



# How are we doing?



Performance measure	How we did last year (2015/16)	Our target for 2016/17	How we're doing so far March 2017	Performance Trend
Customer satisfaction with how complaints are handled (%)	75.0	79.0	57.0	↓
Average time to answer inbound telephone calls (seconds)	-	60.0	87.0	↓
First time fix by Contact Centre (%)	-	80.0	57.0	↓
Rent arrears - current net of anticipated Housing Benefit (%)	0.76	1.5	0.54	↑
Responsive repairs - emergency repairs on target (%)	99.89	100	100	↔
Responsive repairs - urgent repairs on target (%)	99.01	99.1	99.78	↑
Responsive repairs - Appointments kept as a % of appointments made	99.76	99.0	99.31	↓
Responsive repairs - customer satisfaction (%)	99.7	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**.