

Our performance figures 2020/21

Our performance measures	2020/21			
	Q1	Q2	Q3	Q4
Overall satisfaction (over 3 months)	88.4%	86.5%	86.8%	
Overall satisfaction with repairs (over 3 months)	83.2%	83.4%	80.9%	
Satisfaction with customer service centre (over 3 months)	91%	88.2%	90.1%	
New home satisfaction (re-lets only)	100%	97.7%	90.0%	
Rent collected as % due	97.97%	95.16%	95.36%	
Rent loss due to voids*	1.68%	1.46%	1.73%	
Current tenant arrears as % of annual rent debit	4.62%	4.81%	4.74%	
Percentage of properties with valid gas certificates	99.84%	99.99%	100%	

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