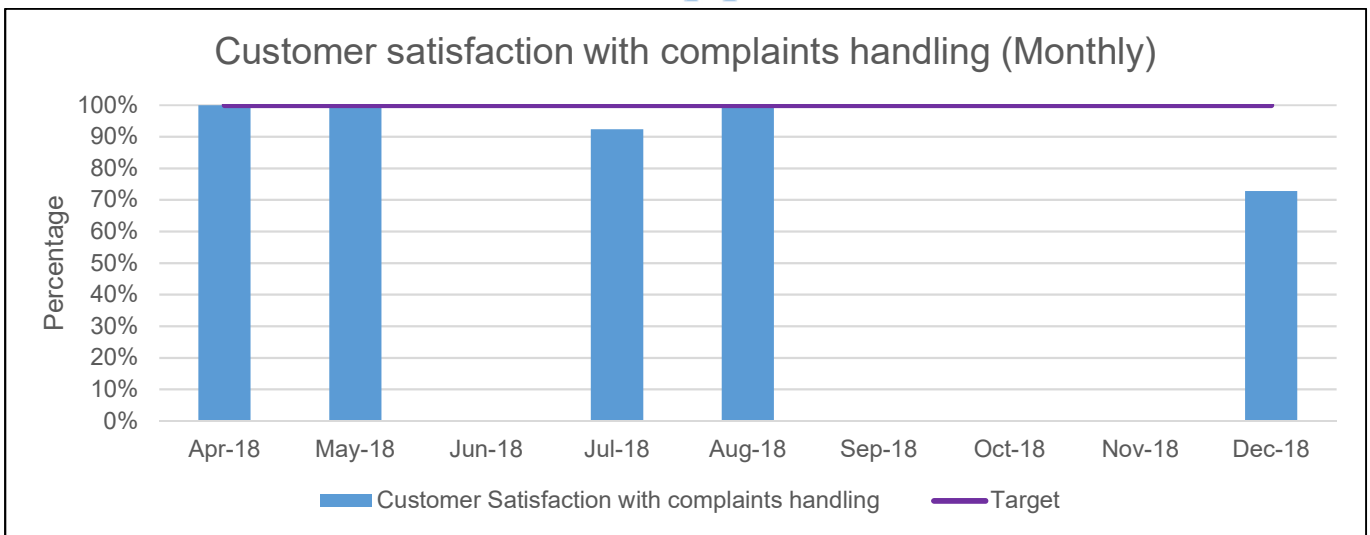


Customer Satisfaction

Satisfaction with services provided by Thirteen (Overall Satisfaction) [P]

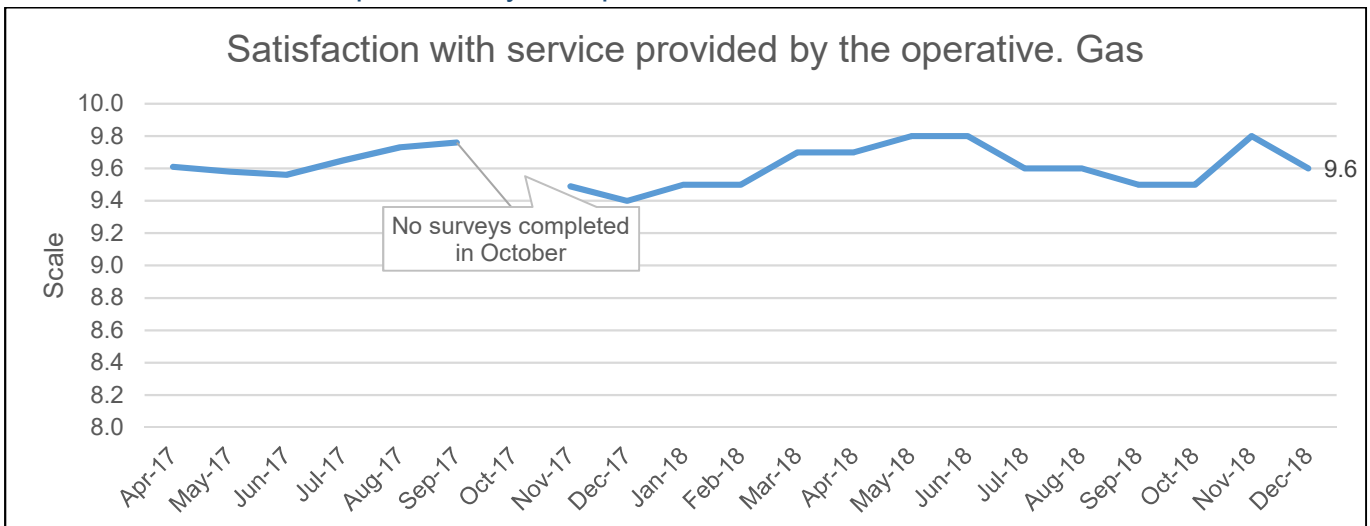


Customer Satisfaction with complaints handling [P]

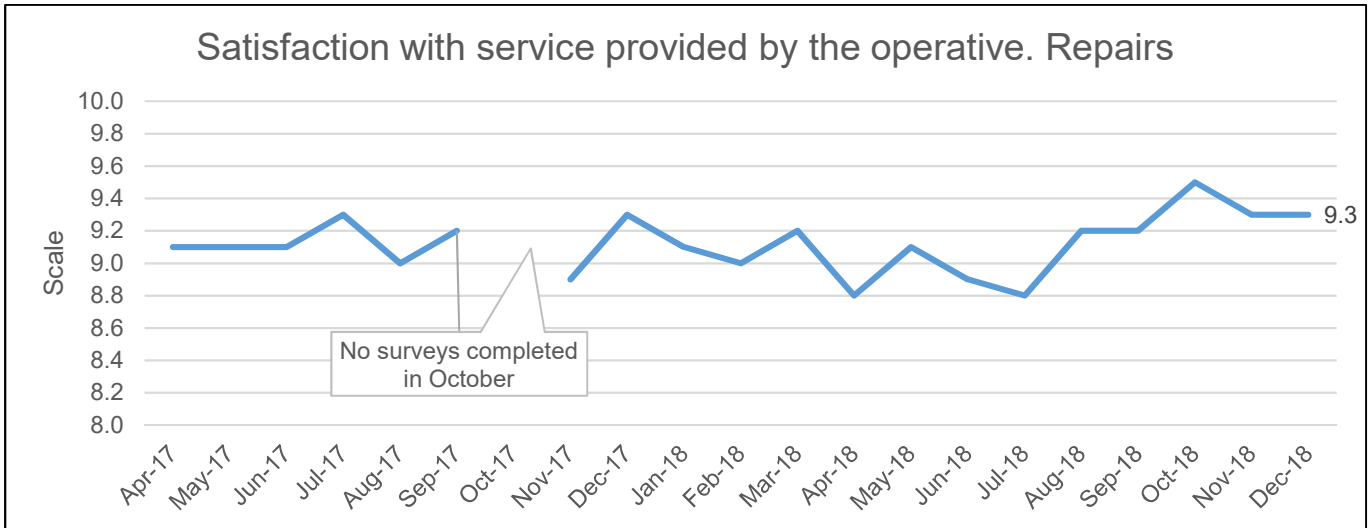


Please note that no surveys have been completed for the months June, September, October and November 2018.

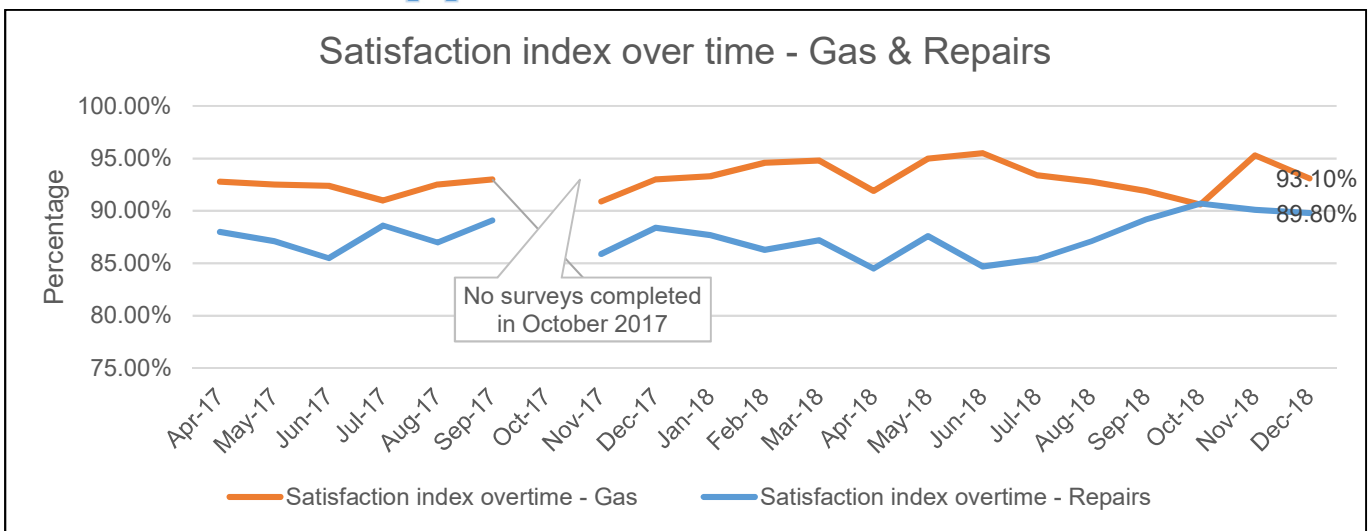
Satisfaction with service provided by the operative. Gas



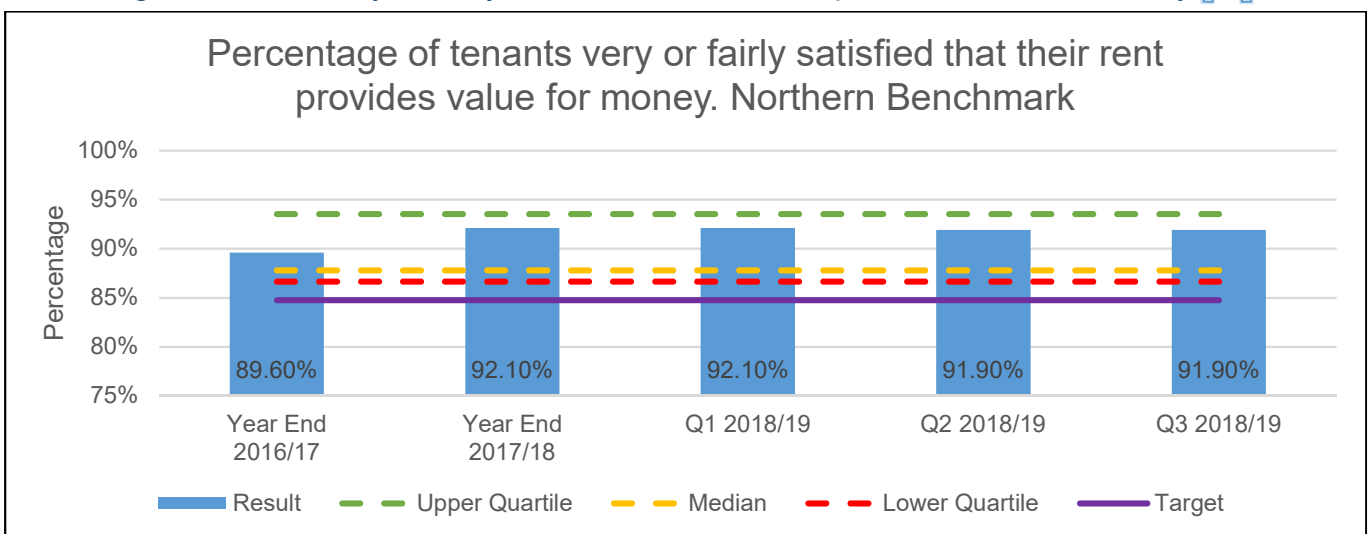
Satisfaction with services provided by the operative. Repairs



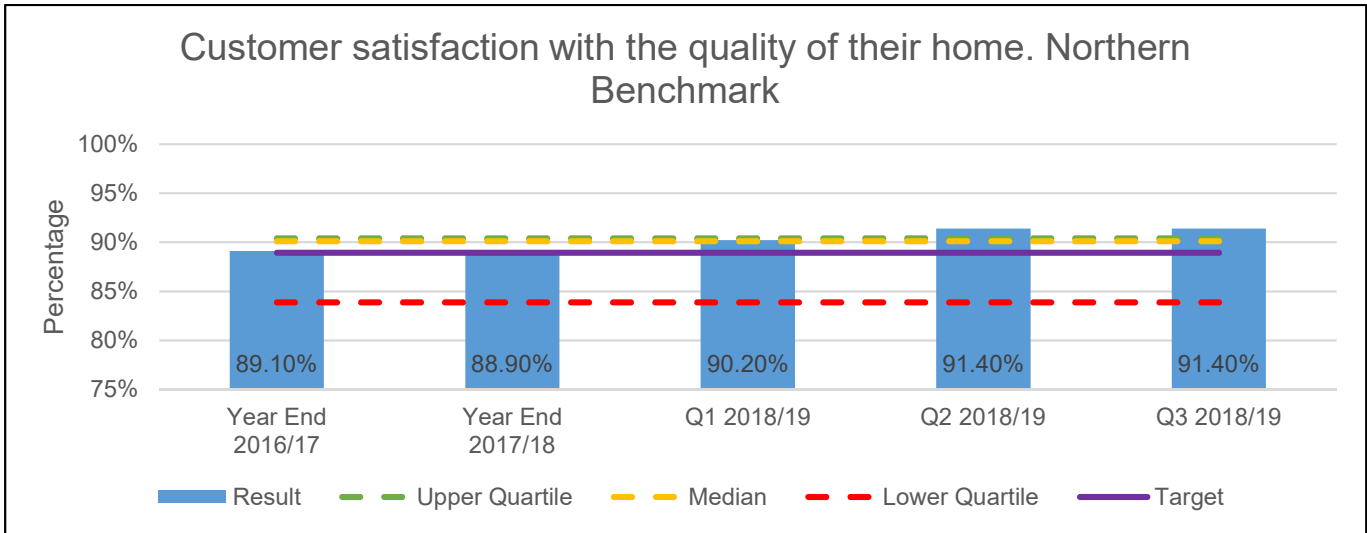
Satisfaction index over time [P]



Percentage of tenants very or fairly satisfied that their rent provides value for money [P]

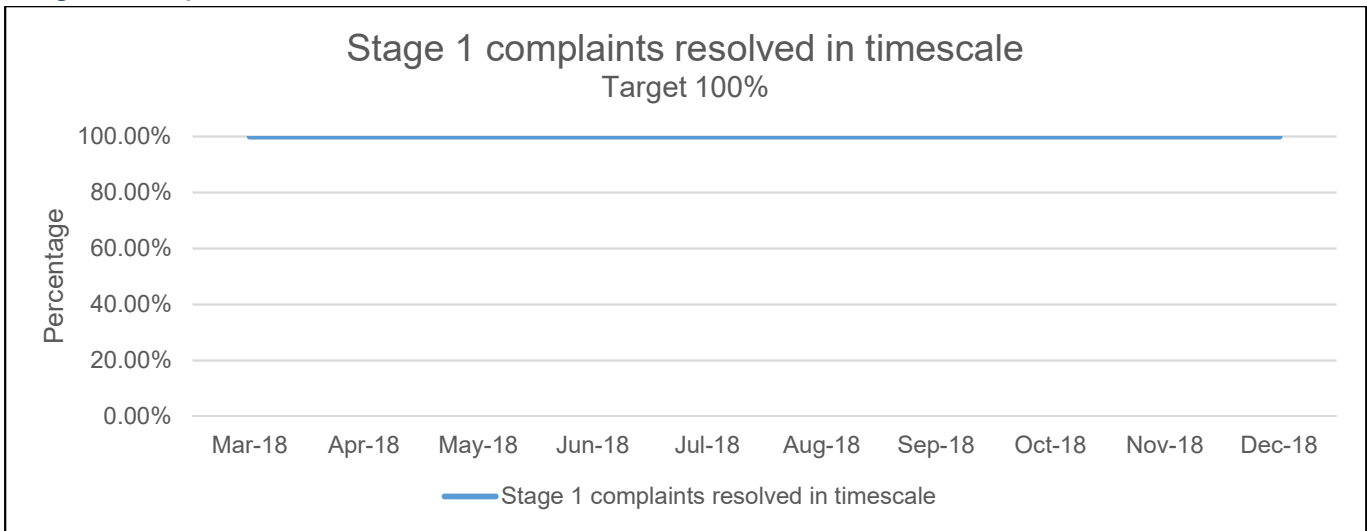


Customer satisfaction with the quality of their home [P]

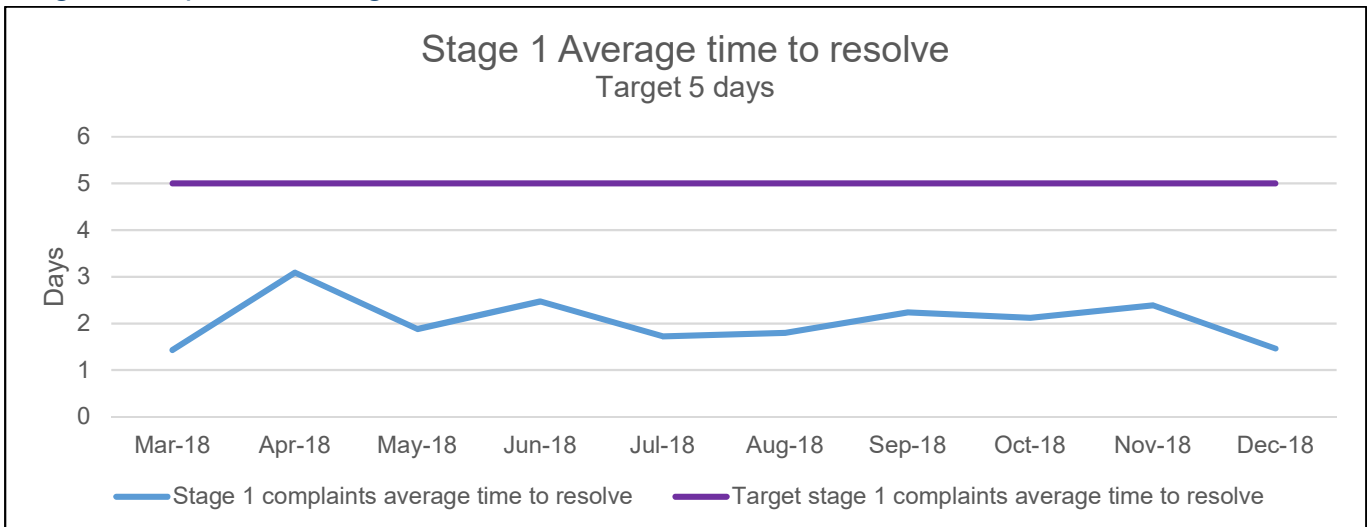


Complaints

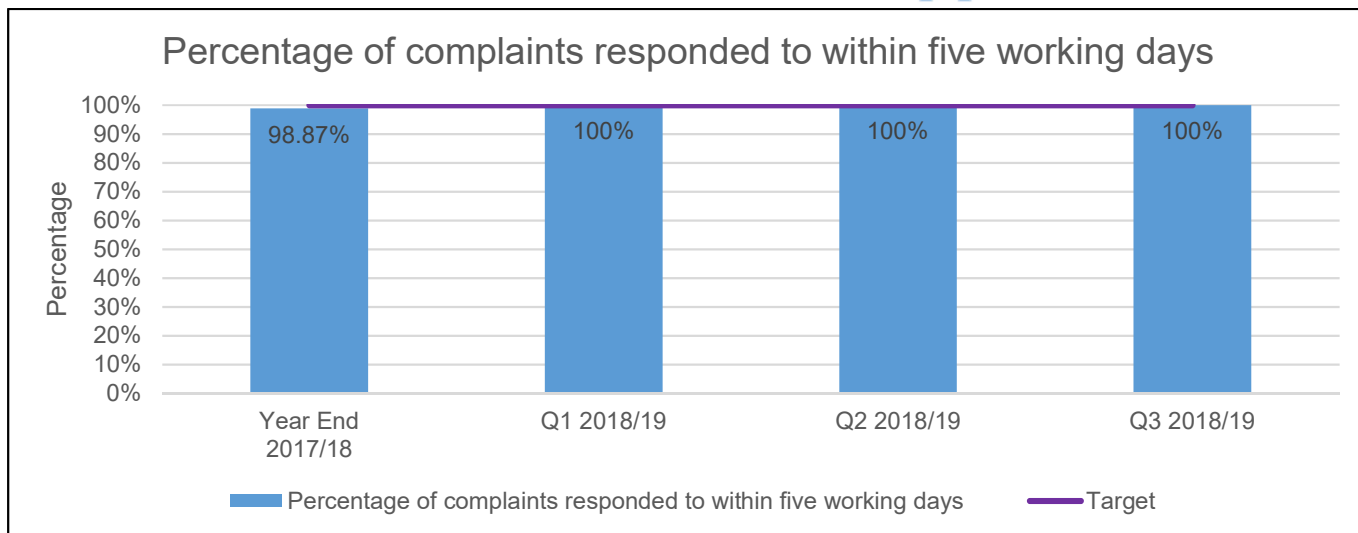
Stage 1 complaints resolved in timescale



Stage 1 complaints average time to resolve

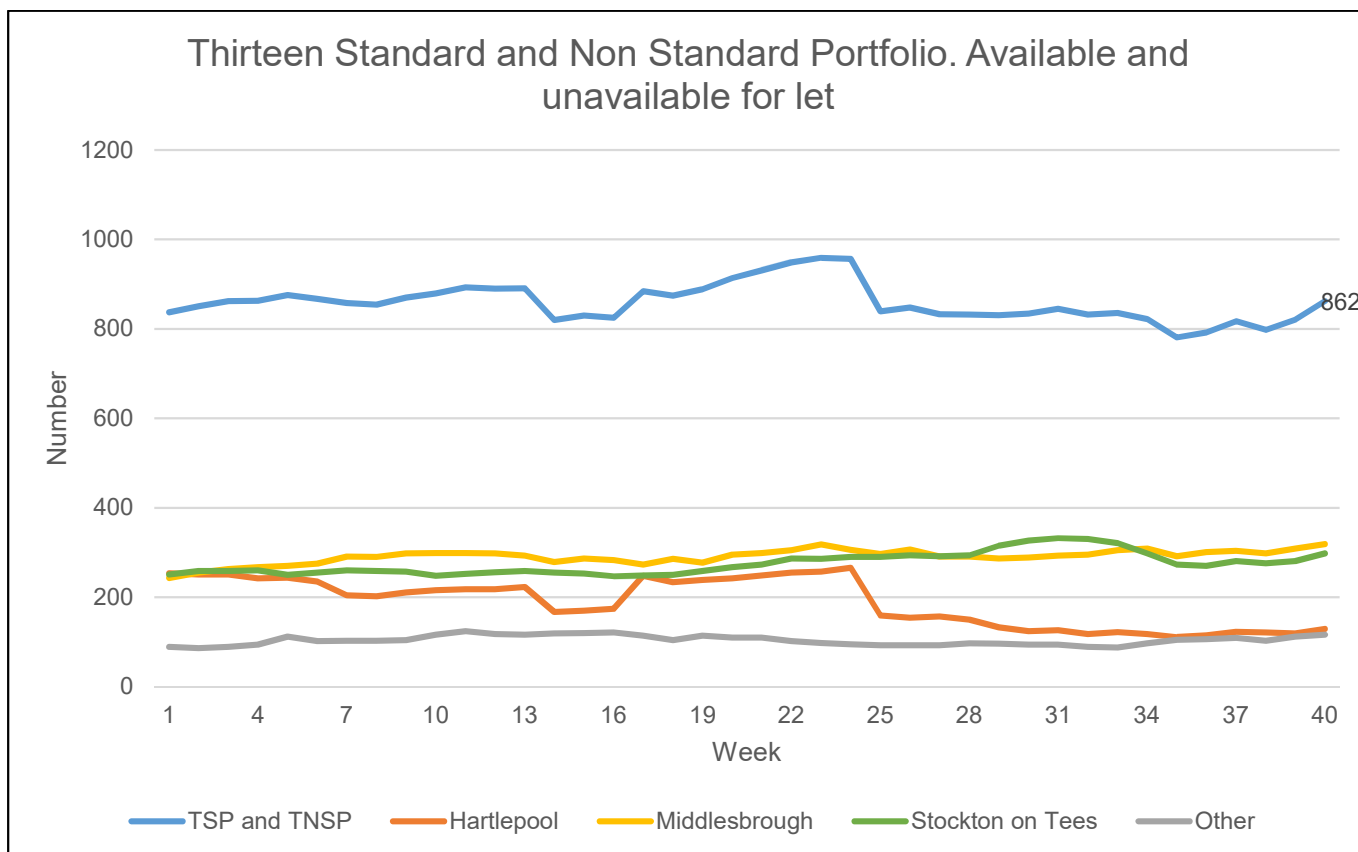


Percentage of complaints responded to within five working days [P]

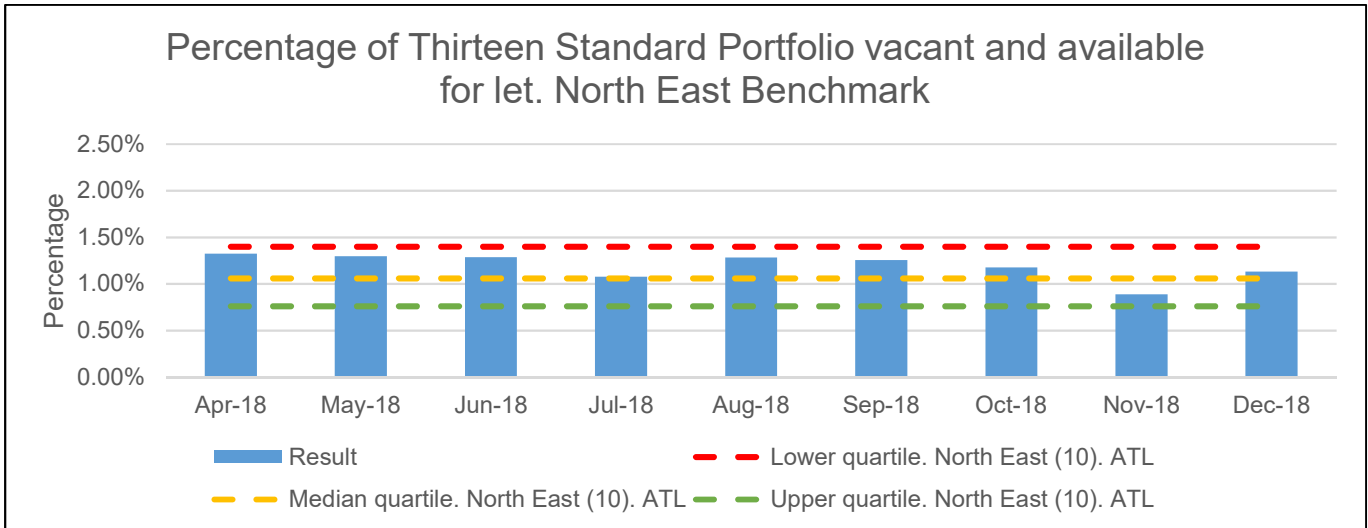


Vacant Properties

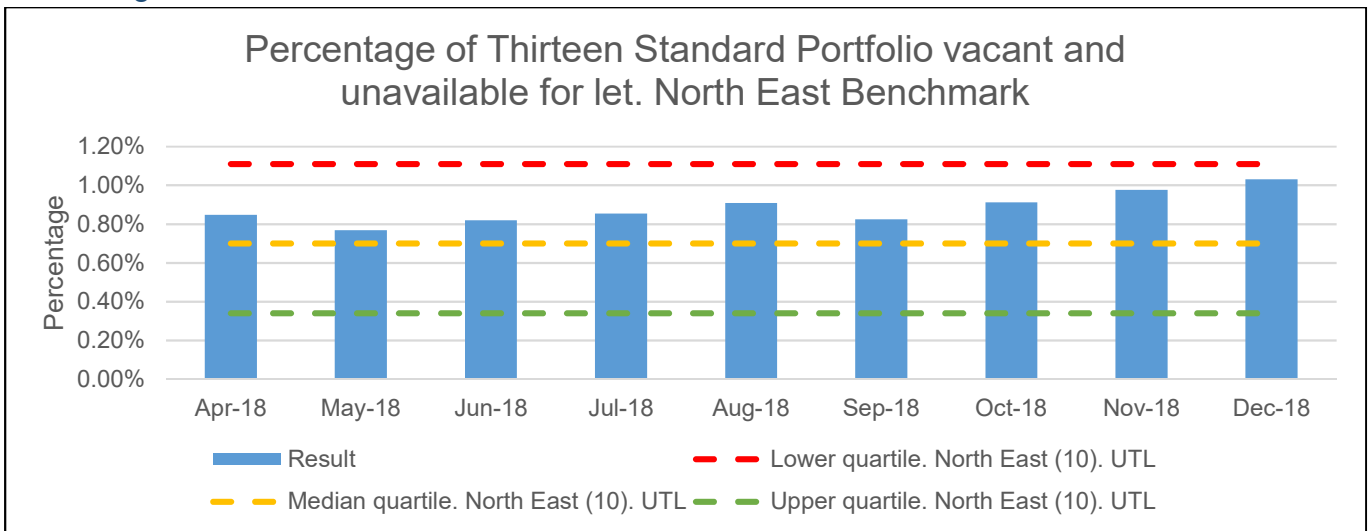
All vacant properties available and unavailable for let. Thirteen Standard and Non Standard Portfolio



Percentage of Thirteen Standard Portfolio vacant and available for let. North East Benchmark

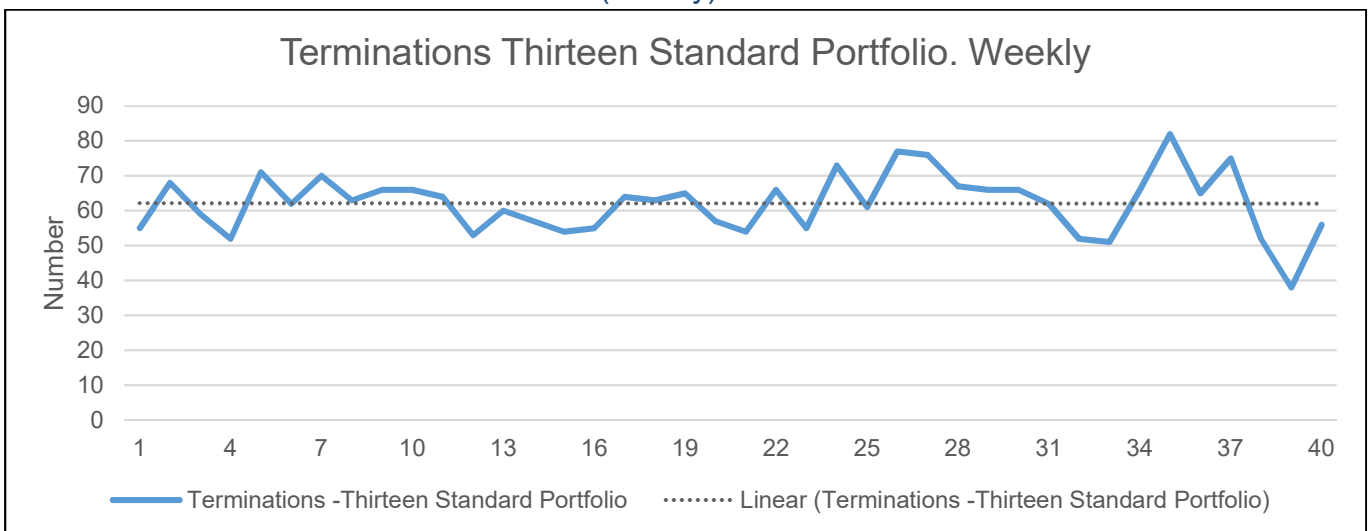


Percentage of Thirteen Standard Portfolio vacant and unavailable for let. North East Benchmark

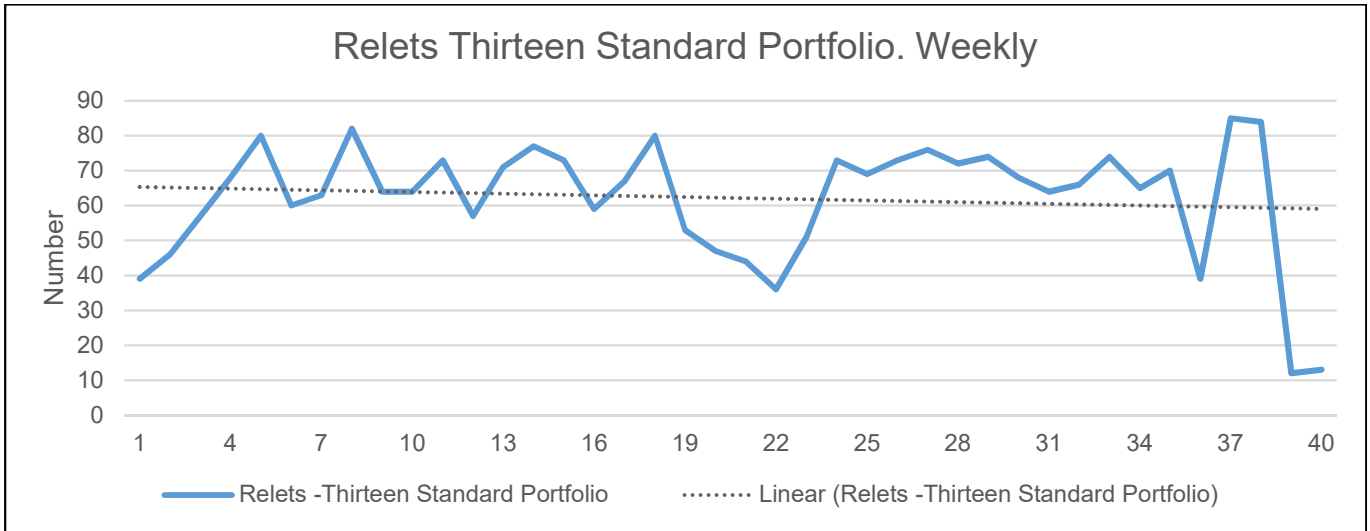


Relets and Terminations

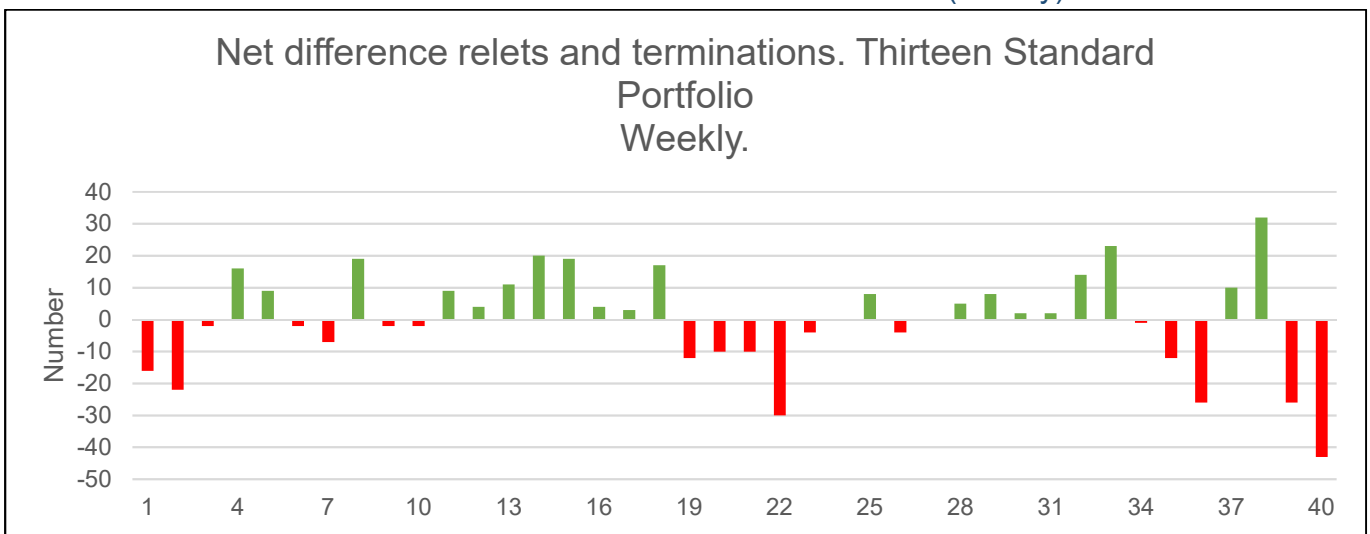
Terminations. Thirteen Standard Portfolio (weekly)



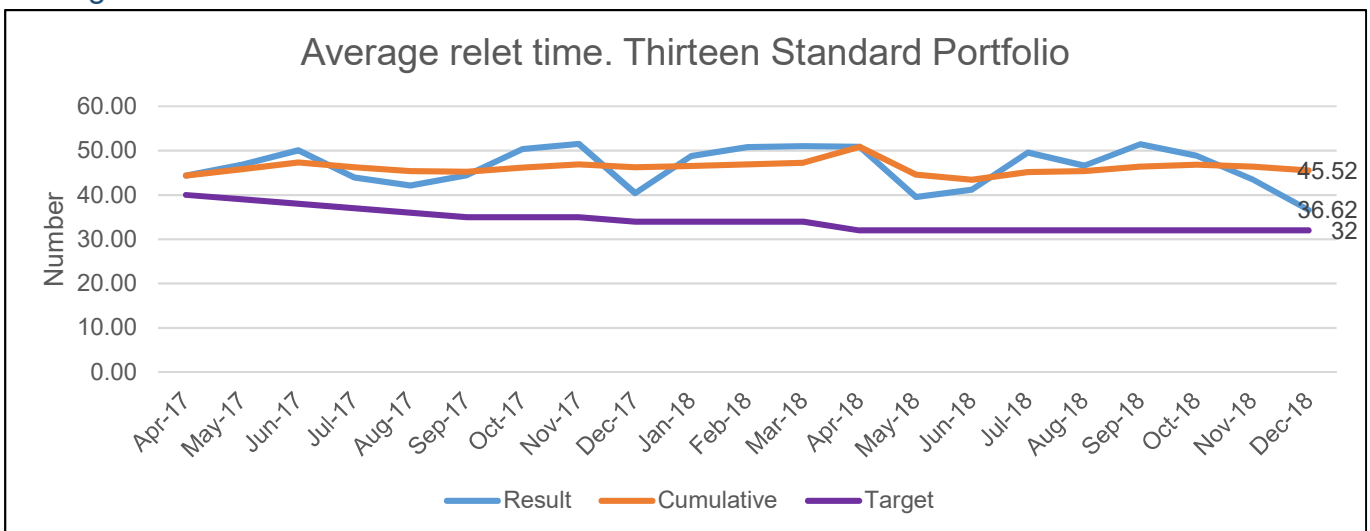
Relets. Thirteen Standard Portfolio (weekly)



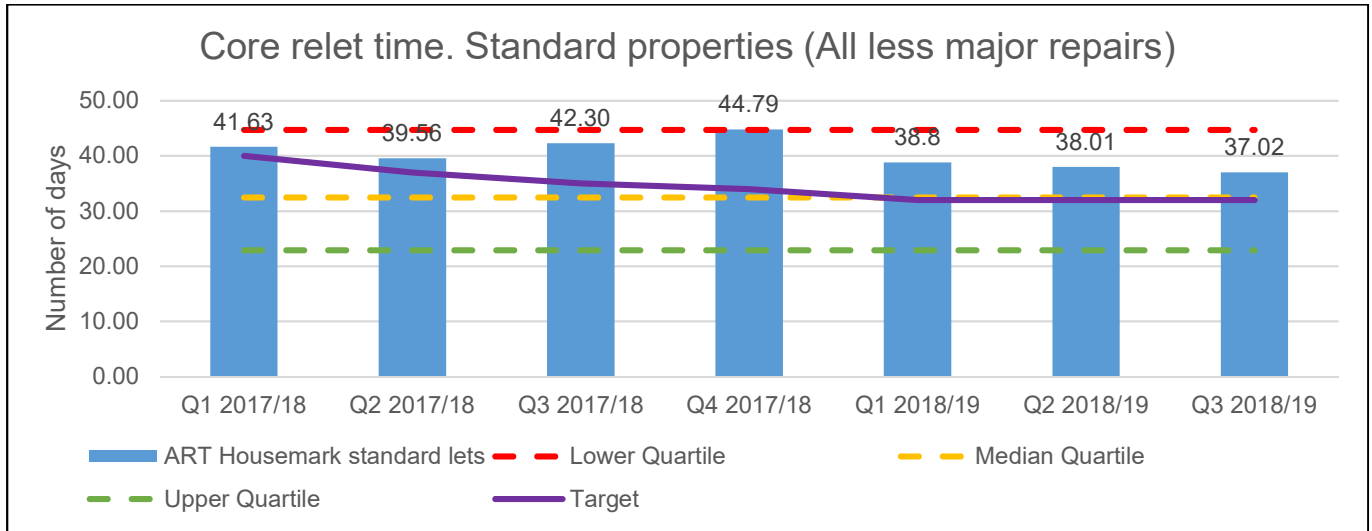
Net difference relets and terminations. Thirteen Standard Portfolio (weekly)



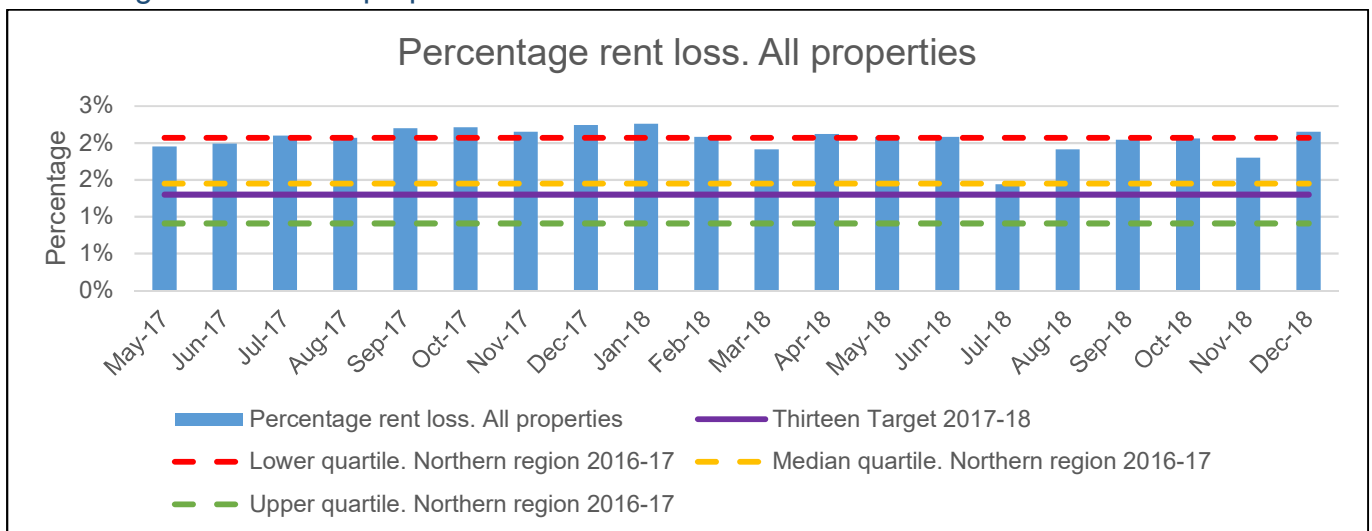
Average relet time. Thirteen Standard Portfolio



Average relet time. Housemark Core. Standard Properties (All less major repairs) (Year to date)



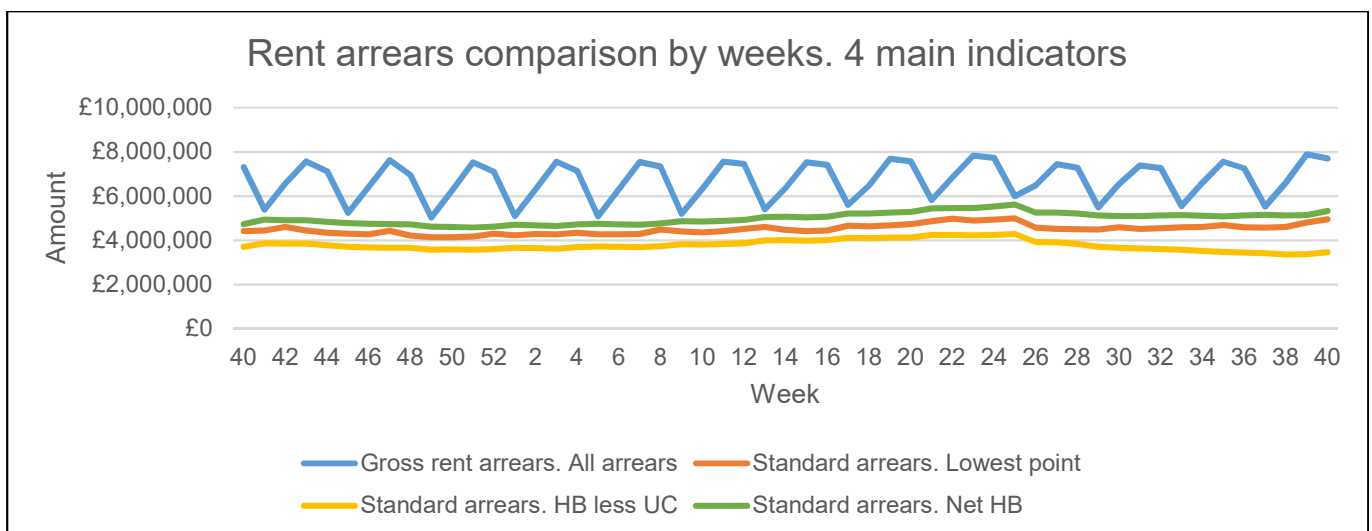
Percentage rent loss. All properties



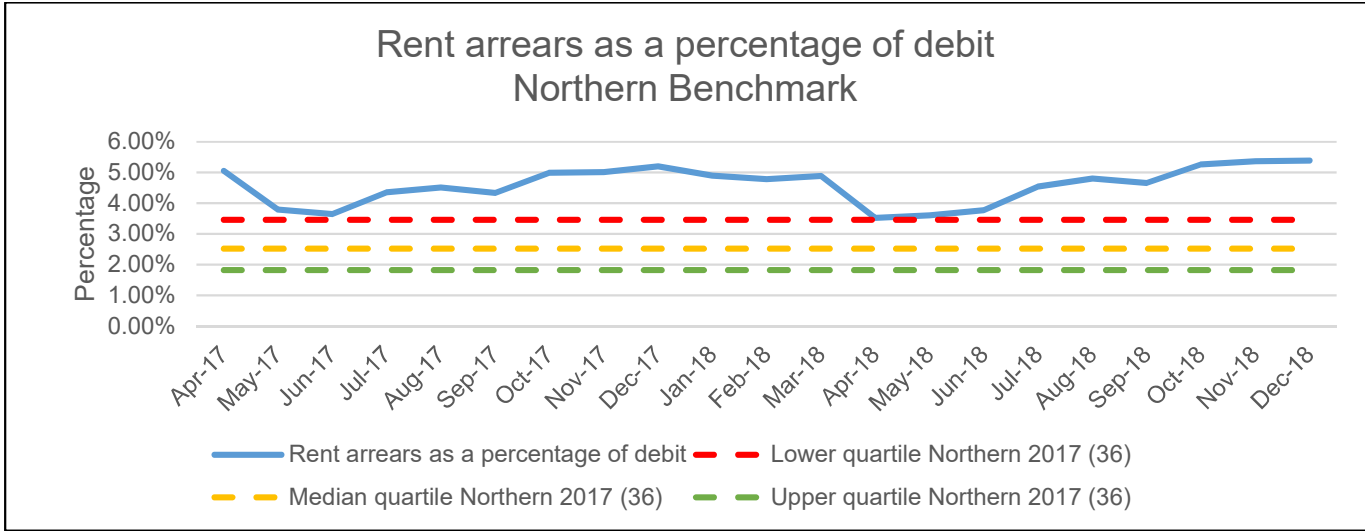
Priority 2. Growing our business as a social entrepreneur

Finance

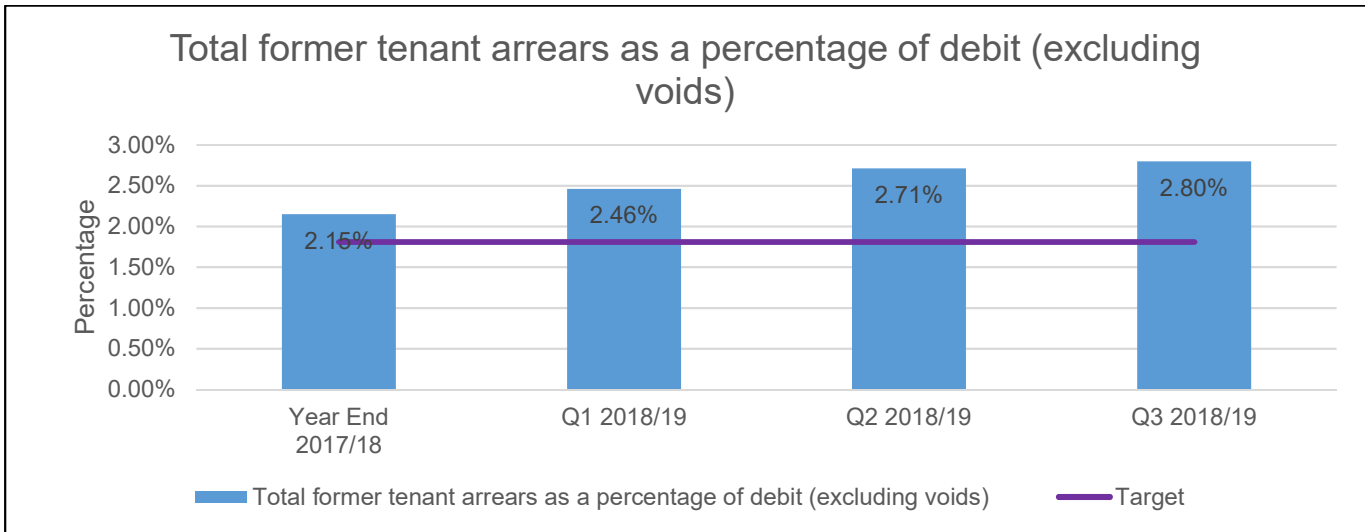
Rent arrears. Four main indicators



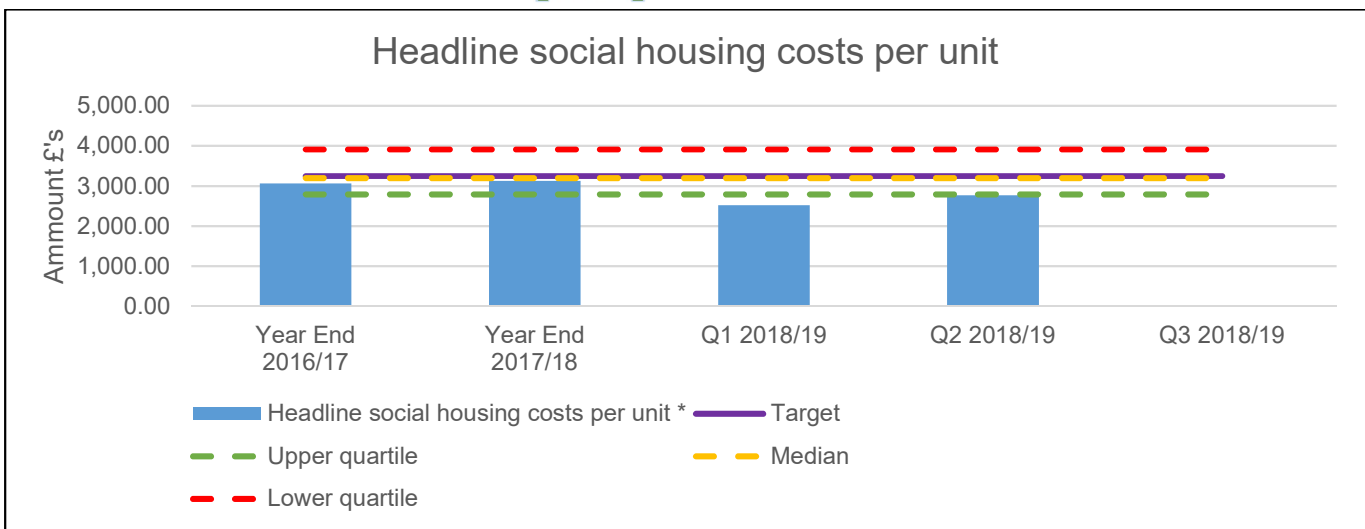
Rent arrears as a percentage of debit.



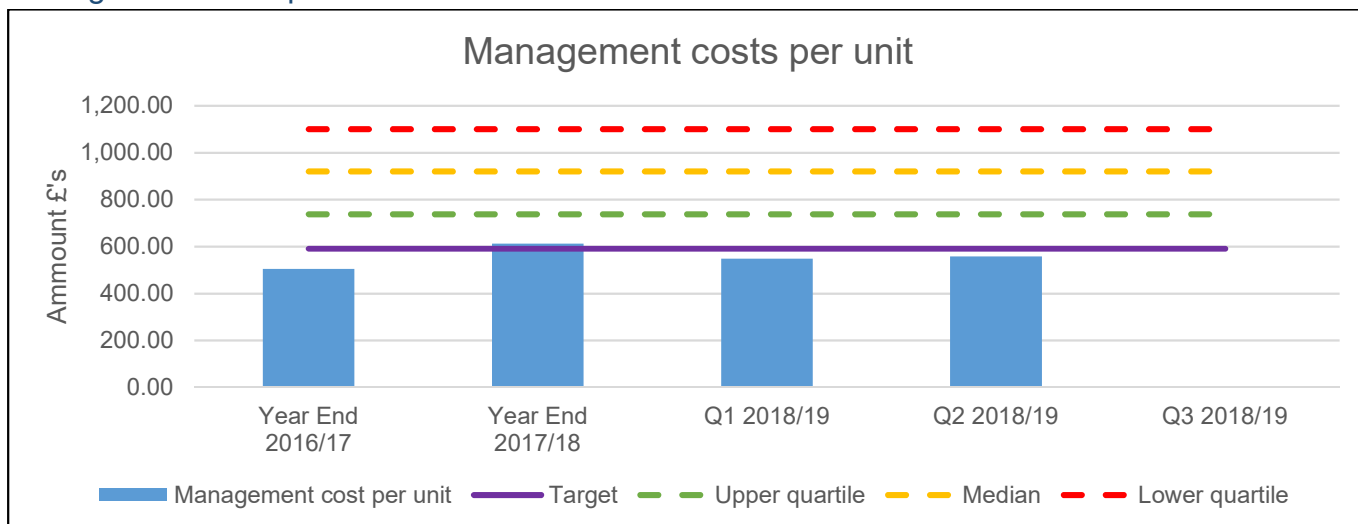
Total former tenant arrears as a percentage of debit (excluding voids)



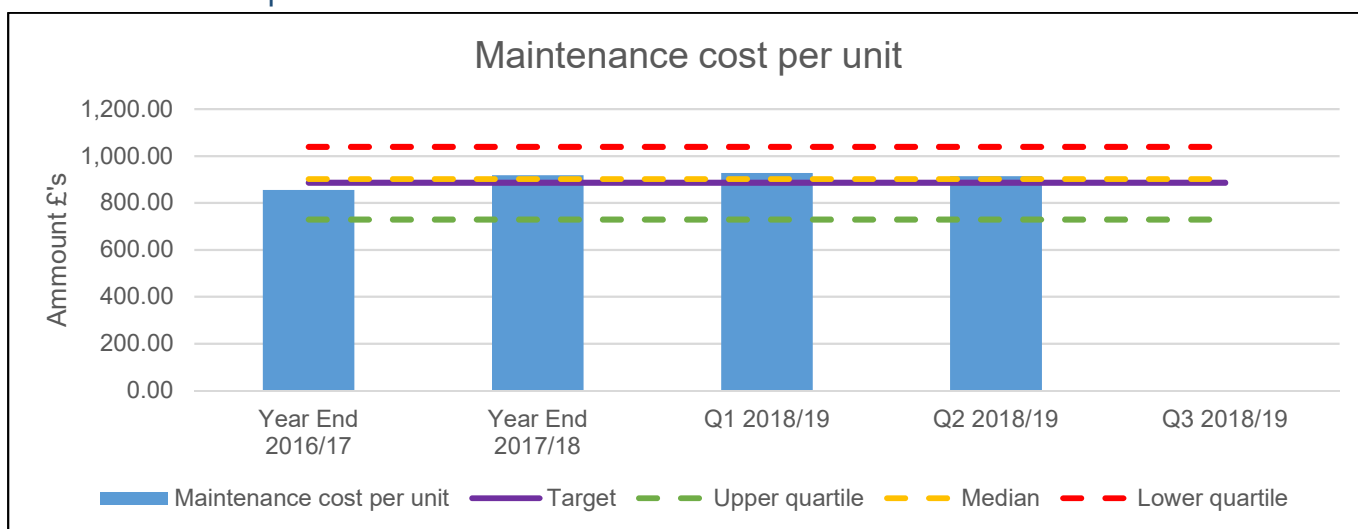
Headline social housing cost per unit [VFM]



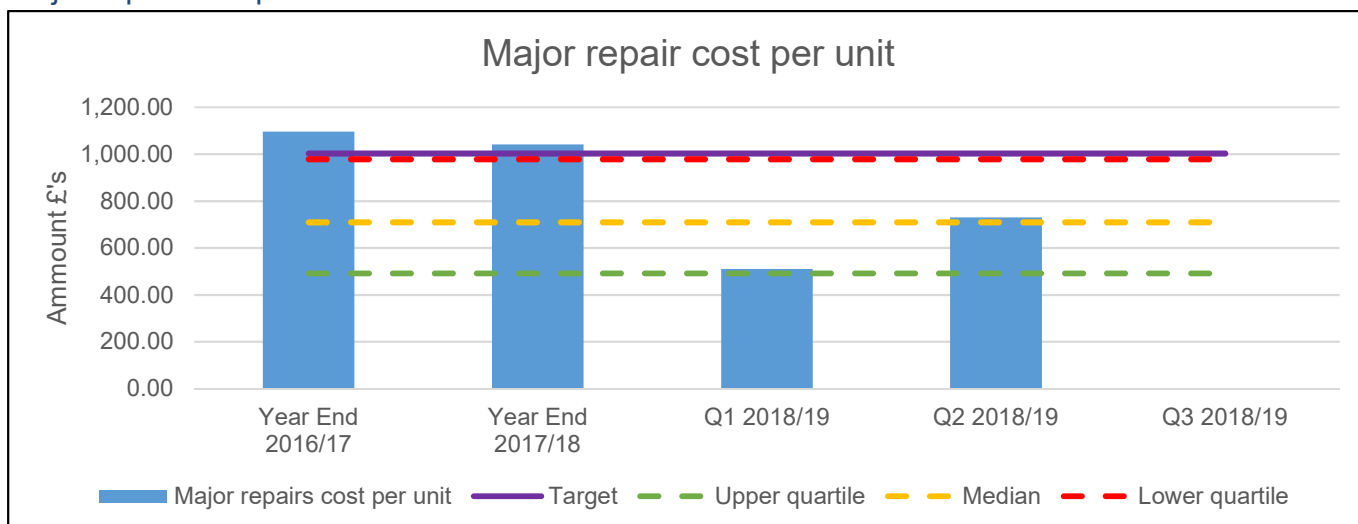
Management costs per unit



Maintenance cost per unit



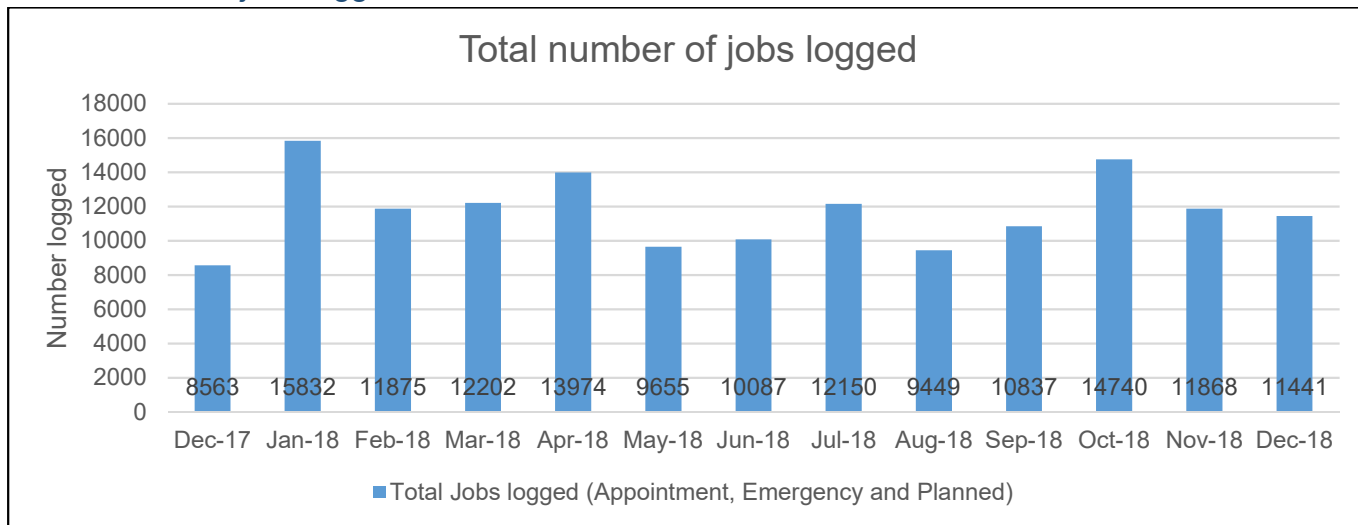
Major repair cost per unit



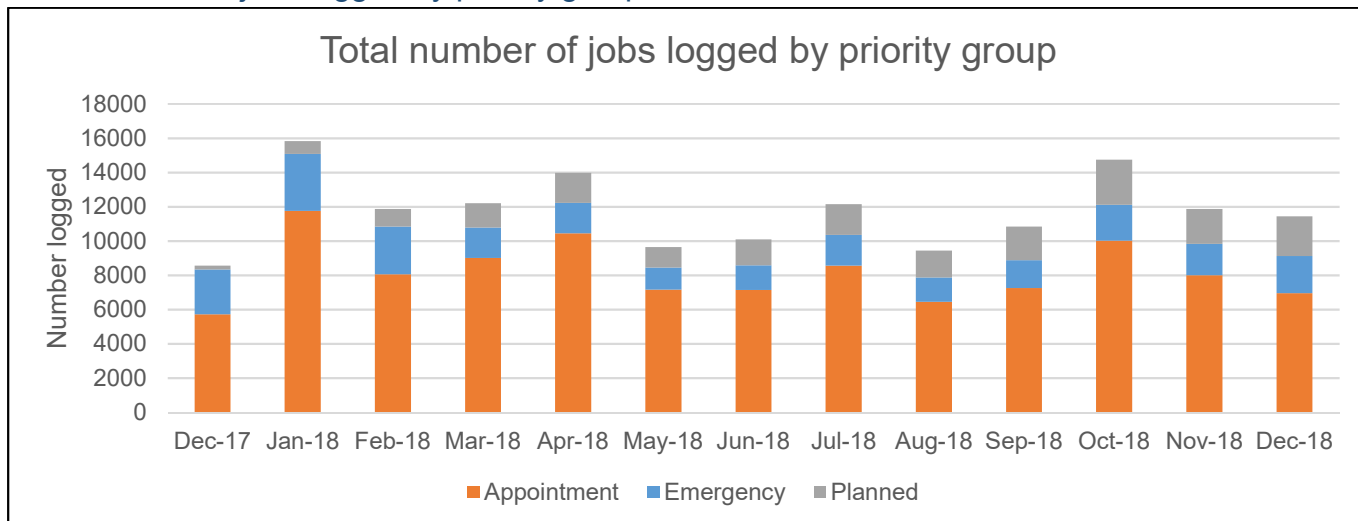
Priority 3. Contributing to regenerating the Tees Valley

Repairs and Gas

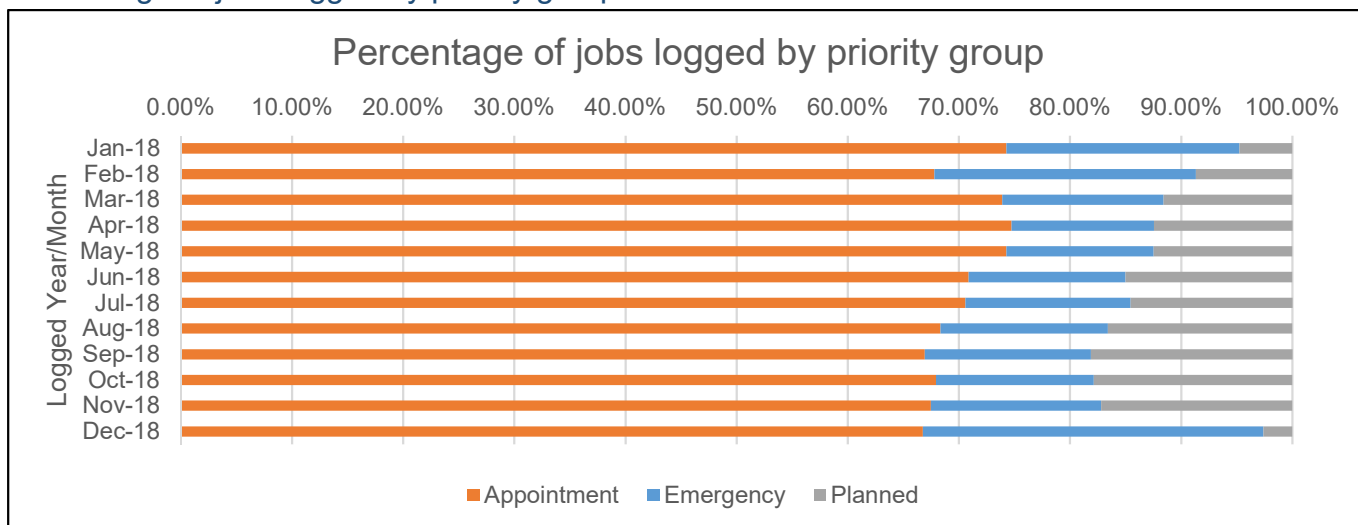
Total number of jobs logged



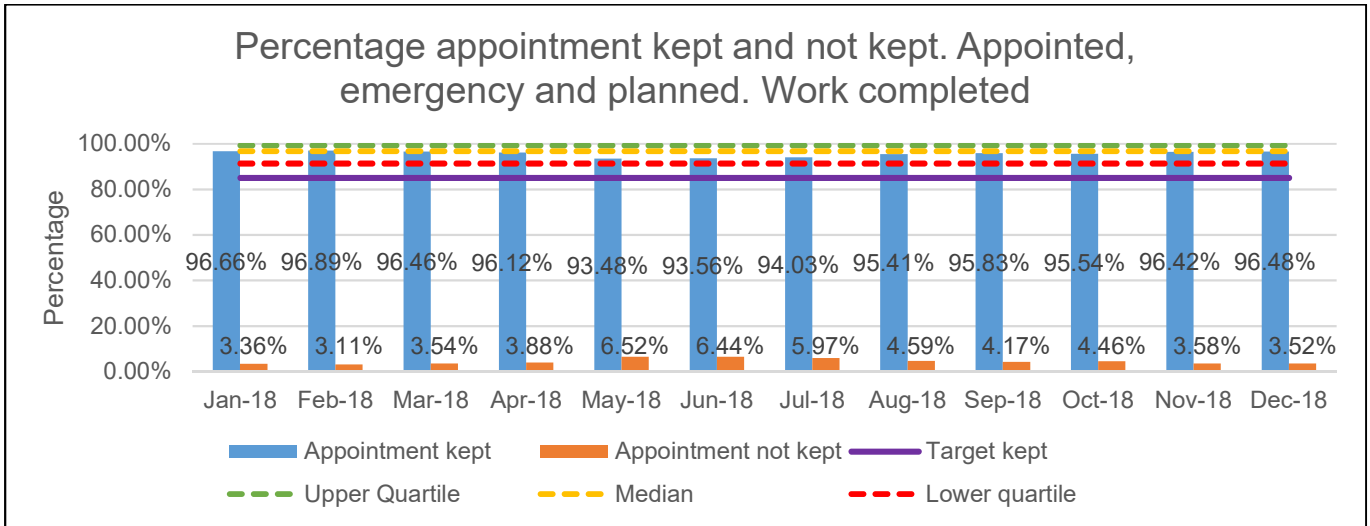
Total number of jobs logged by priority group



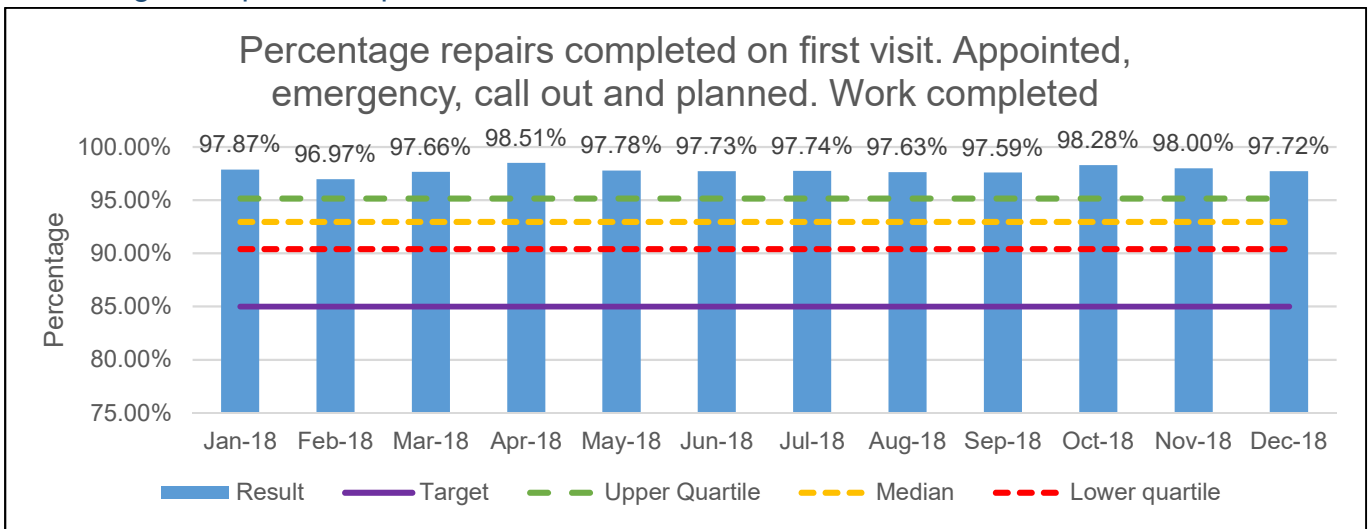
Percentage of jobs logged by priority group



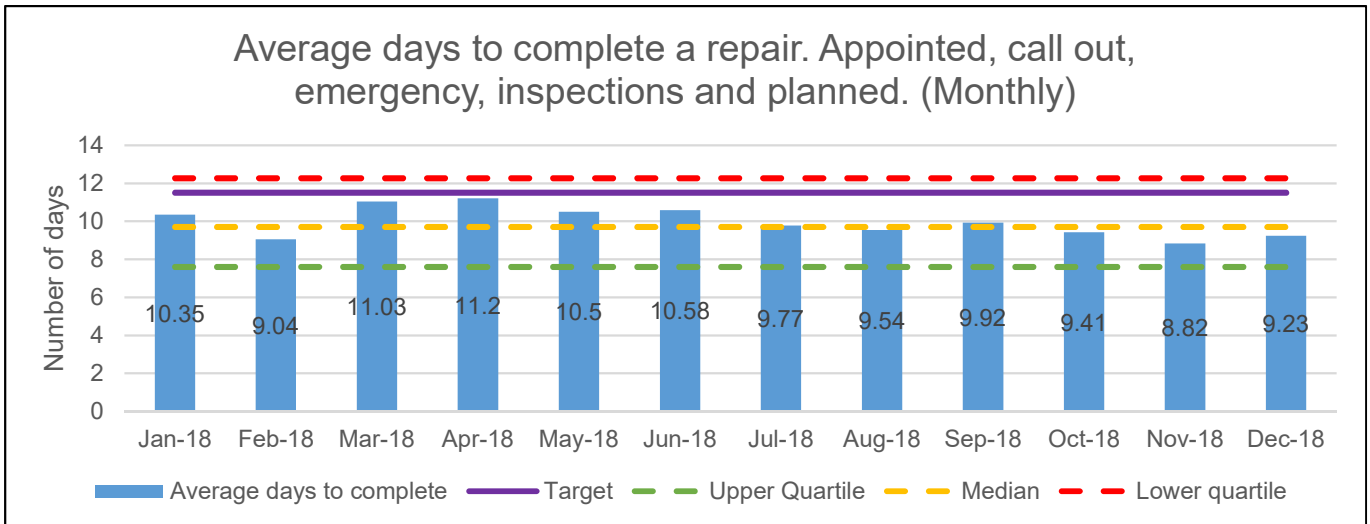
Percentage of appointment kept and not kept



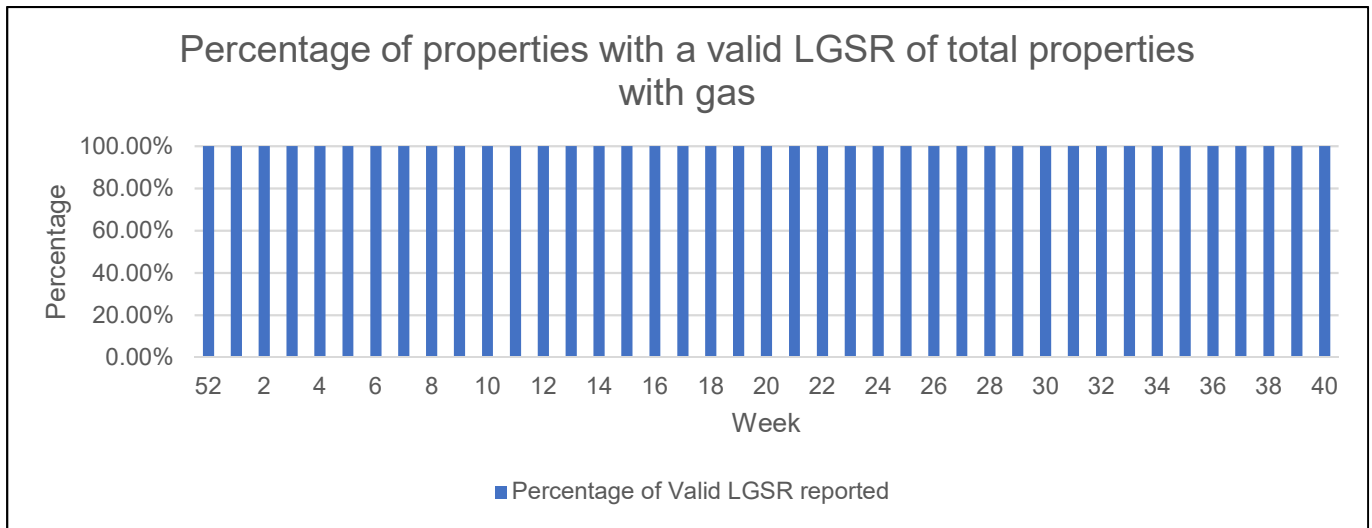
Percentage of repairs completed on first visit



Average days to complete a repair (monthly)

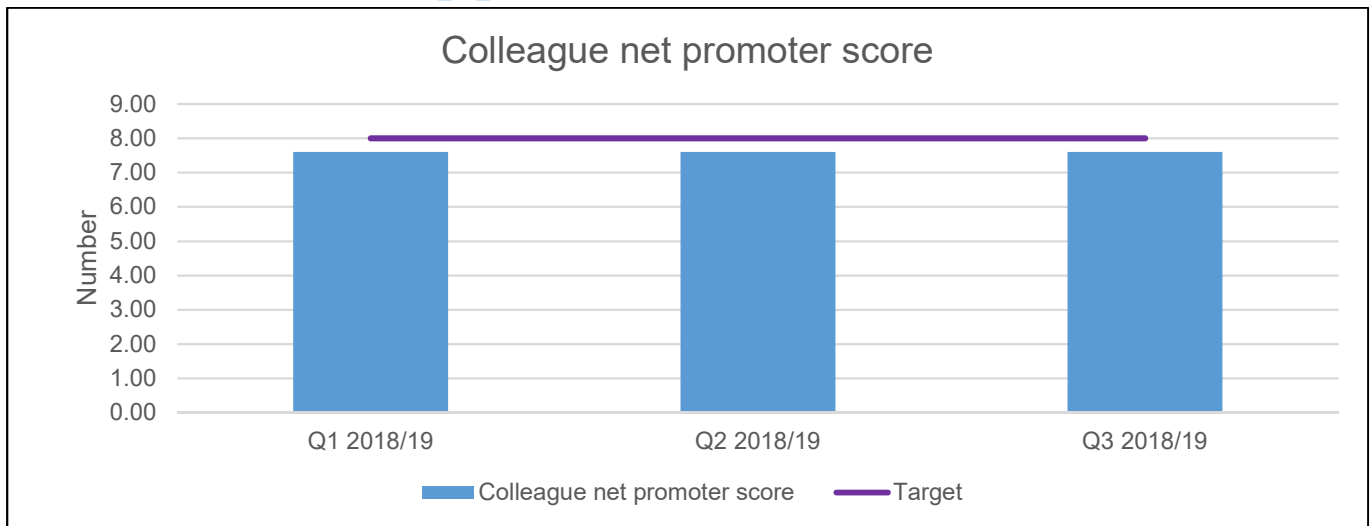


Percentage of properties with a valid LGSR of total properties with gas [P]



Priority 4. Being Team Thirteen

Colleague net promoter score [P]



Total sickness [P]

