Our performance figures 2020/21

Our performance measures	2020/21			
	Q1	Q2	Q3	Q4
Overall satisfaction (over 3 months)	88.4%	86.5%		
Overall satisfaction with repairs (over 3 months)	83.2%	83.4%		
Satisfaction with customer service centre (over 3 months)	91%	88.2%		
New home satisfaction (re-lets only)	100%	97.7%		
Rent collected as % due	97.97%	95.16%		
Rent loss due to voids*	1.68%	1.46%		
Current tenant arrears as % of annual rent debit	4.62%	4.81%		
Percentage of properties with valid gas certificates	99.84%	99.99%		

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

Network Homes

Because good homes
make everything possible