



# How are we doing?



Performance measure	How we did last year (2016/17)	Our target for 2017/18	How we're doing so far December 2017	Performance Trend
Customer satisfaction with how complaints are handled (%)	57.0	65.0	75.0	↑
Average time to answer inbound telephone calls (seconds)	87.0	60.0	199.0	↓
First time fix by Contact Centre (%)	57.0	80.0	86.0	↔
Rent arrears - current net of anticipated Housing Benefit (%)	0.54	1.0	0.56	↑
Responsive repairs - emergency repairs on target (%)	100	100	100	↔
Responsive repairs - urgent repairs on target (%)	99.78	99.1	99.9	↓
Responsive repairs - Appointments kept as a % of appointments made	99.31	99.0	95.5	↓
Responsive repairs - customer satisfaction (%)	99.9	99.0	99.9	↓
Planned maintenance - customer satisfaction Quarterly (%)	100	99.0	100	↔
Properties with a valid gas safety certificate (%)	100	100	100	↔

The **colours** in the above table indicate how we are performing in comparison with this **years** target. The **arrows** indicate how this months performance compares with the previous **month**.