

Our performance figures 2018/19

| Our performance measures | 2018/19 | | | |
|---|---------|--------|--------|--------|
| | Q1 | Q2 | Q3 | Q4 |
| Overall satisfaction (over 3 months) | 89.9% | 89.64% | 88.77% | 85.50% |
| Overall satisfaction with repairs (over 3 months) | 83.6% | 82.84% | 83.37% | 82.30% |
| Satisfaction with customer service centre (over 3 months) | 84.6% | 94.11% | 92.25% | 87.50% |
| New home satisfaction (re-lets only) | 94.12% | 96.77% | 84.86% | 95.00% |
| Rent collected as % due | 94.93% | 95.59% | 96.33% | 98.51% |
| Rent loss due to voids* | 0.84% | 0.83% | 0.86% | 0.92% |
| Current tenant arrears as % of annual rent debit | 4.28% | 4.75% | 4.71% | 3.63% |
| Percentage of properties with valid gas certificates | 99.99% | 99.93% | 99.95% | 99.92% |

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