Our performance figures 2020/21

Our performance measures	2020/21			
	Q1	Q2	Q3	Q4
Overall satisfaction (over 3 months)	88.4%			
Overall satisfaction with repairs (over 3 months)	83.2%			
Satisfaction with customer service centre (over 3 months)	91%			
New home satisfaction (re-lets only)	100%			
Rent collected as % due	97.97%			
Rent loss due to voids*	1.68%			
Current tenant arrears as % of annual rent debit	4.62%			
Percentage of properties with valid gas certificates	99.84%			

* For our general rent and older people's homes.

Network Homes

Because good homes make everything possible