



Performance measure	How we did last year (2017/18)	Our target for 2018/19	How we're doing so far January 2019	Performance Trend
Customer satisfaction with how complaints are handled (%)	75.0	65.0	62.0	↓
Average time to answer inbound telephone calls (minutes)	2.0	3.0	3.01	↑
First point resolution (%)	80.0	80.0	76.0	↔
Rent arrears - current net of anticipated Housing Benefit (%)	0.49	1.0	0.7	↓
Responsive repairs - emergency repairs on target (%)	100	100	100	↔
Responsive repairs - urgent repairs on target (%)	99.6	99.1	99.3	↓
Responsive repairs - Appointments kept as a % of appointments made	97.97	99.0	99.5	↓
Responsive repairs - customer satisfaction (%)	99.9	99.0	99.6	↓
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**.